

MS-720^{Q&As}

Microsoft Teams Voice Engineer

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QUESTION 1

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.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans>

QUESTION 2

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

Correct Answer: B

QUESTION 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).

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/cqd-upload-tenant-building-data>

QUESTION 4

DRAG DROP

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:

1.

If a Session Border Controller (SBC) fails in the New York office, PSTN services must remain available through a local PSTN egress in New York.

2.

The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain available in the event of a local SBC outage.

3.

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.

Select and Place:

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	

Correct Answer:

	Configure the Remote Desktop settings and sign out
	Select the Administrator account and enter the password
From Settings in the Microsoft Teams Rooms app, select Windows settings	Press CTRL+ALT+DELETE
From Settings in the Microsoft Teams Rooms app, select the Account tab	

QUESTION 5

DRAG DROP

You have two users named User1 and User2.

You need to configure User2 as a call delegate for User1. The solution must meet the following requirements:

1.
Minimize disruptions to User1.
 2.
Prevent User2 from placing calls on behalf of User1.
 3.
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.

Select and Place:

Components	New York
A cross-site SBC pair	
A local redundant SBC pair	
A single SBC	Calgary
PSTN over WAN	

Correct Answer:

Components	New York
A cross-site SBC pair	A local redundant SBC pair
	Calgary
PSTN over WAN	A single SBC

QUESTION 6

You have a Microsoft Teams Phone deployment.

You have two users that must receive calls for one another. When a call is received by one user, the other user must only receive a visual notification.

What should you use?

- A. a calling policy
- B. call delegation
- C. group call pickup
- D. call park and retrieve
- E. call forwarding

Correct Answer: C

The call sharing and group call pickup features of Microsoft Teams let users share their incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable.

Group call pickup is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call (via audio and visual

notification, visual only, or banner in the Teams app), and they can decide whether to answer it.

Incorrect:

Not A: Call park and retrieve is a feature that lets a user place a call on hold. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code with a supported

app or device to retrieve the call.

Not B: Microsoft Teams Phone call delegation. Add a delegate to answer or make calls on your behalf in Microsoft Teams.

In steps:

1.

Select your profile photo.

2.

Select Settings > General, and then select Manage delegates.

3.

Select Your delegates and type the person's name.

4.

Choose which permissions to give them, and then select Add.

5.

Your delegate gets notified about their new status.

6.

Under Calls, select Forward my Calls > My delegates to manage your permissions and make sure your calls go to all your delegates.

Not C: Group call pickup is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing).

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup>

<https://support.microsoft.com/en-us/office/set-up-a-delegate-to-take-your-calls-75e8c522-dde0-45b3-8fd1-8341f19740f9>

<https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>

QUESTION 7

HOTSPOT

You need to assign a phone number to User1 to meet the technical requirements.

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:

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



Correct Answer:

Actions

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

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.

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.

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/set-csuser?view=skype-ps>

QUESTION 8

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 and locations node under Locations

C. the Phone numbers node under Voice

D. the Auto attendants node under Voice

Correct Answer: A

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

QUESTION 9

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.

Correct Answer: ABD

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

QUESTION 10

You are deploying Microsoft Teams Calling Plans.

You port all phone numbers to Microsoft Teams Phone as shown in the exhibit (Click the Exhibit tab.)

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues. [Learn more](#)

Numbers

Order history

+ Add ↓ Port ✎ Edit ☎ Release

✓	Phone number	Number Provider	Location	Number usages ⓘ	Number type ⓘ
	+1 234 555 5331	Microsoft	Akron, United States	User	
	+1 234 555 5332	Microsoft	Akron, United States	User	
	+1 234 555 5333	Microsoft	Akron, United States	User	
✓	+1 234 555 5334	Microsoft	Akron, United States	User	
	+1 234 555 5335	Microsoft	Akron, United States	User	

You need to assign. The number -1-234-555-5334 to an auto attendant. What should you do first?

- A. Get an auto attendant toll number.
- B. Assign the number to the resource account of the auto attendant.
- C. Open a Microsoft support case to initiate an inventory type change.
- D. Create a port order for a user number.

Correct Answer: D

QUESTION 11

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 12

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

Correct Answer: B

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

QUESTION 13

You are deploying Microsoft Skype for Business 3PIP phones to remote sites for use with Microsoft Teams.

You need to sign each 3PIP phone in to Teams.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, remotely provision a new device.
- B. From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.
- C. From the device, instruct a local user to sign in by using the device itself.
- D. From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.
- E. From the device, instruct a local user to sign in from the web.

Correct Answer: CE

QUESTION 14

Your company deploys 200 Microsoft Teams Rooms on Windows systems.

You are evaluating whether to purchase the Microsoft Teams Rooms Premium license for the rooms.

Which two actions require the Microsoft Teams Rooms Premium license? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

- A. Download device logs.
- B. View peripheral health.
- C. Get reporting insights into room usage and participant count
- D. Postpone updates until a certain date.
- E. Modify the Direct guest jam settings

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/rooms/microsoft-teamsrooms-premium>

QUESTION 15

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:

1.

Support video.

2.

Support one-touch join for meetings.

3.

Can start new meetings from within the room.

4.

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.

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/rooms/teams-devices-feature-comparison>

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