

Exam Questions MS-720

Microsoft Teams Voice Engineer

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NEW QUESTION 1

- (Exam Topic 1)

You need to assign a license to users to meet the technical requirements.

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

```
$Users = Import-CSV ./users.csv
Foreach ($Username in $Users) {
```

<div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">▼ -UserID \$Username -AddLicenses</div> <div style="border: 1px solid gray; padding: 2px;"> New-MsolLicenseOptions Set-CsOnlineVoiceUser Set-CsUser Set-MgUserLicense </div>	<div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">▼ }</div> <div style="border: 1px solid gray; padding: 2px;"> MCOEV MCOCAP MCOPSTN1 ENTERPRISEPREMIUM </div>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/powershell/module/microsoft.graph.users/actions/set-mguserlicense?view=gra> <https://docs.microsoft.com/en-us/skypeforbusiness/skype-for-business-and-microsoft-teams-add-on-licensing/as>

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 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.

Answer Area

<div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">▼ -Identity User1@Litwareinc.com</div> <div style="border: 1px solid gray; padding: 2px;"> Set-CsUser Set-CsOnlineVoiceUser Update-MgTeamMember Update-MgUserProfilePhone </div>	<div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">▼ "tel:+61370105550" -EnterpriseVoiceEnabled</div> <div style="border: 1px solid gray; padding: 2px;"> -Uri \$true -ErrorAction Stop -TelephoneNumber </div>
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- 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 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 36S 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: ACE

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/getting-phone-numbers-for-your-users>

NEW QUESTION 5

- (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
- New-CsOnlineApplicationInstance
- New-CsTeamsCallingPolicy

▼

- Anonymous
- LineURI
- Resource
- Service

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text Description automatically generated

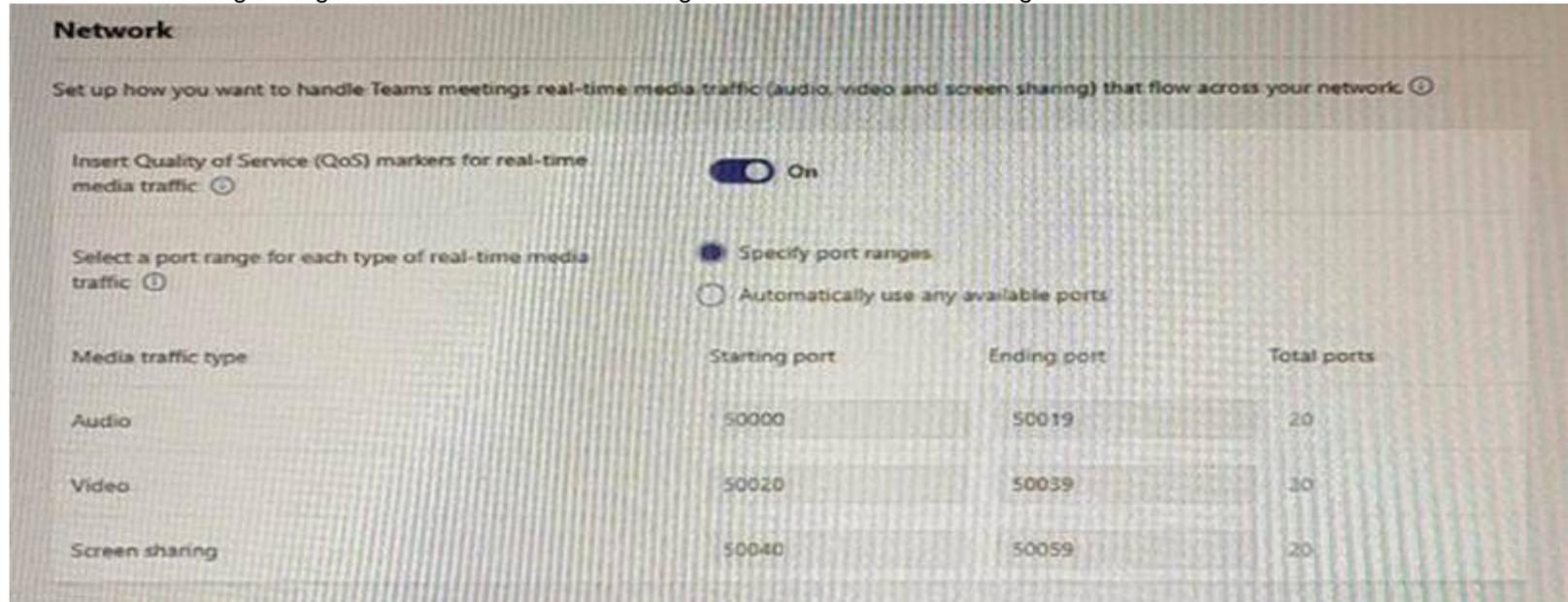
Reference:

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

NEW QUESTION 6

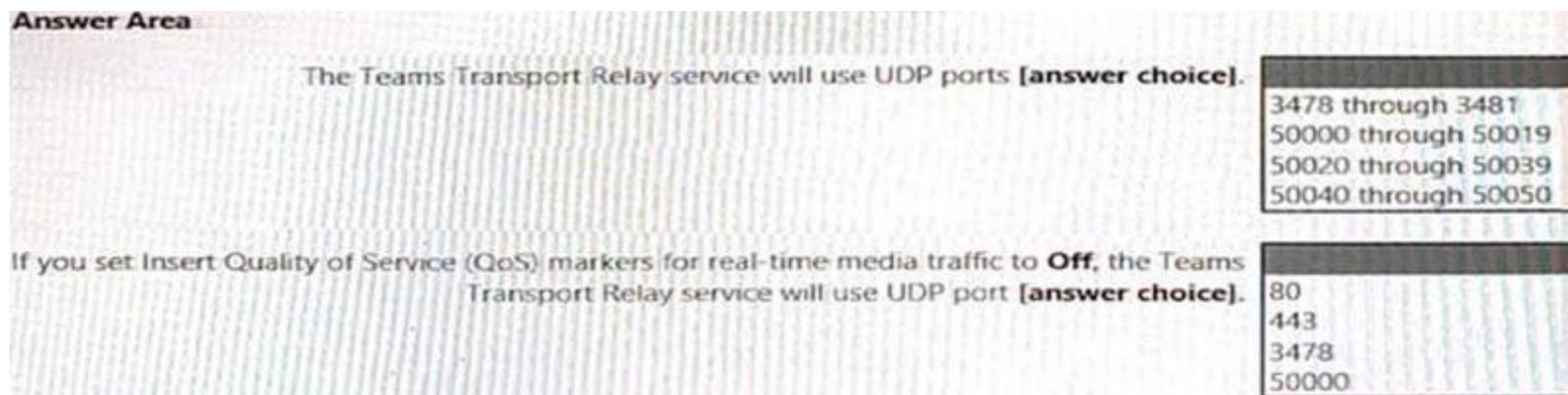
- (Exam Topic 3)

The network meeting settings for Microsoft Teams are configured as shown in the following exhibit.



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

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

NEW QUESTION 7

- (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: ABE

Explanation:

Reference:

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

NEW QUESTION 8

- (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 carrier 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: ACD

Explanation:

Reference:

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

NEW QUESTION 9

- (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 10

- (Exam Topic 3)

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

Name	License	Phone number	Reported issue
User1	Office 365 E3 Microsoft 365 Phone System Microsoft 365 Domestic Calling Plan	Unassigned	There is no dial pad in the Teams client.
User2	Office 365 E5 Microsoft 365 Domestic Calling Plan	Assigned	The user cannot dial four-digit numbers but can dial E.164 numbers.
User3	Office 365 E3 Microsoft 365 Domestic Calling Plan	Assigned	The dial pad in the Teams client recently disappeared.

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.

Answer Area

The screenshot shows three dropdown menus for assigning options to users. The options available in each dropdown are:

- A calling policy
- A dial plan
- A Microsoft 365 Domestic Calling Plan license
- A Microsoft 365 Phone System license
- A phone number
- An OnPremLineURI value

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated
 Table Description automatically generated

NEW QUESTION 10

- (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.

Your company uses Microsoft Teams Calling Plans.

The company acquires a small development team. Currently, users on the team have their own direct inward dial (DID) numbers that have PSTN capabilities. You migrate the users to Teams.

You need to ensure that the users have phone numbers. Solution: You run the New-CsHybridTelephoneNumber cmdlet. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 13

- (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 redirect calls for the call queue to a shared voicemail box.
Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Reference:

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

NEW QUESTION 15

- (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 17

- (Exam Topic 3)

You have a Microsoft Teams Rooms on Windows system in a local conference room. The system is NOT joined to Active Directory.

You need to ensure that the system can be managed by using RDP.

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.

The screenshot shows a drag-and-drop interface. On the left, under the heading "Actions", there are five items in a list box:

- Press **CTRL + ALT + DELETE**.
- Configure the Remote Desktop settings and sign out.
- From Settings in the Microsoft Teams Rooms app, select **Windows settings**.
- Select the Administrator account and enter the password.
- From Settings in the Microsoft Teams Rooms app, select the **Account** tab.

On the right, under the heading "Answer Area", there are two empty rectangular boxes for placing the actions. Below these boxes are two circular arrows: the top one points to the right (>) and the bottom one points to the left (<).

