

Microsoft

Exam Questions MS-720

Microsoft Teams Voice Engineer



NEW QUESTION 1

- (Exam Topic 1)

You are configuring the new call queue to replace the response group.

Which setting should you disable to ensure that the agents can receive calls from the call queue?

- A. Music on hold
- B. Attendant routing
- C. Conference mode
- D. Round robin

Answer: C

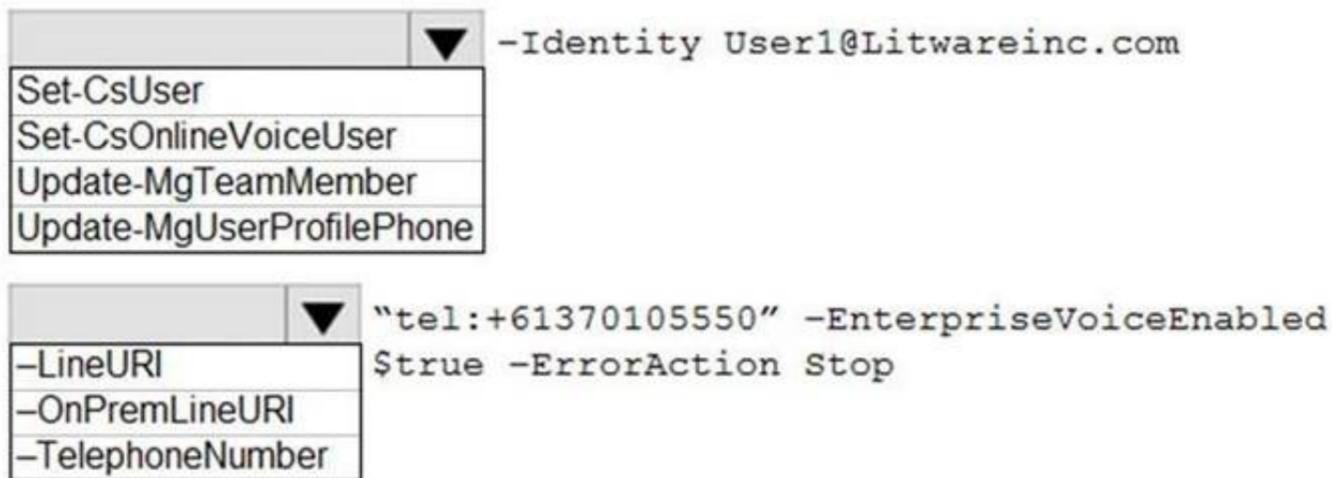
NEW QUESTION 2

- (Exam Topic 1)

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.

Answer Area



The screenshot shows a PowerShell command completion interface. The first dropdown menu is open, showing the command `Set-CsUser` and its options: `-Identity User1@Litwareinc.com`, `-LineURI`, `-OnPremLineURI`, and `-TelephoneNumber`. The second dropdown menu is also open, showing the command `"tel:+61370105550" -EnterpriseVoiceEnabled $true -ErrorAction Stop` and its options: `-LineURI`, `-OnPremLineURI`, and `-TelephoneNumber`.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

Reference:

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

NEW QUESTION 3

- (Exam Topic 1)

You need to recommend a solution for the new United Kingdom retail site. The solution must meet the technical requirements. Which three actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, assign a voice routing policy to the users.
- B. From the Microsoft 365 admin center, modify the office phone numbers of the users.
- C. From the Microsoft Teams admin center, modify the dial-out settings of the users.
- D. From the Microsoft Teams admin center, assign the phone numbers to the users.
- E. From the Microsoft Teams admin center, order five user numbers.
- F. From the Microsoft 36S admin center, create a support ticket to request five phone numbers.
- G. From the Microsoft Teams admin center, assign a calling policy to the users.

Answer: ACE

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/getting-phone-numbers-for-your-users>

NEW QUESTION 4

- (Exam Topic 1)

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.

