Microsoft

Exam Questions MS-720

Microsoft Teams Voice Engineer

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.
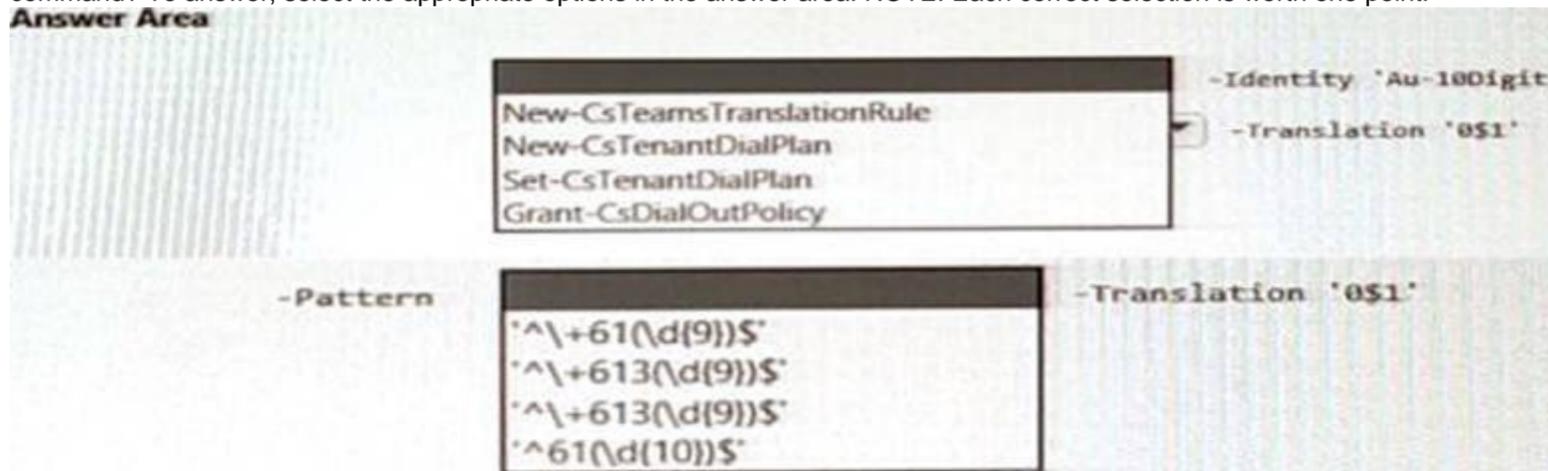E. Enable Direct Routing to a Teams-certified SBC.

Answer: CE

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/direct-routing-analog-devices
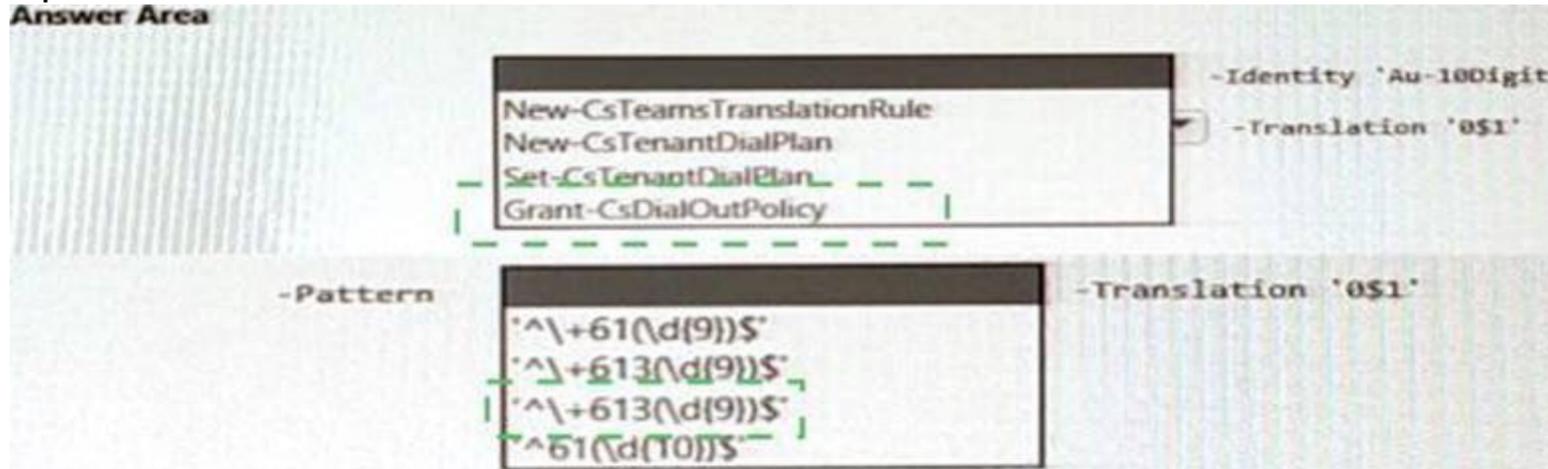
NEW QUESTION 2
- (Exam Topic 1)
You need to ensure that numbers dialed from the Melbourne warehouse conform to the dialing rules of the phone earner. How should you complete the command? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 3
- (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 4
- (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

```
[ ▼ ]  -Identity User1@Litwareinc.com
Set-CsUser
Set-CsOnlineVoiceUser
Update-MgTeamMember
Update-MgUserProfilePhone

[ ▼ ]  "tel:+613701055550" -EnterpriseVoiceEnabled
-LineURI         $true -ErrorAction Stop
-OnPremLineURI
-TelephoneNumber
```

