Microsoft

Exam Questions MS-720

Microsoft Teams Voice Engineer

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NEW QUESTION 1
- (Exam Topic 1)
You need to connect the analog intercoms to Teams Phone.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Create a trusted application endpoint for Teams.
B. Create a resource account for each intercom.
C. Register the ATAs with a Teams-certified SBC.
D. Create a configuration profile for IP phones.
E. Enable Direct Routing to a Teams-certified SBC.

Answer: CE

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/direct-routing-analog-devices

NEW QUESTION 2
- (Exam Topic 1)
You need to recommend a PSTN solution for the Teams Phone deployment at the retail sites. The solution must meet the technical requirements.
What should you include in the recommendation?

A. Teams Calling Plans
B. Direct Routing without media bypass
C. Operator Connect
D. Direct Routing with media bypass

Answer: C

Explanation:
Reference:
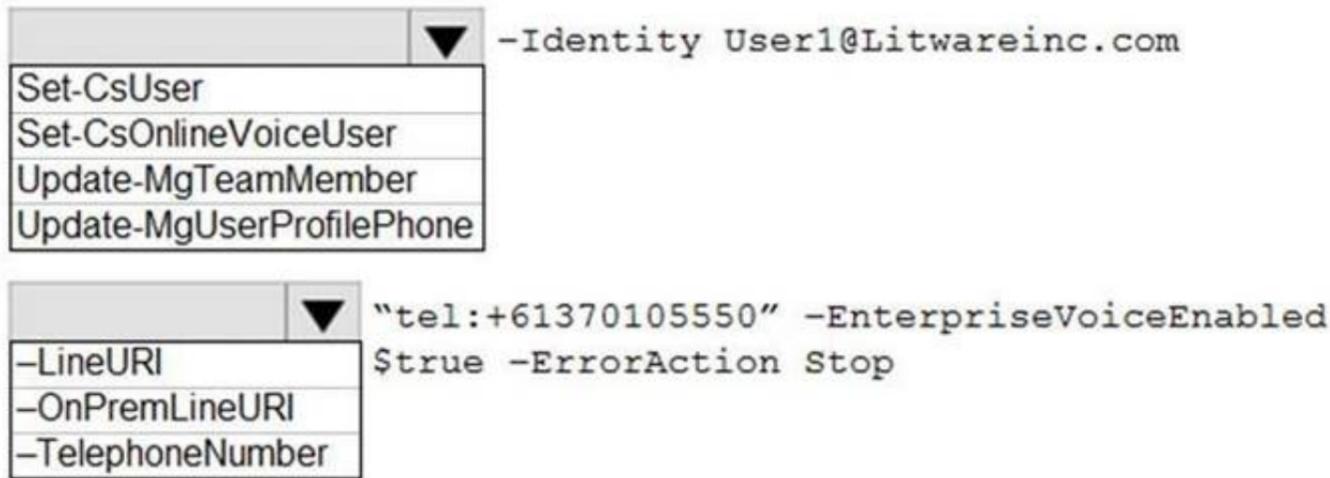https://docs.microsoft.com/en-us/microsoftteams/pstn-connectivity

NEW QUESTION 3
- (Exam Topic 1)
You need to assign a phone number to User1 to meet the technical requirements.
How should you complete the command? 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, application, email Description automatically generated
Reference:
https://docs.microsoft.com/en-us/powershell/module/skype/set-csuser?view=skype-ps

NEW QUESTION 4
- (Exam Topic 1)
You are replacing the on-site PBX at the Georgia warehouse with Teams. You need to maintain the functionality of the PBX after migrating to Teams.
Which sequence of steps should you perform? To answer, drag the appropriate steps to the correct locations.
Each step 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.

Steps

| Assign the emergency calling policy to the resource account. |
| Assign the emergency calling policy to the Georgia warehouse. |
| Associate the PA system with an SBC and assign the PA system an extension of 123456. |
| Create an emergency calling policy that has Numbers to dial for emergency calls notifications set to 123456. |

Answer Area

Step 1: Configure Direct Routing to the onsite SBC.

Step 2:

Step 3: Create a voice route for 123456 to the SBC.

Step 4:

Step 5:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application, chat or text message Description automatically generated
Reference:
https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies

NEW QUESTION 5
- (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 receivecalls from the call queue?

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

Answer: C

NEW QUESTION 6
- (Exam Topic 2)
You need to assign the correct licenses to a sales team manager in the New York office who is scheduled to migrate from Skype for Business Server to Teams.
Which three licenses should you assign? To answer, select the licenses in the answer area. NOTE: Each correct selection is worth one point.