Answer Area

	<pre>New-CsTeamsTranslationRule New-CsTenantDialPlan Set-CsTenantDialPlan Grant-CsDialOutPolicy</pre>	<pre>-Identity 'Au-100digit' -Translation '051'</pre>
-Pattern	<pre>^\+61(\d{9})\$ ^\+613(\d{9})\$ ^\+613(\d{9})\$ ^61(\d{10})\$</pre>	-Translation '051'

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

	<pre>New-CsTeamsTranslationRule New-CsTenantDialPlan Set-CsTenantDialPlan Grant-CsDialOutPolicy</pre>	<pre>-Identity 'Au-100digit' -Translation '051'</pre>
-Pattern	<pre>^\+61(\d{9})\$ ^\+613(\d{9})\$ ^\+613(\d{9})\$ ^61(\d{10})\$</pre>	-Translation '051'

NEW QUESTION 5

- (Exam Topic 2)

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.

Actions

Answer Area

Run the following command.

```
Move-CsUser -Identity
jsmith@contoso.com -Target
sipfed.online.lync.com
```

Run the following command.

```
Grant-CsOnlineVoiceRoutingPolicy
-identity jsmith@contoso.com
-PolicyName Vancouver
```

Assign the Microsoft 365 Phone System license to jsmith.

Run the following command.

```
Set-CsOnlineUser
-EnableEnterpriseVoice $true
-identity jsmith@contoso.com
```

Assign the Microsoft 365 Audio Conferencing license to jsmith.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Table Description automatically generated with medium confidence

Reference:

<https://docs.microsoft.com/en-us/skypeforbusiness/hybrid/move-users-from-on-premises-to-teams> <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>

NEW QUESTION 6

- (Exam Topic 3)

You create a network region Region1 in Microsoft Teams.

You are adding a network site to Region1. The site has a 1.5-Mb connection. You need to ensure that all users at the site have a good voice experience. What should you do?

- A. Create and assign a Teams Network Roaming Policy that has IP video disabled.
- B. Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.
- C. Run the Microsoft 365 network connectivity test tool.
- D. Tag all traffic with a DSCP value of 46.

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-gb/powershell/module/skype/new-csteamsnetworkroamingpolicy?view=skype-ps>

NEW QUESTION 7

- (Exam Topic 3)

You have a Microsoft Teams deployment and an existing telephony solution that provides PSTN capability to on premises third-party PBX systems in two separate locations.

You need to implement a redundant PSTN solution for Microsoft Teams Phone. The solution must use the existing telephony carrier services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

- A. highly available Session Border Controllers (SBCs)
- B. calling policies
- C. PSTN usages
- D. voice routing policies
- E. tenant dial plans

Answer: ACD

Explanation:

Reference:

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

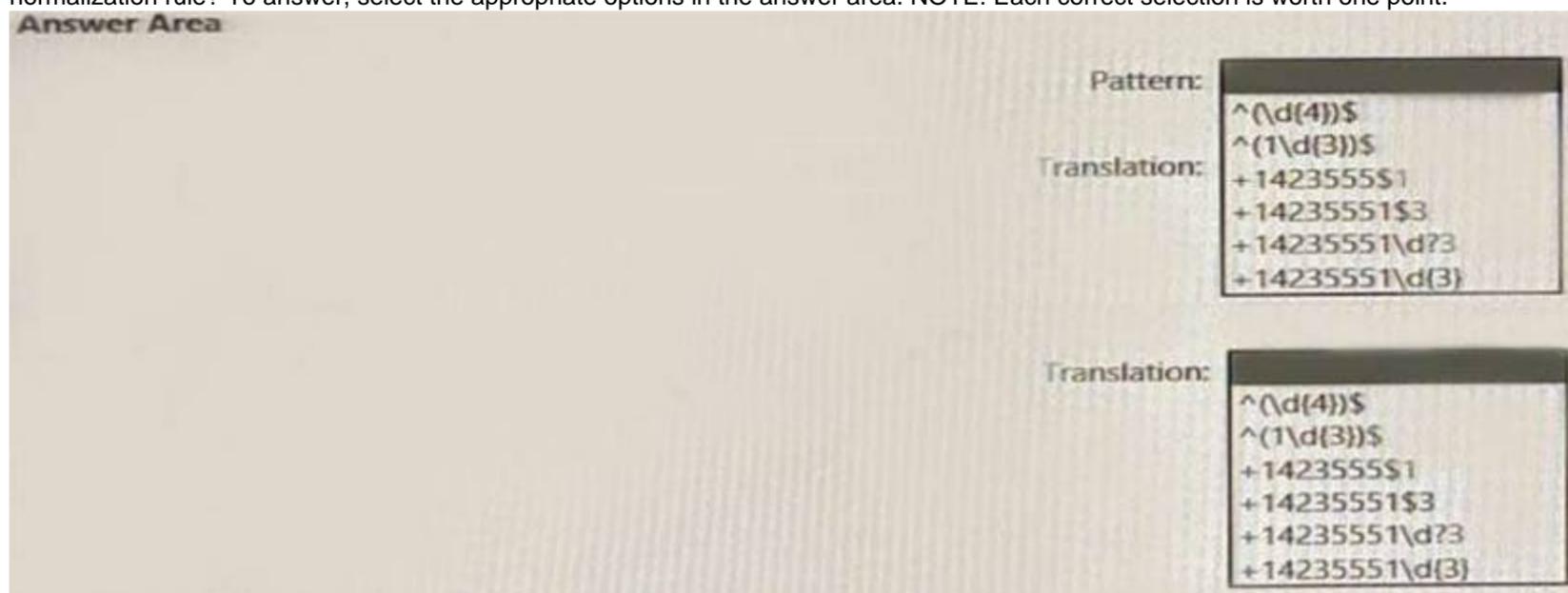
NEW QUESTION 8

- (Exam Topic 3)

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.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 9

- (Exam Topic 3)

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.

`-Identity sbc.contoso.com -Enabled $true`

- New-CsOnlinePSTNGateway
- New-CsOnlineVoiceRoute
- New-CsOnlineVoiceRoutingPolicy
- Set-CsOnlinePstnUsage

`5061 -MaxConcurrentSessions 100 -MediaBypass $true`

- BypassMode
- CodecPriority
- FailoverResponseCodes
- SipSignalingPort

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

Reference:

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

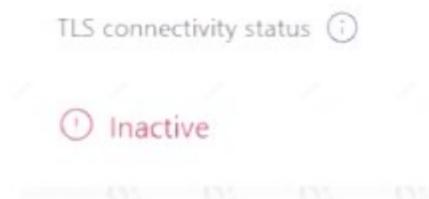
NEW QUESTION 10

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border Controller (SBC). The FQDN of the S6C is sbcVcontoso.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. Location-Based Routing is enabled for the SBC
- B. The Baltimore root certificate is missing on the SBC.
- C. The Forward P-Asserted Identify (PA!) header is disabled.
- D. The failover timer is set to 0 seconds

Answer: C

NEW QUESTION 10

- (Exam Topic 3)

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.

Answer: ACD

Explanation:

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>

NEW QUESTION 14

- (Exam Topic 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).

Answer: BC

Explanation:

Reference:

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

NEW QUESTION 16

- (Exam Topic 3)

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.

Answer: B

Explanation:

Reference:

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

NEW QUESTION 18

- (Exam Topic 3)

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 the call queue to use a team and a channel. Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Reference:

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

NEW QUESTION 20

- (Exam Topic 3)

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:

- > Support calls.
- > Support video.
- > Support speed dial.
- > Display chat history.

Which type of device should you provide?