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 5
- (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 6
- (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

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.

Answer Area

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 7
- (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

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.

Answer Area

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 8

- (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 9

- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
When you attempt to deploy a Session Border Controller (SBC) named sfac1xontoso.com. you receive the following error message: "We cant use the "SBCI-Contoso.com" domain as it hasn't been set up in the organization. Try agaax. If you continue to have problems, contact Microsoft customer support."
You need to add the SBC to the tenant.
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

- From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.
- From the Microsoft Teams admin center, enable external access for the contoso.com domain.
- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.
- From the Microsoft 365 admin center, validate the contoso.com domain
- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

- From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.
- From the Microsoft Teams admin center, enable external access for the contoso.com domain.
- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.
- From the Microsoft 365 admin center, validate the contoso.com domain
- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

Answer Area

- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.
- From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.
- From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

NEW QUESTION 10

- (Exam Topic 3)

You need to provision a Microsoft Teams-certified common area phone device at a field site. The solution must ensure that a standard user can complete the physical handset tasks without sharing credentials.

Which four 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 the Microsoft Team admin center, apply a managed tag to the device.	
From the Microsoft Team admin center, upload the MAC address of the device.	
Instruct the user to enter the verification code on the device.	
Enable the web server on the device and sign in by using a browser.	
From the Microsoft Team admin center, sign in to the device remotely.	
From the Microsoft Team admin center, generate a verification code.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
From the Microsoft Team admin center, apply a managed tag to the device.	From the Microsoft Team admin center, upload the MAC address of the device.
From the Microsoft Team admin center, upload the MAC address of the device.	From the Microsoft Team admin center, apply a managed tag to the device.
Instruct the user to enter the verification code on the device.	From the Microsoft Team admin center, sign in to the device remotely.
Enable the web server on the device and sign in by using a browser.	From the Microsoft Team admin center, generate a verification code.
From the Microsoft Team admin center, sign in to the device remotely.	
From the Microsoft Team admin center, generate a verification code.	

NEW QUESTION 10
- (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 14
- (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 16
- (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 20
- (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 User!
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 25
- (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 27
- (Exam Topic 3)
You are planning a Microsoft Teams Phone deployment that will use Direct Routing. You need to allow traffic from Microsoft 365 to a Session Border Controller (SBC). Which IP address ranges should you allow through the firewall?

A. 132.245.0.0/16 and 40.104.0.0/15
B. 10.10.0.0/24 and 10.11.0.0/24
C. 8.8.8.8/32 and 4.4.2.2/32
D. 52.112.0.0/14 and 52.120.0.0/14

