

## Exam Questions MS-720

Microsoft Teams Voice Engineer

<https://www.2passeasy.com/dumps/MS-720/>



#### NEW QUESTION 1

- (Exam Topic 1)

You need to recommend a solution for the new United Kingdom retail site. The solution must meet the technical requirements. Which three actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, assign a voice routing policy to the users.
- B. From the Microsoft 365 admin center, modify the office phone numbers of the users.
- C. From the Microsoft Teams admin center, modify the dial-out settings of the users.
- D. From the Microsoft Teams admin center, assign the phone numbers to the users.
- E. From the Microsoft Teams admin center, order five user numbers.
- F. From the Microsoft 365 admin center, create a support ticket to request five phone numbers.
- G. From the Microsoft Teams admin center, assign a calling policy to the users.

**Answer:** BDF

#### NEW QUESTION 2

- (Exam Topic 1)

You are configuring the new call queue to replace the response group.

Which setting should you disable to ensure that the agents can receive calls from the call queue?

- A. Music on hold
- B. Attendant routing
- C. Conference mode
- D. Round robin

**Answer:** C

#### NEW QUESTION 3

- (Exam Topic 2)

You need to configure a toll-free dial in bridge for Teams meetings. The solution must meet the technical requirements.

Which three prerequisites must be met before you can assign the toll-free bridge to Teams meeting organizers? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Purchase Communications Credits.
- B. Assign a phone number to a resource account.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Purchase a Microsoft 365 Domestic and International Calling Plan license.
- F. From the meeting policy, set Allow dial-in users to bypass the lobby to On.
- G. Assign a phone number to the bridge.

**Answer:** ADG

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams>

#### NEW QUESTION 4

- (Exam Topic 2)

You need to migrate a Vancouver facility user named jsmith from Skype for Business Server to Teams. Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Table Description automatically generated with medium confidence

Reference:

<https://docs.microsoft.com/en-us/skypeforbusiness/hybrid/move-users-from-on-premises-to-teams> <https://docs.microsoft.com/en-us/skypeforbusiness/hybrid/move->

users-from-on-premises-to-teams <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-voice-routing>

#### NEW QUESTION 5

- (Exam Topic 2)

You need to validate the limited pilot based on the technical requirements. What should you use?

- A. Microsoft 365 network connectivity test tool
- B. self-help diagnostics for Teams
- C. the test -CsTeamsShiftsConnectionValidflte cmdlet
- D. the Teams device usage report in the Microsoft Teams admin center

**Answer:** A

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/enterprise/assessing-network-connectivity?view=o365-worldwi>

#### NEW QUESTION 6

- (Exam Topic 2)

Once Direct Routing is deployed, you need to prepare the environment to support a reams SBA in the Vancouver facility. The solution must meet the technical requirements.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Register an application in Azure Active Directory (Azure AD).
- B. Run the New-CsTeMsSurvivableBranchAppliancc Cmdlet.
- C. Enroll the SBA server in Microsoft Intune.
- D. Configure the S8C for media bypass.
- E. Configure the SBC for call forking.
- F. Enable ForwardPAI on the online voice gateway.

**Answer:** BCE

#### NEW QUESTION 7

- (Exam Topic 2)

You need to meet the technical requirements for the returns department.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Graphical user interface, text Description automatically generated

<https://docs.microsoft.com/en-us/powershell/module/skype/set-cscallinglineidentity?view=skype-ps>

#### NEW QUESTION 8

- (Exam Topic 3)

You have a Microsoft Lync Server 2013 deployment. Some users use Enterprise Voice.

You plan to migrate to Microsoft Teams.

You need to design a migration solution. The solution must minimize the impact on end users during the migration.

What should you include in the solution?

- A. Migrate all users directly from Lync Server 2013 to Teams.
- B. Migrate the Enterprise Voice users from Lync Server 2013 to Microsoft Skype for Business Server 2019. and then migrate the Enterprise Voice users to Teams.
- C. Migrate all other users directly from Lync Server 2013 to Teams.
- D. Perform an in-place upgrade from Lync Server 2013 to Microsoft Skype for Business Server 2015, and then migrate all users to Teams.

