

Microsoft

Exam Questions MS-720

Microsoft Teams Voice Engineer



NEW QUESTION 1

- (Exam Topic 2)

You need to configure a toll-free dial in bridge for Teams meetings. The solution must meet the technical requirements.

Which three prerequisites must be met before you can assign the toll-free bridge to Teams meeting organizers? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Purchase Communications Credits.
- B. Assign a phone number to a resource account.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Purchase a Microsoft 365 Domestic and International Calling Plan license.
- F. From the meeting policy, set Allow dial -in users to bypass the lobby to On.
- G. Assign a phone number to the bridge.

Answer: ADG

Explanation:

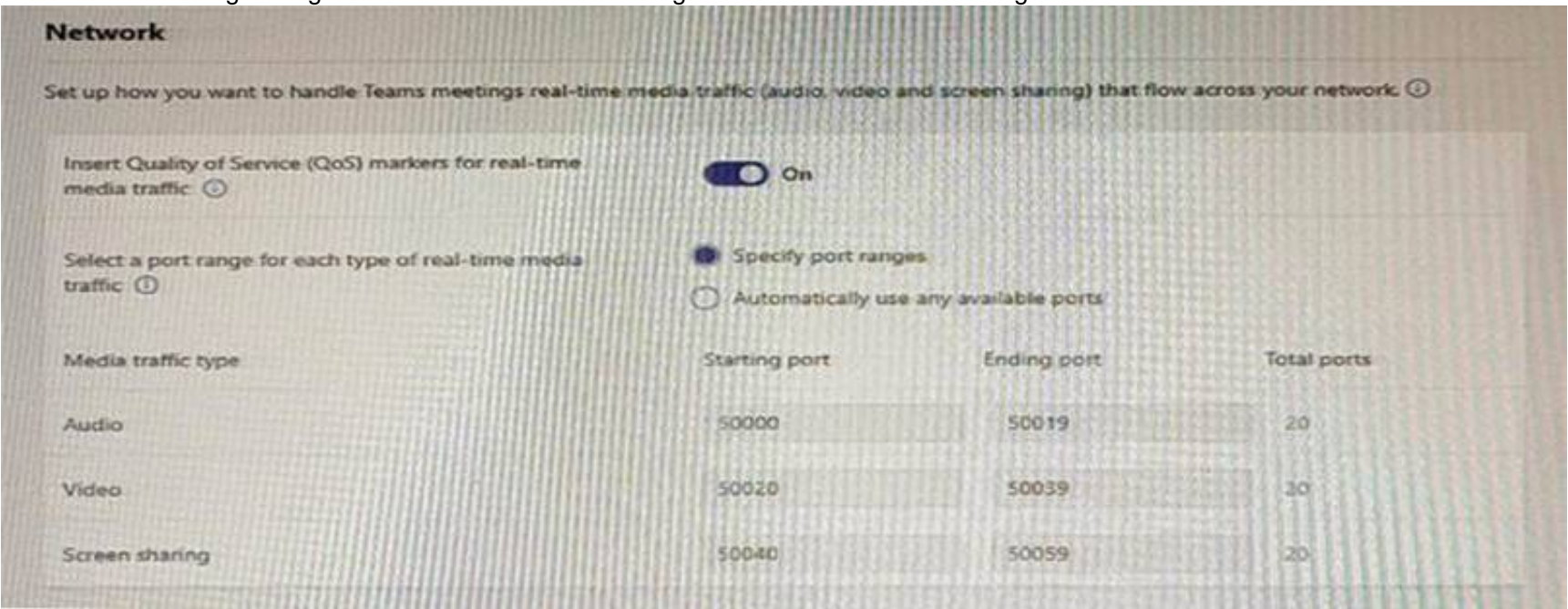
Reference:

<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams>

NEW QUESTION 2

- (Exam Topic 3)

The network meeting settings for Microsoft Teams are configured as shown in the following exhibit.



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Answer Area

The Teams Transport Relay service will use UDP ports [answer choice].

3478 through 3481

50000 through 50019

50020 through 50039

50040 through 50050

If you set Insert Quality of Service (QoS) markers for real-time media traffic to **Off**, the Teams Transport Relay service will use UDP port [answer choice].

80

443

3478

50000

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 3

- (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 4

- (Exam Topic 3)
 You have a Microsoft Teams Phone deployment in an office.
 When a user dials an emergency number, the safety team for the office is notified. Your company opens a new office that has a Teams Phone deployment
 You need to ensure that the safety team for the new office is notified when an emergency call is placed from that office.
 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

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"

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Values

Grant-CsTeamsEmergencyCallingPolicy

New-CsOnlineVoiceRoutingPolicy

New-CsTeamsEmergencyCallingPolicy

New-CsTeamsEmergencyRoutingPolicy

Set-CsTenantNetworkSite

Answer Area

New-CsTeamsEmergencyRoutingPolicy -Identity Site1-ECP -NotificationGroup "security@contoso.com"

-NotificationMode NotificationOnly

Grant-CsTeamsEmergencyCallingPolicy -Identity "Site1" -EmergencyCallingPolicy "Site1-ECP"

NEW QUESTION 5

- (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 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

Answer: B

NEW QUESTION 6

- (Exam Topic 3)
 You are deploying Microsoft Teams Calling Plans to three users as shown in the following table.