United States ∨

Licenses (0)

☐ **Common Area Phone**
24 of 25 licenses available

☐ **Communications Credits**
Unlimited licenses available

☐ **Microsoft 365 Audio Conferencing**
1378 of 1451 licenses available

☐ **Microsoft 365 Domestic Calling Plan**
30 of 30 licenses available

☐ **Microsoft 365 Phone System**
4 of 70 licenses available

☐ **Microsoft 365 Phone System – Virtual User**
12 of 25 licenses available

☐ **Office 365 E3**
1 of 2 licenses available

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application Description automatically generated
Reference:
https://docs.microsoft.com/en-us/microsoftteams/what-are-communications-credits

NEW QUESTION 7
- (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.

Actions   Answer Area

Run the following command.

Move-CsUser -Identity
jsmith@contoso.com -Target
sipfed.online.lync.com

Run the following command.

Grant-CsOnlineVoiceRoutingPolicy
-identity jsmith@contoso.com
-PolicyName Vancouver

Assign the Microsoft 365 Phone
System license to jsmith.   ⟨ ⟩   ∧ ∨

Run the following command.

Set-CsOnlineUser
-EnableEnterpriseVoice $true
-identity jsmith@contoso.com

Assign the Microsoft 365 Audio
Conferencing license to jsmith.

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 8
- (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.

Answer Area

```
$ObjId = (Get-CsOnlineApplicationInstance -Identity returns.aa@contoso.com).ObjectId
```

▼	-Identity Returns -CallingIDSubstitute	▼
New-CsCallingLineIdentity		Anonymous
New-CsOnlineApplicationInstance		LineURI
New-CsTeamsCallingPolicy		Resource
		Service

```
-EnableUserOverride $false -ResourceAccount $ObjId -CompanyName "Contoso"
```

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 9
- (Exam Topic 3)
A user uses the Microsoft Teams client on a Windows device. The user reports call failures.
You need to send the Teams client logs to Microsoft support to troubleshoot the call failures.
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.

Actions	Answer Area
From Settings in the Microsoft Teams admin center, select **Enable logging for meeting diagnostics.**	
From Users in the Microsoft Teams admin center, modify the Voice settings of the user.	
Send the Debug logs to Microsoft support.	
Right-click the Teams notification icon and select **Collect support files.**	
Send the Media logs to Microsoft support.	
From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
From Settings in the Microsoft Teams admin center, select **Enable logging for meeting diagnostics.**	From Users in the Microsoft Teams admin center, modify the Voice settings of the user.
From Users in the Microsoft Teams admin center, modify the Voice settings of the user.	Right-click the Teams notification icon and select **Collect support files.**
Send the Debug logs to Microsoft support.	From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user.
Right-click the Teams notification icon and select **Collect support files.**	
Send the Media logs to Microsoft support.	
From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user.	

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 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 13
- (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 -iPVideoHode parameter to disabled.
Does this meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 17
- (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 20
- (Exam Topic 3)
Your company has offices in Seattle.
You deploy Microsoft Teams Phone. You have three Session Border Controller (SBCs) named SBC1, SBC2, and SBC3.
You need to configure voice routing to meet the following requirements:
➢ All calls to area codes 425 and 206 must attempt to go to SBC1, and if SBC1 is unavailable, fail over to SBC2.
➢ All other calls to the United States and Canada must go out through SBC2.
➢ International calls must go out through SBC2 or SBC3.
How should you complete the PowerShell script? To answer, drag the appropriate values to the correct targets. Each value 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.

Values

'sbc1.contoso.com'

'sbc2.contoso.com'

'sbc3.contoso.com'

'sbc1.contoso.com','sbc2.contoso.com'

'sbc2.contoso.com','sbc3.contoso.com'

'sbc1.contoso.com','sbc3.contoso.com'

Answer Area

```
New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern
'^\+1(425|206)(\d{7})$'
    -OnlinePstnGatewayList [                                    ]

New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern
'^\+1(\d{10})$'
    -OnlinePstnGatewayList [                                    ]

New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern
'^\+(?!1)\d+'
    -OnlinePstnGatewayList [                                    ]
```

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application, email Description automatically generated
Reference:
https://docs.microsoft.com/en-us/powershell/module/skype/new-csonlinevoiceroute?view=skype-ps