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

NEW QUESTION 20

- (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: A

NEW QUESTION 25

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. The deployment has the following configurations:

- > Direct Routing Session Border Controller (SBC) public IP subnet: 198.51.100.0/24
- > Teams client external IP subnet: 203.0.113.0/24
- > Teams client internal IP subnet: 192.168.0.0/24

- A. 52 112 0 0/14
- B. 198 51 100 0/24
- C. 203.0.113.0/24
- D. 192 168 0 0/24

Answer: C

Explanation:

Reference:

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

NEW QUESTION 28

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment and a Survivable Branch Appliance (SBA) at a site. You add a new Teams user. You need to ensure that the user at the site can place and receive PSTN calls in the event of an internet outage. What should you do?

- A. Add the user as a member of a call queue.
- B. Modify the online voice routing policy.
- C. Run the Granc-CsTeamsSurvivableBranchAppliancePolicy cmdlet.
- D. Run the Granc-CsTenancDialPlan cmdlet.

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-survivable-branch-appliance>

NEW QUESTION 30

- (Exam Topic 3)

Your company has an office in Seattle.

The default dial-in number for the company's Microsoft Teams meetings has an area code of 425.

The company does NOT have an office in New York. However, most of the company's customers are in New York.

You need to get a new default dial-in number that has a local 718 area code. You will NOT define additional location information in Teams.

Which two actions should you perform before you assign the bridge? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Get a Dedicated conference bridge (Toll) number.
- B. Search for new numbers by using a 718 area code.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Search for new numbers by using New York.

Answer: AD

NEW QUESTION 35

- (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 36

- (Exam Topic 3)

You are adding new sites to your company.

The reporting team needs location-based reports in Microsoft Power BI that include the subnet information of the new sites.

You need to add the information to Microsoft Teams. What should you do?

- A. From the Microsoft Call Quality Dashboard, upload tenant data.
- B. From the Microsoft Teams admin center, define a network subnet.
- C. From the Microsoft Teams admin center, define a network topology.
- D. From the Microsoft Teams admin center, add the subnets to the Network planner.

Answer: A

Explanation:

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

NEW QUESTION 40

- (Exam Topic 3)

Your company assigns an Office 365 E3 license to each user. All users are in France. You plan to deploy Direct Routing. Which additional license should you assign to the users?

- A. Microsoft 365 Domestic and International Calling Plan
- B. Microsoft Teams Phone Standard - Virtual User
- C. Microsoft 365 Domestic Calling Plan
- D. Microsoft 365 Audio Conferencing
- E. Microsoft Teams Phone Standard

Answer: E

NEW QUESTION 43

- (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 46

- (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 49

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You assign a Microsoft 365 E5 license to a user named User1. You need to enable User1 for Direct Routing. Which PowerShell cmdlet should you run?

- A. Set-CsCallingLineIdentity
- B. Set-CsUser
- C. Set-CsOnlineVoiceUser
- D. Set-CsUserServicesPolicy

Answer: A

NEW QUESTION 52

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that contains a Session Border Controller (SBC named SBC1.contoso.com). Direct Routing integrates with a P6X phone system that uses only four-digit dialing and is configured to use the SBC. Teams is configured to use dial plans that normalize any four-digit calls to E-164. You have the following translation rule.

Answer Area



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area



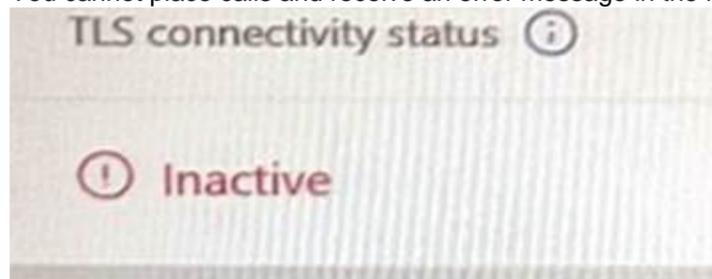
NEW QUESTION 56

- (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

Explanation:

Reference:

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

NEW QUESTION 57

- (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

Explanation:

Reference:

<https://docs.microsoft.com/en-us/skypeforbusiness/plan-your-deployment/enterprise-voice-solution/enterprise-v>

NEW QUESTION 58

- (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 61

- (Exam Topic 3)

You have a Microsoft 365 tenant that has Modern authentication enabled for an services Multi-factor authentication (MFA) is enforced for all users.

You are deploying Microsoft Teams Rooms.

The first time you attempt to sign in to a Teams Rooms, you receive an error message indicating that the device cannot sign in to Teams.

You verify that Modern authentication is enabled in Teams Rooms. What prevents you from signing in?

- A. The Microsoft Authenticates app is not configured for the Teams Rooms account
- B. The Teams Rooms account is not licensed for Microsoft intune.
- C. Teams Rooms must be domain joined first.
- D. MFA is unsupported In reams Rooms.

Answer: A

NEW QUESTION 63

- (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 64

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