**Answer:** D

#### NEW QUESTION 9

- (Exam Topic 3)

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams. When the users are at a specific corporate site, you need to prevent the users from adding video during calls.

Solution: You run New-csTeamsMeetingPolicy and set the-AllowIPvideo parameter to SFalse.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 10

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to implement Local Media Optimization for Direct Routing users at a site. Users at the site frequently perform the following actions:.

Which action will be affected by implementing Local Media Optimization?

- A- Park calls.
- B- Transfer calls to other users.
- C- Escalate calls to conference calls.
- D- Place calls on hold.

- A. Park calls.
- B. Place calls on hold.
- C. Transfer calls to other users.
- D. Escalate calls to conference calls

**Answer: C**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization#known-issues>

#### NEW QUESTION 10

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border Controller (SBC). The FQDN of the SBC is sbc1.contoso.com. You use signaling port 5067.

You cannot place calls and receive an error message in the Microsoft Teams admin center as shown in the following exhibit.

What is a possible cause of the issue?

- A. The firewall blocks traffic on port 5067
- B. Location-Based Routing is enabled for the SBC.
- C. Calling plan licenses are not assigned to users.
- D. The SIP options are disabled.

**Answer: A**

#### NEW QUESTION 15

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. You connect a new Session Border Controller (SBC).

You need to verify that all the voice features work as expected for calls that traverse the SBC. What should you use?

- A. the SIP Tester client script
- B. Microsoft 365 network connectivity test tool
- C. Microsoft Teams Network Assessment Tool
- D. Microsoft Remote Connectivity Analyzer

**Answer: C**

#### NEW QUESTION 18

- (Exam Topic 3)

You are deploying Microsoft Teams Phone.

You have offices in the United States, the United Kingdom, Brazil, India, and China. You will use Direct Routing for all the locations.

You need to create a network topology for roaming bandwidth policies.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add the Teams client public IP addresses to the Trusted IPs list.
- B. Create a network site.
- C. From the Microsoft 365 admin center, assign a usage location.
- D. Set Preferred country or region for media traffic for the Session Border Controller (SBC).
- E. Implement dynamic emergency calling with Presence Information Data Format Location Object (PIDF-LO).

**Answer: AB**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-your-network-topology>

#### NEW QUESTION 22

- (Exam Topic 3)

You have a Microsoft Teams deployment and an existing telephony solution that provides PSTN capability to on premises third-party PBX systems in two separate locations.

You need to implement a redundant PSTN solution for Microsoft Teams Phone. The solution must use the existing telephony earner services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

- A. highly available Session Border Controllers (SBCs)
- B. calling policies
- C. PSTN usages
- D. voice routing policies
- E. tenant dial plans

**Answer:** CDE

#### NEW QUESTION 27

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. You create a new Teams user named User1.

You need to enable User1 as an agent in a call queue. What should you do first?

- A. Assign a dial plan to User1
- B. Assign a phone number to User1.
- C. Enable hosted voicemail for User1.
- D. Enable Enterprise Voice for User1.

**Answer:** D

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>

#### NEW QUESTION 30

- (Exam Topic 3)

Your company uses configuration profiles to manage Microsoft Teams-certified IP phones. The Standard configuration profile is applied to the IP phones.

The help desk receives reports that several user phones fail to lock automatically after the timeout period. You need to verify whether the configuration profile is applied to the problematic phones.

Solution: From Devices in the Microsoft Teams admin center, you select IP Phones, find the reported phones, and review the Configuration profile column.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 31

- (Exam Topic 3)

Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier. You deploy a new Session Border Controller (SBC) that shows as healthy in the Microsoft Teams admin center.

You place a test call over the new SBC, and the call succeeds.

When you attempt to transfer the call, the transfer fails. A portion of the SIP ladder is shown in the exhibit. (Click the Exhibit tab.)

What is a possible cause of the issue?

- A. The Refer on the SBC is misconfigured.
- B. notify is enabled in the SIP options of the SBC.
- C. The carrier rejects the format of the forwarded FROM number.

**Answer:** B

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/issues-with-call-tran>

#### NEW QUESTION 32

- (Exam Topic 3)

Your company hires a new employee in Lisbon.

