# Microsoft

## Exam Questions MS-720

Microsoft Teams Voice Engineer

**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 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 3**
- (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:** B

**Explanation:**
Reference:

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

**NEW QUESTION 4**
- (Exam Topic 3)
From Voice in the Microsoft Teams admin center, you select Operators and add an operator. You need to enable users for Microsoft Teams Phone.
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**

| Acquire phone numbers. |
| Assign phone numbers to users. |
| Run the `Set-CsUser` cmdlet. |
| Run the `New-CsOnlineNumberPortInOrder` cmdlet. |
| Run the `New-CsHybridTelephoneNumber` cmdlet. |
| Create valid emergency addresses. |

**Answer Area**

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated
Reference:
https://docs.microsoft.com/en-us/microsoftteams/operator-connect-configure

**NEW QUESTION 5**
- (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:
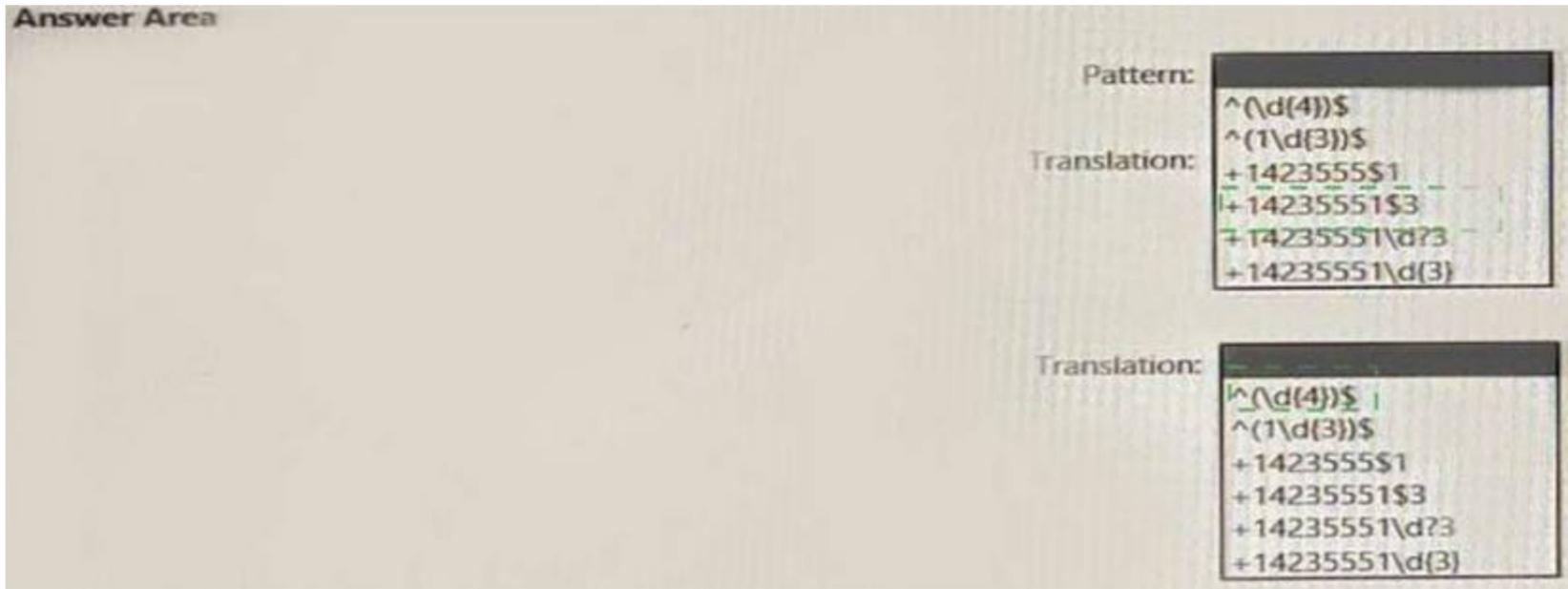- ^(\d{4})$
- ^(1\d{3})$
- +1423555$1
- +14235551$3
- +14235551\d?3
- +14235551\d{3}

