

MS-720^{Q&As}

Microsoft Teams Voice Engineer

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QUESTION 1

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 configure group call pickup for the call queue.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://regroove.ca/stellark/2021/09/15/redirect-teams-auto-attendant-voicemail-to-achannel-updated-method/>

QUESTION 2

Your company hires a new employee in Lisbon.

You assign a Microsoft 365 E3 license to the employee.

The employee must schedule meetings that will include customers in Lisbon. The customers will dial in to the meetings by using PSTN. You need to ensure that the employee can send meeting invitations that include a dial-in conferencing

bridge. The bridge must be set to a local number in Lisbon instead of the company's default dial-in conferencing bridge number.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. From Users in the Microsoft Teams admin center, edit the Audio conferencing settings of the employee.

B. From the Microsoft Teams admin center, modify the settings of the default conferencing bridge.

C. From the Microsoft 365 admin center, assign an Auto Conferencing add-on license to the employee.

D. From the Microsoft 365 admin center, set the usage location of the employee to Portugal.

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/audio-conferencing-in-office-365>

<https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audio-conferencing-bridge>

QUESTION 3

HOTSPOT

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.

Hot Area:

Values

- Grant-CsTeamsEmergencyCallingPolicy
- New-CsOnlineVoiceRoutingPolicy
- New-CsTeamsEmergencyCallingPolicy
- New-CsTeamsEmergencyRoutingPolicy
- Set-CsTenantNetworkSite

Answer Area

```
Value -Identity Site1-ECP -NotificationGroup "security@contoso.com"
-NotificationMode NotificationOnly
Value -Identity "Site1" -EmergencyCallingPolicy "Site1-ECP"
```

Correct Answer:

Values

New-CsOnlineVoiceRoutingPolicy
New-CsTeamsEmergencyCallingPolicy
Set-CsTenantNetworkSite

Answer Area

New-CsTeamsEmergencyRoutingPolicy	-Identity Site1-ECP -NotificationGroup "security@contoso.com" -NotificationMode NotificationOnly
Grant-CsTeamsEmergencyCallingPolicy	-Identity "Site1" -EmergencyCallingPolicy "Site1-ECP"

QUESTION 4

You have a Microsoft Teams Phone deployment.

You are configuring emergency services for Direct Routing.

You need to notify a group of users when an emergency number is dialed.

What should you configure in the Microsoft Teams admin center?

- A. an emergency calling policy
- B. a calling policy
- C. an emergency call routing policy
- D. a voice routing policy

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies>

QUESTION 5

DRAG DROP

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.

Select and Place:

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

Correct Answer:

Actions

From Microsoft Teams PowerShell, run the `Set-CsOnlineApplicationInstance` cmdlet and assign a phone number to the resource account.

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

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**.

Reference: <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>

QUESTION 6

DRAG DROP 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 "SBC1-Contoso.com" domain as it hasn't been set up in the organization. Try again. 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.

Select and Place:

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	

Correct Answer:

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
	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
Send the Media logs to Microsoft support	

QUESTION 7

HOTSPOT

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing with media bypass.

You need to define a Session Border Controller (SBC) in Teams.

How should you complete the command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

	▼	-Identity sbc.contoso.com -Enabled \$true
New-CsOnlinePSTNGateway		
New-CsOnlineVoiceRoute		
New-CsOnlineVoiceRoutingPolicy		
Set-CsOnlinePstnUsage		

	▼	5061 -MaxConcurrentSessions 100 -MediaBypass \$true
-BypassMode		
-CodecPriority		
-FailoverResponseCodes		
-SipSignalingPort		

Correct Answer:

	▼	-Identity sbc.contoso.com -Enabled \$true
New-CsOnlinePSTNGateway		
New-CsOnlineVoiceRoute		
New-CsOnlineVoiceRoutingPolicy		
Set-CsOnlinePstnUsage		

	▼	5061 -MaxConcurrentSessions 100 -MediaBypass \$true
-BypassMode		
-CodecPriority		
-FailoverResponseCodes		
-SipSignalingPort		

QUESTION 8

You have a Teams Phone deployment. The deployment has a single Session Border Controller (SBC) that uses Direct Routing.

Users report that outbound PSTN calls fail.