NEW QUESTION 23
- (Exam Topic 3)
You have a Microsoft I earns 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.
You need to implement PSTN connectivity by using Direct Routing.
What are three requirements for the implementation? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. a Session Border Controller (SBC) that uses a hostname in the onmicrosoft.com domain
B. a firewall rule that opens a TCP signaling port to Microsoft Teams
C. a public DNS entry that maps the FQDN of the Session Border Controller (SBC) to a public IP address
D. a firewall rule that opens a UDP signaling port to Microsoft Teams
E. a Teams-certified Session Border Controller (SBC)

Answer: BCE

Explanation:
Reference:
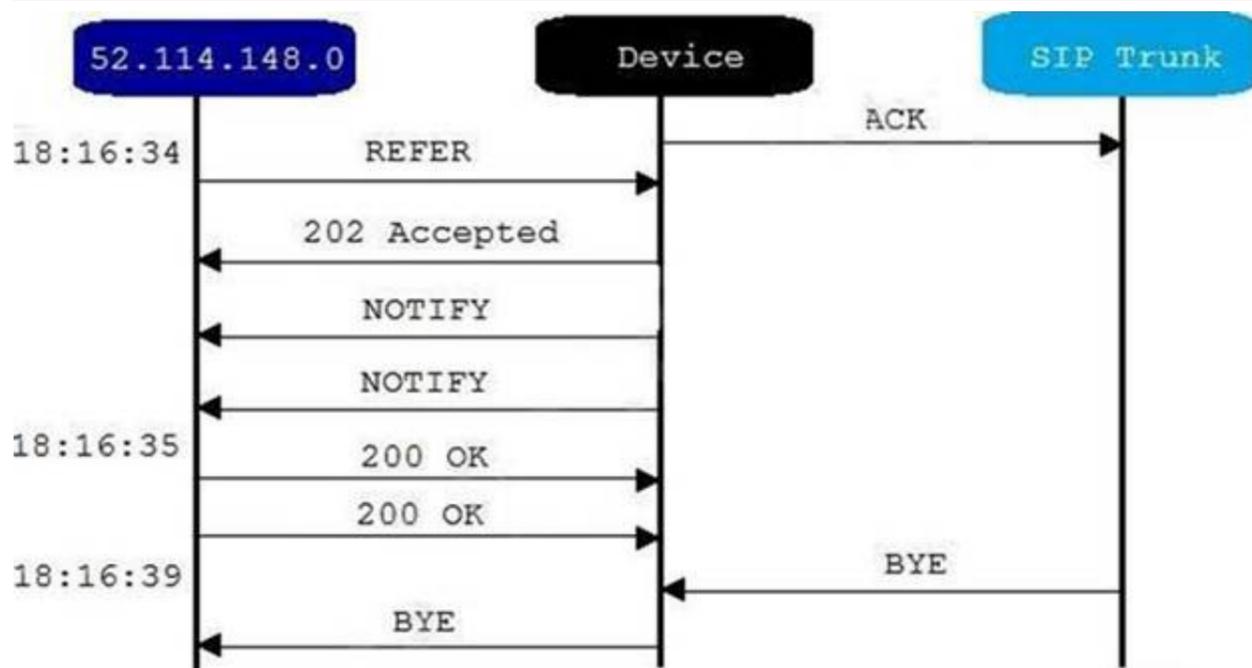https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan

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 33
- (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 38
- (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 39
- (Exam Topic 3)
Your company is migrating from a legacy PBX system to Microsoft Teams.
The phone number range is +1-423-555-1xxx. The PBX system uses four-digit dialing internally. Extensions are the last four digits of the number.
You need to ensure that you can use four-digit dialing for your numbers in Teams. The solution must minimize administrative effort. How should you configure the normalization rule? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Pattern:
```
^(\d{4})$
^(1\d{3})$
+1423555$1
+14235551$3
+14235551\d?3
+14235551\d{3}
```

Translation:

Translation:
```
^(\d{4})$
^(1\d{3})$
+1423555$1
+14235551$3
+14235551\d?3
+14235551\d{3}
```

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Pattern:
```
^(\d{4})$
^(1\d{3})$
```
Translation:
```
+1423555$1
+14235551$3
+14235551\d?3
+14235551\d{3}
```

Translation:
```
^(\d{4})$
^(1\d{3})$
+1423555$1
+14235551$3
+14235551\d?3
+14235551\d{3}
```

NEW QUESTION 43
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment that is used in the United States. You need to ensure that emergency calls placed to 9911.
What should you configure?

A. a dial plan normalization rule
B. an emergency calling policy
C. an emergency call routing policy
D. an outbound PSTN number translation rule

Answer: C

NEW QUESTION 46
- (Exam Topic 3)
Your company has a main office in Dallas.
The company has a Microsoft Teams Phone deployment.
Currently, the default audio conferencing bridge is set to a phone number that has a Miami area code.
In the Microsoft Teams admin center, you get a number in the Dallas area code. You need to assign the new Dallas number as the default audio conferencing bridge. What should you configure in the Microsoft Teams admin center?