Translation:
- ^(\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 6
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment in an office.
When a user dials an emergency number, the safety team for the office is notified. Your company opens a new office that has a Teams Phone deployment
You need to ensure that the safety team for the new office is notified when an emergency call is placed from that office.
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 | Answer Area |
| --- | --- |
| Grant-CsTeamsEmergencyCallingPolicy | Value  -Identity Site1-ECP -NotificationGroup "security@contoso.com" |
| New-CsOnlineVoiceRoutingPolicy | -NotificationMode NotificationOnly |
| New-CsTeamsEmergencyCallingPolicy | Value  -Identity "Site1" -EmergencyCallingPolicy "Site1-ECP" |
| New-CsTeamsEmergencyRoutingPolicy | |
| Set-CsTenantNetworkSite | |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

| Values | Answer Area |
| --- | --- |
| Grant-CsTeamsEmergencyCallingPolicy | New-CsTeamsEmergencyRoutingPolicy  -Identity Site1-ECP -NotificationGroup "security@contoso.com" |
| New-CsOnlineVoiceRoutingPolicy | -NotificationMode NotificationOnly |
| New-CsTeamsEmergencyCallingPolicy | Grant-CsTeamsEmergencyCallingPolicy  -Identity "Site1" -EmergencyCallingPolicy "Site1-ECP" |
| New-CsTeamsEmergencyRoutingPolicy | |
| Set-CsTenantNetworkSite | |

## NEW QUESTION 7
- (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 8
- (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 9**
- (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 10**
- (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 10**
- (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

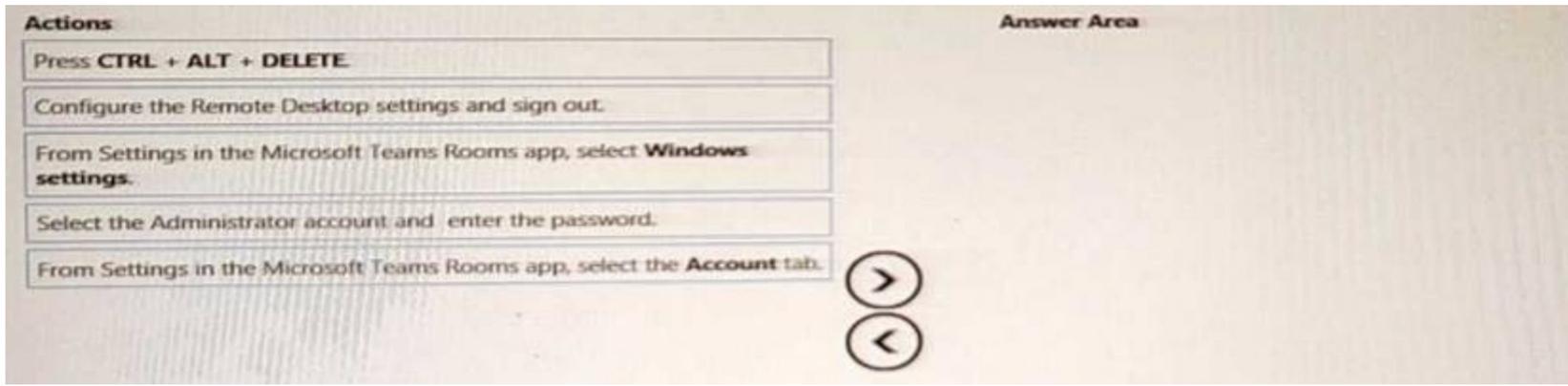**NEW QUESTION 13**
- (Exam Topic 3)
You have a Microsoft Teams Rooms on Windows system in a local conference room. The system is NOT joined to Active Directory.
You need to ensure that the system can be managed by using RDP.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

| Actions | Answer Area |
|---|---|
| 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. | |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application, email Description automatically generated

**NEW QUESTION 18**
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
You need to configure voice routing for Direct Routing. The solution must only allow calling within the United States and Canada for a user named user1
©contosoxom.
Which four actions should you perform in sequence to minimize user call disruption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.
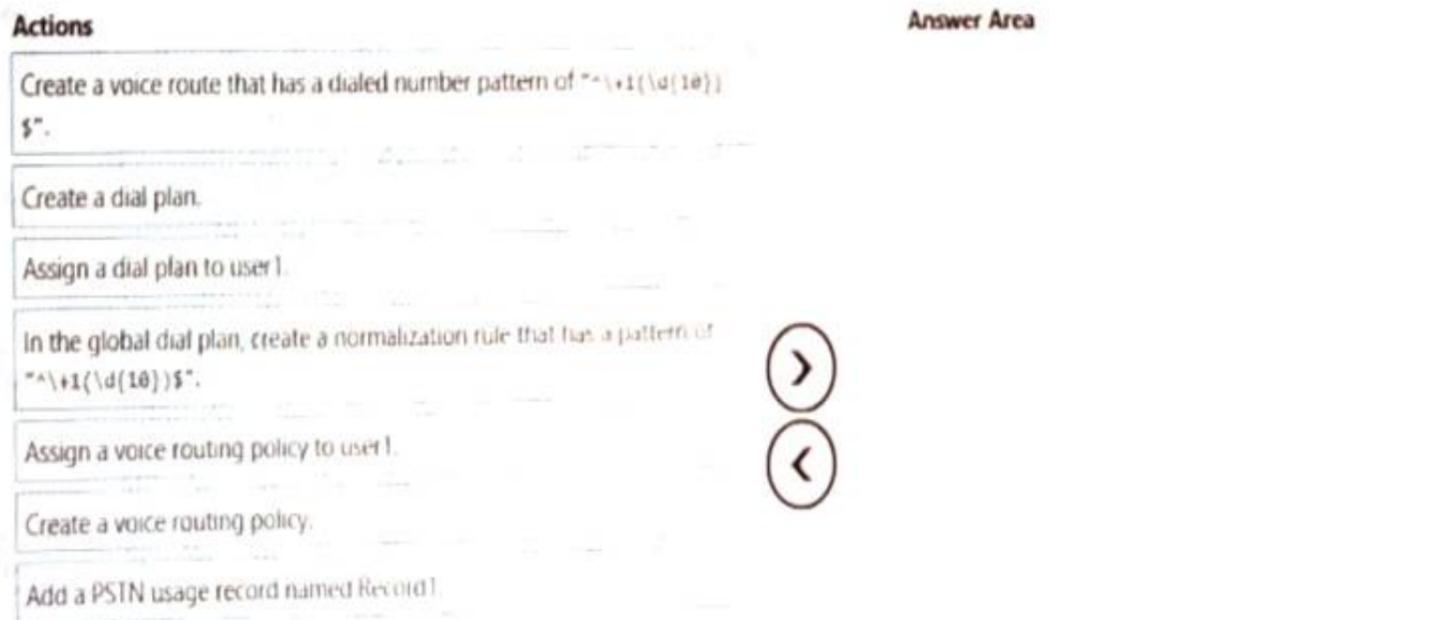