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

Answer: B

Explanation:

Reference:

<https://support.microsoft.com/en-us/office/get-started-with-teams-displays-ff299825-7f13-4528-96c2-1d3437e6>

NEW QUESTION 24

- (Exam Topic 3)

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 Users in the Microsoft Teams admin center, you locate each affected user and review the settings on the Voice tab.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 26

- (Exam Topic 3)

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

Answer: B

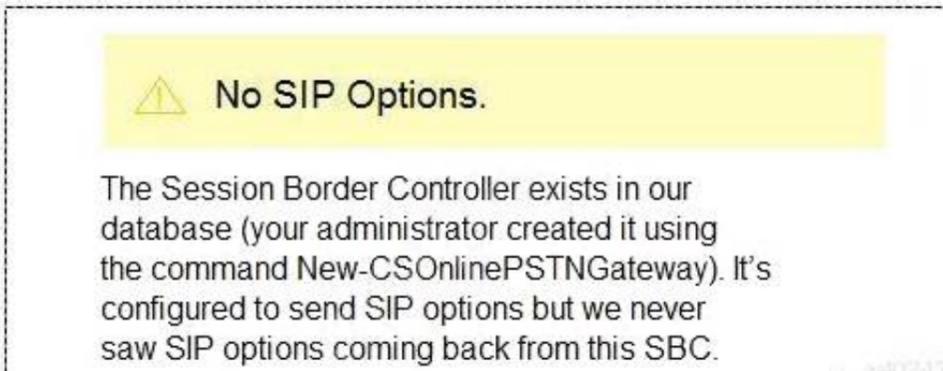
NEW QUESTION 29

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You are deploying Direct Routing.

All users have a SIP URI in the format of user@contoso.com. The Session Border Controller (SBC) is named sbc.voice.contoso.com.

When troubleshooting errors on the SBC, you receive the warning shown in the following exhibit.



What is a possible cause of the issue?

- A. The certificate does not match the FQDN on the SBC.
- B. The firewall blocks inbound traffic on port 443 to the SBC.
- C. Only TLS 1.0 is enabled on the SBC.
- D. Microsoft 365 Phone System licenses are not assigned to the users.

Answer: A

Explanation:

Reference:

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

NEW QUESTION 31

- (Exam Topic 3)

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

Answer: BC

Explanation:

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

NEW QUESTION 34

- (Exam Topic 3)

Your company has offices throughout the United States.

The company is opening a new office in Scranton. The office will occupy two floors in the same building. You need to ensure that if an emergency call is placed, the local emergency dispatchers know from which floor the call came.

How should you complete the PowerShell script? To answer, drag the appropriate values to the correct targets. Each value 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.

Values	Answer Area
New-CsEmergencyNumber	<input type="text"/> -Location "Scranton Office, 1st Floor" -CompanyName "Contoso"
New-CsNetworkSite	-HouseNumber 1155 -StreetName 22nd -StreetSuffix St -City Scranton
New-CsOnlineLisLocation	-StateOrProvince PA -CountryOrRegion US -PostalCode 18501 -Description "Scranton" -Elin TEST_ELIN
Set-CsLisLocation	<input type="text"/> \$Scranton = Get-CsOnlineLisCivicAddress -Description "Scranton"
Set-CsNetworkSite	<input type="text"/> -CivicAddressId \$Scranton.CivicAddressId -Location "Scranton Office, 2nd Floor"
Set-CsOnlineLisLocation	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Text Description automatically generated

Reference:

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

NEW QUESTION 35

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment

You assign a Microsoft 365 E5 license to a user named User1. You need to enable User1 for Direct Routing.

Which PowerShell cmdlet should you run?

- A. Set-CsCallingLineIdentity
- B. Set-CsUser
- C. Set-CsOnlineVoiceUser
- D. Set-CsUserServicesPolicy

Answer: A

NEW QUESTION 37

- (Exam Topic 3)

You need to change the meeting entry notifications to play a tone instead of each attendee's recorded name. What should you configure in the Microsoft Teams admin center?

- A. the Caller ID policies node under Voice
- B. the Meeting settings node under Meetings
- C. the Conference bridges node under Meetings
- D. the Resource accounts node under Org-wide settings
- E. the Meeting policies node under Meetings

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/turn-on-or-off-entry-and-exit-announcements-for-meetings-in>

NEW QUESTION 40

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