Answer: D

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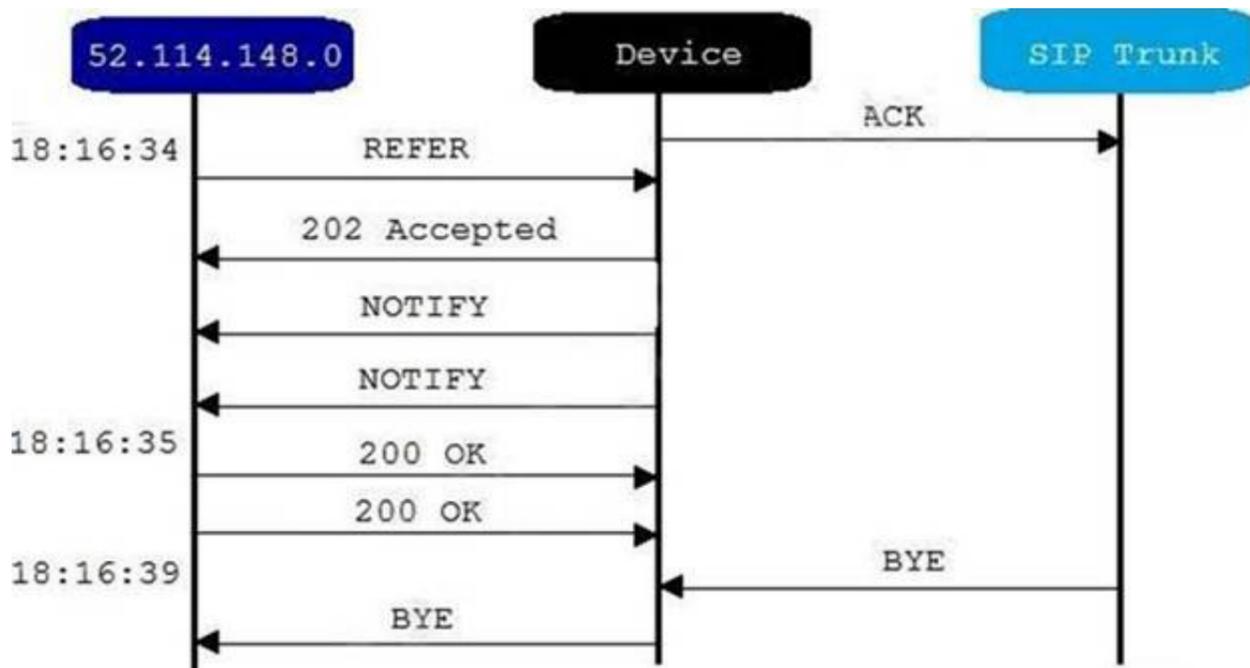https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan

NEW QUESTION 28
- (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 29
- (Exam Topic 3)
Your company receives PSTN services in Microsoft Teams through a derived Direct Routing trunk from a telephone carrier.
The carrier becomes an operator in the Operator Connect program. You need to migrate the users to Operator Connect.
Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Run the Set-CsUser cmdlet and set the –OnPremLineURI parameter to $null.
B. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the–Policyname parameter to Policy1.
C. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the–Policyname parameter to $null.
D. Run the Set-CsOnlineVoiceUser cmdlet and set the –TelephoneNumber parameter to each user's phone number.
E. Run the Set-CsOnlineVoiceUser cmdlet and set the –TelephoneNumber parameter to $null.
F. Run the Set-CsUser cmdlet and set the –OnPremLineURI parameter to each user's phone number.

Answer: ACD

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/operator-connect-configure https://docs.microsoft.com/en-us/microsoftteams/assign-change-or-remove-a-phone-number-for-a-user

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 34
- (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.

Actions

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

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

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

Answer Area

Configure the Remote Desktop settings and sign out.
Select the Administrator account and enter the password.
Press **CTRL + ALT + DELETE**

NEW QUESTION 36
- (Exam Topic 3)
You create a network region Region1 in Microsoft Teams.
You are adding a network site to Region1. The site has a 1.5-Mb connection. You need to ensure that all users at the site have a good voice experience. What should you do?

A. Create and assign a Teams Network Roaming Policy that has IP video disabled.
B. Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.
C. Run the Microsoft 365 network connectivity test tool.
D. Tag all traffic with a DSCP value of 46.

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-gb/powershell/module/skype/new-csteamsnetworkroamingpolicy?view=skype-ps

NEW QUESTION 41
- (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 43
- (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 46
- (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 49
- (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 51
- (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 coned 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 53
- (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 56
- (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 59
- (Exam Topic 3)
The network meeting settings for Microsoft Teams are configured as shown in the following exhibit.

Network

Set up how you want to handle Teams meetings real-time media traffic (audio, video and screen sharing) that flow across your network. ⓘ

Insert Quality of Service (QoS) markers for real-time media traffic ⓘ   ◉ On

Select a port range for each type of real-time media traffic ⓘ   ● Specify port ranges
                                                                   ○ Automatically use any available ports

Media traffic type	Starting port	Ending port	Total ports
Audio	50000	50019	20
Video	50020	50039	20
Screen sharing	50040	50059	20

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.

Answer Area

The Teams Transport Relay service will use UDP ports [answer choice].

3478 through 3481
50000 through 50019
50020 through 50039
50040 through 50050

If you set Insert Quality of Service (QoS) markers for real-time media traffic to **Off**, the Teams Transport Relay service will use UDP port [answer choice].

80
443
3478
50000

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

The Teams Transport Relay service will use UDP ports [**answer choice**].

3478 through 3481
50000 through 50019
50020 through 50039
50040 through 50050

If you set Insert Quality of Service (QoS) markers for real-time media traffic to **Off**, the Teams Transport Relay service will use UDP port [**answer choice**].

80
443
3478
50000

NEW QUESTION 61

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