Name	License	Phone number	Reported issue
User1	Office 365 E3 Microsoft 365 Phone System Microsoft 365 Domestic Calling Plan	Unassigned	There is no dial pad in the Teams client.
User2	Office 365 E5 Microsoft 365 Domestic Calling Plan	Assigned	The user cannot dial four-digit numbers but can dial E.164 numbers.
User3	Office 365 E3 Microsoft 365 Domestic Calling Plan	Assigned	The dial pad in the Teams client recently disappeared.

You need to resolve the issues.

What should you assign to each user? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Answer Area

User1:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURI value
User2:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURI value
User3:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURI value

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 7

- (Exam Topic 3)

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution. You plan to migrate all users to Microsoft Teams Calling Plans.

You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user.

What should you do first?

- A. From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- B. Schedule a port order for the phone numbers of all the users.
- C. From the Microsoft Teams admin center, order phone numbers for all the users.
- D. Migrate all the users to Teams.

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams>

NEW QUESTION 8

- (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 9

- (Exam Topic 3)

You have a Microsoft Lync Server 2013 deployment. Some users use Enterprise Voice.

You plan to migrate to Microsoft Teams.
You need to design a migration solution. The solution must minimize the impact on end users during the migration.
What should you include in the solution?

- A. Migrate all users directly from Lync Server 2013 to Teams.
- B. Migrate the Enterprise Voice users from Lync Server 2013 to Microsoft Skype for Business Server 2019. and then migrate the Enterprise Voice users to Teams.
- C. Migrate all other users directly from Lync Server 2013 to Teams.
- D. Perform an in-place upgrade from Lync Server 2013 to Microsoft Skype for Business Server 2015, and then migrate all users to Teams.

Answer: D

NEW QUESTION 10

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to implement Local Media Optimization for Direct Routing users at a site. Users at the site frequently perform the following actions:.

Which action will be affected by implementing Local Media Optimization? A- Park calls.

- A. Transfer calls to other users.
- B. Escalate calls to conference calls.
- C. Place calls on hold.
- D. Park calls.
- E. Place calls on hold.
- F. Transfer calls to other users.
- G. Escalate calls to conference calls

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization#known-issues>

NEW QUESTION 10

- (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 15

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to implement PSTN connectivity by using Direct Routing.

What are three requirements for the implementation? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. a Session Border Controller (SBC) that uses a hostname in the onmicrosoft.com domain
- B. a firewall rule that opens a TCP signaling port to Microsoft Teams
- C. a public DNS entry that maps the FQDN of the Session Border Controller (SBC) to a public IP address
- D. a firewall rule that opens a UDP signaling port to Microsoft Teams
- E. a Teams-certified Session Border Controller (SBC)

Answer: BCE

Explanation:

Reference:

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

NEW QUESTION 20

- (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 set the routing method for the call queue to Attendant routing. Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Reference:
<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>

NEW QUESTION 25

- (Exam Topic 3)

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:

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

Components

A cross-site SBC pair

A local redundant SBC pair

A single SBC

PSTN over WAN

Answer Area

New York:

Component

Calgary:

Component

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Components

A cross-site SBC pair

A local redundant SBC pair

A single SBC

PSTN over WAN

Answer Area

New York:

A local redundant SBC pair

Calgary:

A single SBC

NEW QUESTION 26

- (Exam Topic 3)

You are adding new sites to your company.

The reporting team needs location-based reports in Microsoft Power BI that include the subnet information of the new sites.

You need to add the information to Microsoft Teams. What should you do?

- A. From the Microsoft Call Quality Dashboard, upload tenant data.
- B. From the Microsoft Teams admin center, define a network subnet.
- C. From the Microsoft Teams admin center, define a network topology.
- D. From the Microsoft Teams admin center, add the subnets to the Network planner.

Answer: A

Explanation:

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

NEW QUESTION 30

- (Exam Topic 3)

Your company currently allows call park for all PSTN users. The call park policies are configured as shown in the exhibit. (Click the Exhibit tab.)