You assign a Microsoft 365 E3 license to the employee.

The employee must schedule meetings that will include customers in Lisbon. The customers will dial in to the meetings by using PSTN.

You need to ensure that the employee can send meeting invitations that include a dial-in conferencing bridge. The bridge must be set to a local number in Lisbon instead of the company's default dial-in conferencing bridge number.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. From Users in the Microsoft Teams admin center, edit the Audio conferencing settings of the employee.
- B. From the Microsoft Teams admin center, modify the settings of the default conferencing bridge.
- C. From the Microsoft 365 admin center, assign an Auto Conferencing add-on license to the employee.
- D. From the Microsoft 365 admin center, set the usage location of the employee to Portugal.

**Answer:** BC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/audio-conferencing-in-office-365> <https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audio-conferencing-bridg>

**NEW QUESTION 34**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that has 10 offices. Each office has a Session Border Controller (SBC).

A user reports that she can make internal calls by using the dial pad, but cannot use the dial pad to make external calls.

What is a possible cause of the issue?

- A. The user has the incorrect Teams app setup policy applied.
- B. The user has the incorrect voice routing policy applied.
- C. The user is missing a validated emergency address.
- D. Enterprise Voice is disabled for the user.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies>

**NEW QUESTION 39**

- (Exam Topic 3)

You are deploying Microsoft Skype for Business 3PIP phones to remote sites for use with Microsoft Teams. You need to sign each 3PIP phone in to Teams.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, remotely provision a new device.
- B. From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.
- C. From the device, instruct a local user to sign in by using the device itself.
- D. From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.
- E. From the device, instruct a local user to sign in from the web.

**Answer:** CE

**NEW QUESTION 44**

- (Exam Topic 3)

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline. What should you do?

- A. Add a webhook.
- B. Create a live events policy.
- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

**Answer:** A

**NEW QUESTION 49**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You deploy a new network site.

You discover that the new site is not listed in location-based reports. Other sites appear in the reports. You need to ensure that all the sites appear in the reports.

What should you do?

- A. From Network planner in the Microsoft Teams admin center, modify an existing network plan.
- B. From Network planner in the Microsoft Teams admin center, add a new persona.
- C. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains the new network site only.
- D. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains all the network sites.
- E. From Network planner in the Microsoft Teams admin center, add a new network plan.

**Answer:** D

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/cqd-upload-tenant-building-data>

**NEW QUESTION 52**

- (Exam Topic 3)

Your company has offices in 10 countries. The company has a tenant dial plan configured for each country. The company recently opened an office in a new country.

You need to create a new tenant dial plan that meets the unique dialing requirements of the new country. What should you do?

- A. Run the New-CsOnlineVoiceRoutingPolicy cmdlet.
- B. From the Microsoft Teams admin center, select Voice, select Dial plan, and then select Add.
- C. From the Microsoft Teams admin center, select Locations, select Network topology, and then select Add.
- D. Run the Sec-CsTenancDialPlan cmdlet.



**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans>

**NEW QUESTION 57**

- (Exam Topic 3)

You are deploying Microsoft Teams Calling Plans to three users as shown in the following table.

You need to resolve the issues.

What should you assign to each user? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 59**

- (Exam Topic 3)

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution. You plan to migrate all users to Microsoft Teams Calling Plans.

You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user.

What should you do first?

- A. From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- B. Schedule a port order for the phone numbers of all the users.
- C. From the Microsoft Teams admin center, order phone numbers for all the users.
- D. Migrate all the users to Teams.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams>

#### NEW QUESTION 63

- (Exam Topic 3)

You are selecting devices for use in conference rooms. The conference rooms must support two front of room displays.

Which two types of devices meet the requirements? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams displays
- C. Microsoft Teams audio conference phones
- D. Microsoft Teams Rooms on Windows
- E. Microsoft Surface Hub 2S

**Answer:** AD

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/rooms/teams-devices-feature-comparison>

#### NEW QUESTION 68

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment

You use Direct Routing with a Survivable Branch Appliance (SBA) at a site. The site experiences an extended internet outage.

