

MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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.

A prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate 400 users to the new office.

Solution: Add an emergency address and then modify the outbound calling settings for each user.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user>

QUESTION 2

HOTSPOT

You need to set up the calling environment for the sales and support departments.

Which setup paths should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Option

Value

Primary number configuration

▼
Call queue
Auto attendant
Regular number

Secondary number configuration

▼
Call queue
Auto attendant
Regular number

Routing method for the support department

▼
Longest idle
Round robin
Serial routing
Attendant routing

Correct Answer:

Answer Area

Option	Value				
Primary number configuration	<div data-bbox="1023 450 1469 517">▼</div> <table border="1"><tr><td>Call queue</td></tr><tr><td>Auto attendant</td></tr><tr><td>Regular number</td></tr></table>	Call queue	Auto attendant	Regular number	
Call queue					
Auto attendant					
Regular number					
Secondary number configuration	<div data-bbox="1023 719 1469 786">▼</div> <table border="1"><tr><td>Call queue</td></tr><tr><td>Auto attendant</td></tr><tr><td>Regular number</td></tr></table>	Call queue	Auto attendant	Regular number	
Call queue					
Auto attendant					
Regular number					
Routing method for the support department	<div data-bbox="1023 994 1469 1061">▼</div> <table border="1"><tr><td>Longest idle</td></tr><tr><td>Round robin</td></tr><tr><td>Serial routing</td></tr><tr><td>Attendant routing</td></tr></table>	Longest idle	Round robin	Serial routing	Attendant routing
Longest idle					
Round robin					
Serial routing					
Attendant routing					

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>
<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

QUESTION 3

An organization has E5 licenses without audio conferencing.

When a user sends a chat message from the Microsoft Teams desktop app the messages are not delivered to recipients. When the user sends a chat message by using the Teams mobile app the messages are delivered.

You need to resolve the issue.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Deactivate and reactivate the user's Teams license.
- B. Update the Teams desktop app to the latest version.

C. Sign out of Teams and the sign back in to Teams.

D. Clear the Teams app local cache and the Windows credentials cache.

Correct Answer: BCD

QUESTION 4

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>

QUESTION 5

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.

A user works from a remote location and has a LAN connection and a mobile internet connection. Each connection is provided by a different internet service provider.

The user can make and receive calls by using the LAN connection. The user cannot make or receive calls by using the mobile connection.

You need to determine the cause of the issue.

Solution: Call Analytics, determine whether a voice call from the user was registered and review relevant call statistics.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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