

## MS-720<sup>Q&As</sup>

Microsoft Teams Voice Engineer

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## QUESTION 1

You port phone numbers from a legacy earner to Microsoft Teams Phone to use with Microsoft Teams Calling Plans.

You attempt to assign a number to a resource account that will be used by an auto attendant, but the number does NOT appear on the list of available numbers.

You need to ensure that you can assign the number to the resource account.

What should you do?

- A. Submit a request to convert the number from a user number to a service number.
- B. Run the Set-CsOnlineApplicationInstance cmdlet.
- C. Run the Set-CsTeamsUnassignedNumber Treatment cmdlet.
- D. Order a new number from Microsoft.

Correct Answer: B

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

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## QUESTION 2

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 "SBCI-Contoso.com" domain as it hasn't been set up in the organization. Try agaax. 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 <b>Enable logging for meeting diagnostics</b>	
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 <b>Collect support files</b>	
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 <b>Enable logging for meeting diagnostics</b>	From Users in the Microsoft Teams admin center, modify the Voice settings of the user
	Right-click the Teams notification icon and select <b>Collect support files</b>
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 3

### HOTSPOT

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.

Hot Area:

Pattern
<code>^(\d{4})\$</code>
<code>^(1\d{3})\$</code>
<code>+14233555\$1</code>
<code>+142335551\$3</code>
<code>+142335551\d?3</code>
<code>+142335551\d{3}</code>

Translation
<code>^(\d{4})\$</code>
<code>^(1\d{3})\$</code>
<code>+14233555\$1</code>
<code>+142335551\$3</code>
<code>+142335551\d?3</code>
<code>+142335551\d{3}</code>

Correct Answer:

Pattern
<code>^(\\d{4})\$</code>
<code>^(1\\d{3})\$</code>
<code>+14233555\$1</code>
<code>+142335551\$3</code>
<code>+142335551\\d?3</code>
<code>+142335551\\d{3}</code>

Translation
<code>^(\\d{4})\$</code>
<code>^(1\\d{3})\$</code>
<code>+14233555\$1</code>
<code>+142335551\$3</code>
<code>+142335551\\d?3</code>
<code>+142335551\\d{3}</code>

**QUESTION 4**

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>

## QUESTION 5

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

Correct Answer: D

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

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## QUESTION 6

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>

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## QUESTION 7

You are migrating users from Microsoft Skype for Business to Microsoft Teams.

You plan to create an auto attendant that can be used by all the users during the migration.

You need to create the resource account for the auto attendant

What should you use?

- A. the Resource accounts node in the Microsoft Teams admin center
- B. the Users node in the Microsoft 365 admin center
- C. the New-CsHybridApplicationEndpoint cmdlet
- D. the New-CsOnlineApplicationEndpoint cmdlet
- E. the New-CsOnlineApplicationInstance cmdlet

Correct Answer: A

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**QUESTION 8**

You need to provide Microsoft Teams users with the ability to perform PSTN calling through a Session Border Controller (SBC). Which licenses can you assign to achieve the goal?

- A. Office 365 E3 and Office 365 E5
- B. Microsoft 365 E3 and Microsoft 365 E5
- C. Microsoft 365 E5 and Office 365 E5
- D. Office 365 E3 and Microsoft 365 E3

Correct Answer: D

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**QUESTION 9**

You are deploying Microsoft Teams Phone.

You need to provide a user with a device on his desk that can be used when the user's computer is turned off.

The device must meet the following requirements:

1.  
Support calls.
2.  
Support video.
3.  
Support speed dial.
4.  
Display chat history.

Which type of device should you provide?

- A. Teams-certified handset
- B. Teams display
- C. Teams panel
- D. Teams Rooms

Correct Answer: B

Reference: <https://support.microsoft.com/en-us/office/get-started-with-teams-displays-ff299825-7f13-4528-96c2-1d3437e6d4e6>

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## QUESTION 10

Your company has an office in Seattle.

The default dial-in number for the company's Microsoft Teams meetings has an area code of 425.

The company does NOT have an office in New York. However, most of the company's customers are in New York.

You need to get a new default dial-in number that has a local 718 area code. You will NOT define additional location information in Teams.

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

NOTE: Each correct selection is worth one point.

- A. Get a Dedicated conference bridge (Toll) number.
- B. Search for new numbers by using a 718 area code.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Search for new numbers by using New York.

Correct Answer: AD

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## QUESTION 11

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

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#### QUESTION 12

You have a Microsoft Teams Phone deployment and a Survivable Branch Appliance (SBA) at a site.

You add a new Teams user.

You need to ensure that the user at the site can place and receive PSTN calls in the event of an internet outage.

What should you do?

A. Add the user as a member of a call queue.

B. Modify the online voice routing policy.

C. Run the `Grant-CsTeamsSurvivableBranchAppliancePolicy` cmdlet.

D. Run the `Grant-CsTenancyDialPlan` cmdlet.

Correct Answer: C

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

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#### QUESTION 13

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-CsTeamsNetworkRoamingPolicy` and set the `-AllowIPvideo` parameter to `$False`.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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#### QUESTION 14

You have a Microsoft Teams Phone deployment that has 10 offices. Each office has a Session Border Controller (SBC). A user reports that she can make internal calls by using the dial pad, but cannot use the dial pad to make external calls. What is a possible cause of the issue?

A. The user has the incorrect Teams app setup policy applied.

- B. The user has the incorrect voice routing policy applied.
- C. The user is missing a validated emergency address.
- D. Enterprise Voice is disabled for the user.

Correct Answer: B

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

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## QUESTION 15

You are enabling users for Direct Routing.

You already assigned licenses to the users.

You need to complete the user setup.

Which two cmdlets should you run? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set-CsOnlineVoiceUser
- B. Grant-CsOnlineVoiceRoutinePolicy
- C. Set-CsUser
- D. Grant-CsVoicePolicy
- E. Set-CsUserPstnSettings

Correct Answer: AB

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