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 22**

- (Exam Topic 3)
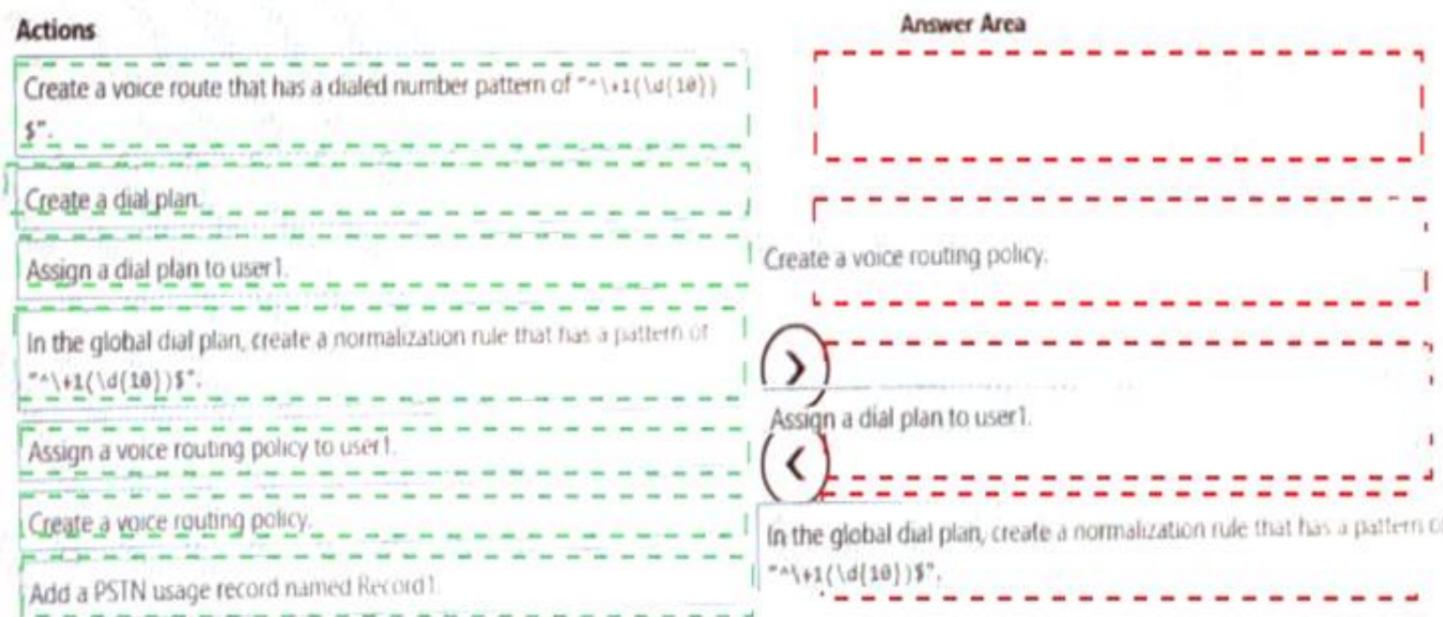Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer 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: From the Microsoft Teams admin center, you place a new order for service numbers. Does this meet the goal?