Which three PSTN calling scenarios are possible during the outage? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. dynamic emergency calling
- B. outbound PSTN calls
- C. inbound PSTN calls
- D. call transfer of PSTN calls
- E. hold and resume of PSTN calls

**Answer:** ABC

#### NEW QUESTION 73

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to configure voice routing for Direct Routing. The solution must only allow calling within the United States and Canada for a user named user1

@contoso.com.

Which four actions should you perform in sequence to minimize user call disruption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



#### NEW QUESTION 77

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. The 613 7010 5XXX phone number range is allocated to the Session Border Controller (SBQ). A user named User1 is configured as shown in the following exhibit.

User1 reports that when an external caller attempts to call the phone number of User1, the external caller receives an error message.

User 1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

**Answer:** AD

#### NEW QUESTION 82

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You have a cloud-only user named user1@contoso.com.

You need to enable a Direct Routing phone number for user1@contoso.com.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

### NEW QUESTION 83

- (Exam Topic 3)

Your company has a main office in New York and a branch office in Calgary. All offices connect to each other by using a dedicated WAN.

You have a Microsoft Teams Phone deployment.

You need to recommend a Direct Routing solution that meets the following requirements:

- If a Session Border Controller (SBC) fails in the New York office, PSTN services must remain available through a local PSTN egress in New York. The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain available in the event of a local SBC outage.
- The number of SBCs must be minimized.

What should you recommend for each office? To answer, drag the appropriate components to the correct offices. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 87

- (Exam Topic 3)

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams. When the users are at a specific corporate site, you need to prevent the users from adding video during calls. Solution: You run New-CsTeamsNetworkRoamingPolicy and set the -AllowiPvideo parameter to \$False. Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 88

- (Exam Topic 3)

You are migrating users from Microsoft Skype for Business to Microsoft Teams.

You plan to create an auto attendant that can be used by all the users during the migration. You need to create the resource account for the auto attendant. What should you use?

- A. the Resource accounts node in the Microsoft Teams admin center
- B. the Users node in the Microsoft 365 admin center
- C. the New-CsHybridApplicationEndpoint cmdlet
- D. the New-CsOnlineApplicationEndpoint cmdlet
- E. the New-CsOnlineApplicationInstance cmdlet

**Answer:** A

#### NEW QUESTION 91

- (Exam Topic 3)

You are enabling users for Direct Routing. You already assigned licenses to the users. You need to complete the user setup.

Which two cmdlets should you run? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. [MISSING]
- B. [MISSING]
- C. [MISSING]
- D. [MISSING]
- E. [MISSING]

**Answer:** AE

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users>

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-voice-routing>

#### NEW QUESTION 96

- (Exam Topic 3)

You have an analog phone system.

You plan to migrate to Microsoft Teams Phone.

You need to recommend devices for common area phones that any user can use. The solution must meet the following requirements;

- Can access the Teams directory for dial by name.
- Can be administered remotely.
- Can place and pick up calls.
- Support hot desking.
- Minimize costs.

Which type of devices should you recommend?

- A. Microsoft-certified 3PIP handsets
- B. Microsoft Teams-certified handsets
- C. Microsoft Teams Rooms devices
- D. Microsoft-certified headsets
- E. the existing analog handsets

**Answer:** C

#### NEW QUESTION 98

- (Exam Topic 3)

Your company deploys 200 Microsoft Teams Rooms on Windows systems.

You are evaluating whether to purchase the Microsoft Teams Rooms Premium license for the rooms.

Which two actions require the Microsoft Teams Rooms Premium license? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

- A. Download device logs.
- B. View peripheral health.
- C. Get reporting insights into room usage and participant count
- D. Postpone updates until a certain date.
- E. Modify the Direct guest jam settings

**Answer:** AC

#### NEW QUESTION 101

- (Exam Topic 3)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You need to create a new call queue to route calls to support agents. The support agents must be able to see their call queue history and the shared transcribed voicemail. The solution must minimize administrative effort.

Solution: You set the routing method for the call queue to Attendant routing. Does this meet the goal?

A. Yes

B. No

**Answer: B**

#### Explanation:

Reference:

<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>

#### NEW QUESTION 104

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