Call park policies

Call park lets people put a call on hold and transfer it to other people within your organization. Call park policies let you control which users are call park enabled and make other call park setting changes for them. You can use the Global (Org-wide default) policy and customize it or create one or more custom policies and assign them to users. [Learn more](#)

Call park policies summary

1

Default policy

0

Custom policies

User statistics

0

Custom policies

50

Default policies

Manage policies

Group policy assignment

+ Add

✎ Edit

🔄 Duplicate

🗑 Delete

🔄 Reset Global policy

1 item

✓ Name ↑	Description	Custom policy	Call park
Global (Org-wide default)		No	Yes

You have a Microsoft 365 group named Help Desk.

You need to ensure that only the Help Desk group can use call park. The solution must minimize the number of policies and administrative effort. Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Assign Policy2 to all users.
- B. In the Global (Org-wide default) policy, set Allow call park to Off.
- C. Create a new call park policy named Policy2 and set Allow call park to Off.
- D. Assign Policy1 to the Help Desk group.
- E. Assign the Global (Org-wide default) policy to the users in the Help Desk group.
- F. Create a new call park policy named Policy1 and set Allow call park to On

Answer: BDF

Explanation:

Reference:

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

NEW QUESTION 33

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. You need to implement Local Media Optimization.

In the Microsoft Teams admin center, you configure the external trusted IP addresses and define the network regions, network sites, and network subnets. What should you do next?

- A. Define a voice route.
- B. Assign Session Border Controllers (SBCs) to sites.
- C. Create a trunk translation rule.
- D. Modify the default emergency calling policy

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization-configure>

NEW QUESTION 35

- (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 38

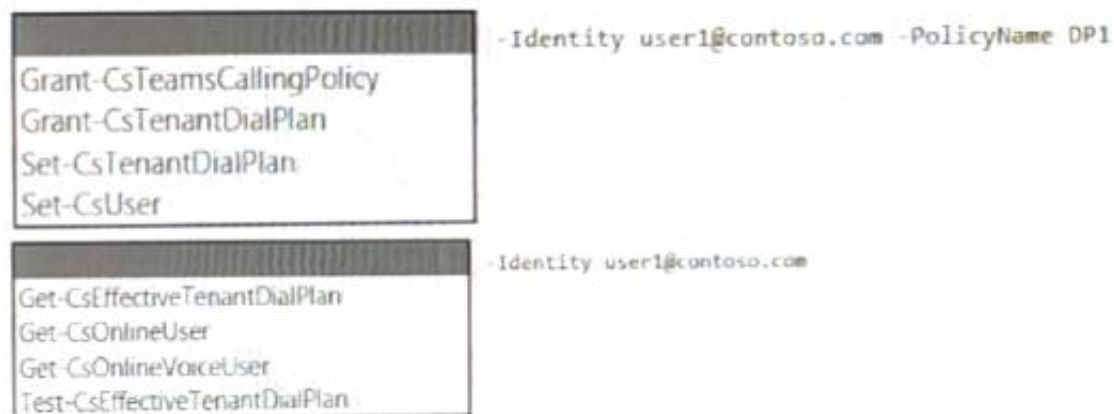
- (Exam Topic 3)

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.

Answer Area



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

Reference:

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

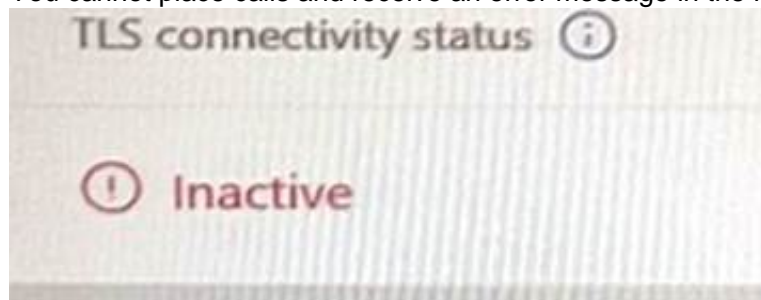
NEW QUESTION 41

- (Exam Topic 3)

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.

Answer: A

Explanation:

Reference:

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

NEW QUESTION 43

- (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 45

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You deploy a new network site.

You discover that the new site is not listed in location-based reports. Other sites appear in the reports. You need to ensure that all the sites appear in the reports. What should you do?

- A. From Network planner in the Microsoft Teams admin center, modify an existing network plan.
- B. From Network planner in the Microsoft Teams admin center, add a new persona.
- C. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains the new network site only.
- D. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains all the network sites.
- E. From Network planner in the Microsoft Teams admin center, add a new network plan.

Answer: D

Explanation:

Reference:

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

NEW QUESTION 49

- (Exam Topic 3)

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline. What should you do?

- A. Add a webhook.
- B. Create a live events policy.
- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

Answer: A

NEW QUESTION 51

- (Exam Topic 3)

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 & locations node under Locations
- C. the Phone numbers node under Voice
- D. the Auto attendants node under Voice

Answer: A

Explanation:

Reference:

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

NEW QUESTION 55

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