



## **Microsoft**

### **Exam Questions MS-720**

Microsoft Teams Voice Engineer

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### NEW QUESTION 1

- (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 2

- (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 3

- (Exam Topic 2)

Once Direct Routing is deployed, you need to prepare the environment to support a remote 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-CsTeamsSurvivableBranchAppliance Cmdlet.
- C. Enroll the SBA server in Microsoft Intune.
- D. Configure the SBC for media bypass.
- E. Configure the SBC for call forking.
- F. Enable ForwardPAI on the online voice gateway.

**Answer:** BCE

### NEW QUESTION 4

- (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 Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet.
- D. Run the Grant-CsTenancyDialPlan cmdlet.

**Answer:** C

#### Explanation:

Reference:

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

### NEW QUESTION 5

- (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 6**

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 7**

- (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 8**

- (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.

- 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-csonlinevoicerooute?view=skype-ps>

**NEW QUESTION 9**

- (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 10**

- (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 10**

- (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 14**

- (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 15**

- (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 18

- (Exam Topic 3)

You have a dial plan named DPI.

You need to assign DPI to a new Microsoft Teams user named User1. You must verify that the appropriate dial plan and the associated normalization rules are assigned to User1.

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 22

- (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 26**

- (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 29**

- (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 33

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

### NEW QUESTION 34

- (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 38

- (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 40

- (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 45

- (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 49

- (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 52

- (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 54

- (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 or User1, the external caller receives an error message.

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

Which two commands should you run to resolve the issues? Each correct answer presents part or 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 58

- (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 60

- (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 61

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. You need to implement Local Media Optimization.

In the Microsoft Teams admin center, you configure the external trusted IP addresses and define the network regions, network sites, and network subnets.

What should you do next?

- A. Define a voice route.
- B. Assign Session Border Controllers (SBCs) to sites.
- C. Create a trunk translation rule.
- D. Modify the default emergency calling policy

**Answer:** B

**Explanation:**

Reference:

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

#### NEW QUESTION 65

- (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 70**

- (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 Users in the Microsoft Teams admin center, you locate each affected user and review the settings on the Voice tab.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 71**

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