

## MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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## QUESTION 1

A company plans to grant a team named Human Resources access to a custom app called App1. The company plans to block users from adding any other third-party apps to the team.

Users report that they are unable to add App1 to the team.

You need to make sure that users can access App1.

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 following PowerShell command: `Grant-CsTeamsAppPermissionPolicy-Identity "HR Team" -PolicyNameHRAppPermissionPolicy`
- B. Run the following PowerShell command: `Grant-CsTeamsAppSetupPolicy-Identity "HR Team" -PolicyNameHRAppSetupPolicy`
- C. On the Manage apps page, ensure that App1 is allowed at the org level.
- D. Create a custom app permission policy.
- E. Create a custom app setup policy.

Correct Answer: ACD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

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## QUESTION 2

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

- A. Teams Communications Administrator
- B. Teams Communications Support Specialist
- C. Teams Communications Support Engineer
- D. Teams Service Administrator

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

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## QUESTION 3

You manage the Teams environment for a company. The prepaway company wants to allow their employees to chat with users from another tenant. The other tenant uses Skype for Business.

You add the other company's domain to your federated list. This action does not resolve the issue.

You need to configure the system.

What DNS record should you use?

- A. SRV sipfederationtls UDP 100 1 5061 sipfed.online.lync.com
- B. SRV sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
- C. CNAME sipfederationtls TCP 100 1 5061 sipdir.online.lync.com
- D. CNAME sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
- E. SRV sipfederationtls UDP 100 1 5061 sipdir.online.lync.com

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-skype-interop>

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#### QUESTION 4

You manage a company's Microsoft Teams environment.

Members of a team cannot send emails to a channel's email address.

You need to determine the cause of the issue.

What are two possible causes? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The email has more than 10 file attachments.
- B. The channel's associated SharePoint folder was renamed.
- C. The channel email address is part of a distribution list.
- D. Email integration is not enabled.
- E. The email contains more than 25 inline images.

Correct Answer: BC

Reference: <https://support.microsoft.com/en-us/office/send-an-email-to-a-channel-in-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e>

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#### QUESTION 5

A company has Microsoft 365 E5 licenses. The company uses phone numbers that are provided by Microsoft.

An auto attendant is not able to forward calls to external numbers.

What should you do?

- A. Assign a new auto-attendant number.
- B. Purchase and assign an international calling plan to the associated resource account.
- C. Assign a phone system license to the associated resource account.
- D. Configure external sharing settings from Azure Active Directory.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue#prerequisites>

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