A. the Conference bridges node under Meetings
B. the Networks & locations node under Locations
C. the Phone numbers node under Voice
D. the Auto attendants node under Voice

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audio-conferencing-bridg

NEW QUESTION 50
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
You need to provide two users with the ability to share a single phone number for inbound and outbound calling.
What are two ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. call queues
B. call forwarding
C. group call pickup
D. call delegation
E. call park

Answer: AC

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup

NEW QUESTION 53
- (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 54
- (Exam Topic 3)
You have Microsoft Teams Phone handsets.
You need to receive an alert when a handset of an executive goes offline. What should you do in the Microsoft Team admin center?

A. Create a Teams app setup policy and assign the policy to all executives.
B. Create a configuration profile for IP phones.
C. Register the handsets by using remote provisioning.
D. Modify the device state rule.

Answer: D

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/alerts/device-health-status

NEW QUESTION 59
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment. You are deploying Direct Routing.
All users have a SIP URI in the format of user@contoso.com. The Session Border Controller (SBC) is named sbc.voice.contoso.com.
When troubleshooting errors on the SBC, you receive the warning shown in the following exhibit.

⚠ No SIP Options.

The Session Border Controller exists in our database (your administrator created it using the command New-CSOnlinePSTNGateway). It's configured to send SIP options but we never saw SIP options coming back from this SBC.

What is a possible cause of the issue?

A. The certificate does not match the FQDN on the SBC.
B. The firewall blocks inbound traffic on port 443 to the SBC.

C. Only TLS 1.0 is enabled on the SBC.
D. Microsoft 365 Phone System licenses are not assigned to the users.

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certif

NEW QUESTION 63
- (Exam Topic 3)
In the Microsoft Call Quality Dashboard, you discover an increasing trend of poor-quality calls. You need to implement a solution to identify problematic sites.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Run the CQD User Feedback (Rate My Call) Report.
B. Create a building data file.
C. Upload a file to the Tenant Data Upload page.
D. Upload a file to the Reporting Labels page.
E. Create an endpoint data file.
F. Install the Power BI connector for Call Quality Dashboard (CQD).

Answer: BC

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

NEW QUESTION 64
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
You need to ensure that a user named user1@contoso.com can call international phone numbers by using Direct Routing.
Which type of policy should you use?

A. a caller ID policy
B. a calling policy
C. a teams policy
D. a voice routing policy

Answer: C

NEW QUESTION 65
- (Exam Topic 3)
You need to provide Microsoft Teams users with the ability to perform PSTN calling through a Session Border Controller (SBC). Which licenses can you assign to achieve the goal?

A. Office 365 E3 and Office 365 E5
B. Microsoft 365 E3 and Microsoft 365 E5
C. Microsoft 365 E5 and Office 365 E5
D. Office 365 E3 and Microsoft 365 E3

Answer: D

NEW QUESTION 66
- (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.

Answer Area

```
                                        -Identity user1@contoso.com -EnterpriseVoiceEnabled $true
Set-CsOnlinePSTNGateway
Set-CsOnlinePstnUsage
Set-CsOnlineVoiceUser
Set-CsUser

                                        tel:+14165551111 -HostedVoiceMail $true
-LineServerURI
-LineURI
-OnPremLineURI
-PrivateLine
```

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Set-CsOnlinePSTNGateway	-Identity user1@contoso.com -EnterpriseVoiceEnabled $true
Set-CsOnlinePstnUsage	
Set-CsOnlineVoiceUser	
Set-CsUser	

-LineServerURI	tel:+14165551111 -HostedVoiceMail $true
-LineURI	
-OnPremLineURI	
-PrivateLine	

NEW QUESTION 71
- (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 73
- (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 handsels

Answer: C

NEW QUESTION 78
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
You are designing a room that will be used for collaboration.
You need to select a device for the room. The device must meet the following requirements:
≫ Support video.
≫ Support one-touch join for meetings.
≫ Can start new meetings from within the room.
≫ Support HDMI ingestion of content into Teams.
Which type of device should you select? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Microsoft Teams Rooms on Android
B. Microsoft Teams panels
C. Microsoft Teams Rooms on Windows
D. Microsoft Surface Hub 2S.
E. Microsoft Teams displays.

Answer: AC

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

NEW QUESTION 80
- (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 locate each affected phone and review the settings on the Details tab.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 84
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