You need to identify the quantity of specific SBC SIP errors.

What should you review in the Microsoft Teams admin center?

- A. Endpoint Reports in Microsoft Call Quality Dashboard
- B. the network effectiveness ratio on the usage tab for the SBC
- C. the Jitter tab in Network parameters
- D. Quality of Experience Reports in Microsoft Call Quality Dashboard

Correct Answer: A

QUESTION 9

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.

Correct Answer: ACD

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>

QUESTION 10

You have an analog phone system.

You plan to migrate to Microsoft Teams Phone.

You need to recommend devices for common area phones that any user can use. The solution must meet the following requirements:

1.

Can access the Teams directory for dial by name.

2.

Can be administered remotely.

3.

Can place and pick up calls.

4.

Support hot desking.

5.

Minimize costs.

Which type of devices should you recommend?

- A. Microsoft-certified 3PIP handsets
- B. Microsoft Teams-certified handsets
- C. Microsoft Teams Rooms devices
- D. Microsoft-certified headsets
- E. the existing analog handsets

Correct Answer: C

QUESTION 11

HOTSPOT

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.

Hot Area:

Grant-CsTeamsCallingPolicy
Grant-CsTenantDialPlan
Set-CsTenantDialPlan
Set-CsUser

-Identity user1@contoso.com -PolicyName DP1

Get-CsEffectiveTenantDiaPlan
Get-CsOnlineUser
Get-CsOnlineVoiceUser
Test-CsEffectiveTenantDiaPlan

-Identity user1@contoso.com

Correct Answer:

Grant-CsTeamsCallingPolicy
Grant-CsTenantDialPlan
Set-CsTenantDialPlan
Set-CsUser

-Identity user1@contoso.com -PolicyName DP1

Get-CsEffectiveTenantDiaPlan
Get-CsOnlineUser
Get-CsOnlineVoiceUser
Test-CsEffectiveTenantDiaPlan

-Identity user1@contoso.com

QUESTION 12

DRAG DROP

You are replacing the on-site PBX at the Georgia warehouse with Teams.

You need to maintain the functionality of the PBX after migrating to Teams.

Which sequence of steps should you perform? To answer, drag the appropriate steps to the correct locations. Each step 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.

Select and Place:

Answer Area

Account Devices Licenses and apps Mail OneDrive

Select location *

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

Correct Answer:

Answer Area

Account Devices Licenses and apps Mail OneDrive

Select location *

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

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies>

QUESTION 13

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.

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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 Device in the Microsoft Teams admin center, you select IP Phones, select the Configuration profiles tab, select Standard Phone Policy, and select Assigned devices.

Does this meet the goal?

A. Yes

B. No

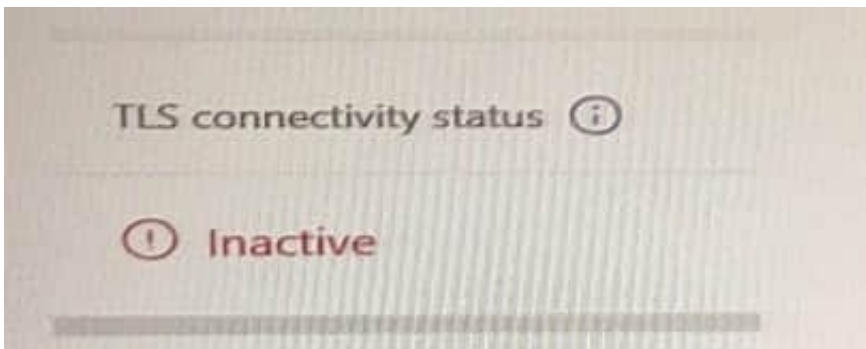
Correct Answer: B

QUESTION 14

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border Control (SBC). The FQDN of the SBC is sbc1.contoso.com. You use signaling port 5067.

You cannot place calls and receive an error message in the Microsoft Teams admin center as shown in the following exhibit.



What is a possible cause of the issue?

A. The firewall blocks traffic on port 5067

B. Location-Based Routing is enabled for the SBC.

C. Calling plan licenses are not assigned to users.

D. The SIP options are disabled.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certificate-issues>

QUESTION 15

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

Correct Answer: AC

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>

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