A. Yes
B. No

**Answer:** B

**Explanation:**
Reference:
https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers


**NEW QUESTION 26**
- (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 28**
- (Exam Topic 3)
Your company has an on-premises deployment of Microsoft Skype for Business Server 2015 with CU8 that Is configured for hybrid connectivity
You are migrating to Microsoft Teams Phone. A Direct Routing trunk is used for PSTN connectivity. The company requires that phone number assortments be performed in Active Directory.
You plan to create a call queue that will service users both on-premises and in the cloud.
You need to create and assign a resource account for the call queue. The call queue must be able to teach users regardless of which platform they are on.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

**Actions**

| | |
|---|---|
| From Microsoft Teams PowerShell, run the `Set-CsOnlineApplicationInstance` cmdlet and assign a phone number to the resource account. | |
| From the Skype for Business Server Management Shell, run the `New-CsHybridApplicationEndpoint` cmdlet and specify the `-LineURI` parameter. | |
| From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**. | |
| From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account. | |
| From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User | |
| Assign the resource account to the call queue during the call queue setup. | |

**Answer Area**

| |
|---|
| From the Skype for Business Server Management Shell, run the `New-CsHybridApplicationEndpoint` cmdlet and specify the `-LineURI` parameter. |
| Assign the resource account to the call queue during the call queue setup. |
| From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**. |

**NEW QUESTION 30**
- (Exam Topic 3)
Your company uses configuration profiles to manage Microsoft Teams-certified IP phones. The Standard configuration profile is applied to the IP phones.
The help desk receives reports that several user phones fail to lock automatically after the timeout period. You need to verify whether the configuration profile is applied to the problematic phones.
Solution: From Devices in the Microsoft Teams admin center, you select IP Phones, find the reported phones, and review the Configuration profile column.
Does this meet the goal?

A. Yes
B. No

**Answer:** A

**NEW QUESTION 35**
- (Exam Topic 3)
Your company has a main office in New York and a branch office in Calgary. All offices connect to each other by using a dedicated WAN.
You have a Microsoft Teams Phone deployment.
You need to recommend a Direct Routing solution that meets the following requirements:
• If a Session Border Controller (SBQ fails in the New York office, PSTN services must remain available through a local PSTN egress in New York. The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain available in the event of a local SBC outage.
• The number of SBCs must be minimized.
What should you recommend for each office? To answer, drag the appropriate components to the correct offices. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

**Components**

| |
|---|
| A cross-site SBC pair |
| A local redundant SBC pair |
| A single SBC |
| PSTN over WAN |

**Answer Area**

| New York: | Component |
|---|---|
| Calgary: | Component |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

**Components**

| |
|---|
| A cross-site SBC pair |
| A local redundant SBC pair |
| A single SBC |
| PSTN over WAN |

**Answer Area**

| New York | A local redundant SBC pair |
|---|---|
| Calgary | A single SBC |

**NEW QUESTION 40**
- (Exam Topic 3)
You are adding new sites to your company.

The reporting team needs location-based reports in Microsoft Power B1 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 45**
- (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 47**
- (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 | Answer Area |
|---|---|
| 'sbc1.contoso.com' | New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern '^\+1(425\|206)(\d{7})$'  -OnlinePstnGatewayList |
| 'sbc2.contoso.com' | New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern '^\+1(\d{10})$'  -OnlinePstnGatewayList |
| 'sbc3.contoso.com' | New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern '^\+(?!1)\d+'  -OnlinePstnGatewayList |
| 'sbc1.contoso.com','sbc2.contoso.com' | |
| 'sbc2.contoso.com','sbc3.contoso.com' | |
| 'sbc1.contoso.com','sbc3.contoso.com' | |

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 48**
- (Exam Topic 3)
You have two users named User1 and User2.
You need to configure User2 as a call delegate for Uset1. The solution must meet the following requirements:
• Minimize disruptions to User1.
• Prevent User2 from placing cans on behalf of User1.
• Prevent User2 from modifying the settings of User1.
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 |

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

For User2, set Permission to **Make and receive calls**.

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.

From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

**Actions**

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

For User2, set Permission to **Make and receive calls**.

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.

From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

**Answer Area**

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

**NEW QUESTION 52**
- (Exam Topic 3)
You need to implement Local Media Optimization.

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 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 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

**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 63**
- (Exam Topic 3)
You have a Microsoft Teams Phone deployment.
You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI). You plan to migrate to Direct Routing by using the existing PSTN services.
What should you install upstream of the PBX?

A. a physical Session Border Controller (SBC)
B. an FXO SIP Analog Telephony Adapter (ATA)
C. a virtual Session Border Controller (SBC)
D. a Session Border Controller (SBC) in Azure

**Answer:** A

**NEW QUESTION 68**
- (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 69**
- (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 71**
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