

## Exam Questions MS-720

Microsoft Teams Voice Engineer

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#### NEW QUESTION 1

- (Exam Topic 1)

You need to connect the analog intercoms to Teams Phone.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Create a trusted application endpoint for Teams.
- B. Create a resource account for each intercom.
- C. Register the ATAs with a Teams-certified SBC.
- D. Create a configuration profile for IP phones.
- E. Enable Direct Routing to a Teams-certified SBC.

**Answer:** CE

#### Explanation:

Reference:

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

#### NEW QUESTION 2

- (Exam Topic 1)

You need to recommend a PSTN solution for the Teams Phone deployment at the retail sites. The solution must meet the technical requirements.

What should you include in the recommendation?

- A. Teams Calling Plans
- B. Direct Routing without media bypass
- C. Operator Connect
- D. Direct Routing with media bypass

**Answer:** C

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/pstn-connectivity>

#### 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:** BDF

#### NEW QUESTION 4

- (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 5

- (Exam Topic 2)

You need to meet the technical requirements for the returns department.

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text Description automatically generated

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

**NEW QUESTION 6**

- (Exam Topic 3)

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 parte and retrieve
- E. call forwarding

**Answer:** A

**NEW QUESTION 7**

- (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-csTeamsMeetingPolicy and set the-AllowIPvideo parameter to SFalse.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 8**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. Direct Routing is enabled for all users. The users can place and receive PSTN calls. You are implementing emergency numbers in Teams.

You need to remove the + symbol from any three-digit calls to the Session Border Controller (SBC)..

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.

- 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-csteamstranslationrule?view=skype-ps> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-translate-numbers>

**NEW QUESTION 9**

- (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.
- B- Transfer calls to other users.
- C- Escalate calls to conference calls.
- D- Place calls on hold.

- A. Park calls.
- B. Place calls on hold.
- C. Transfer calls to other users.
- D. 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 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-CsTeamsMeetingPolicy and set the -iPVideoHode parameter to disabled.

Does this meet the goal?

A. Yes

B. No

**Answer:** A

**NEW QUESTION 10**

- (Exam Topic 3)

Your company has offices in Seattle.

You deploy Microsoft Teams Phone. You have three Session Border Controller (SBCs) named SBC1, SBC2, and SBC3.

You need to configure voice routing to meet the following requirements:

All calls to area codes 425 and 206 must attempt to go to SBC1, and if SBC1 is unavailable, fail over to SBC2.

All other calls to the United States and Canada must go out through SBC2.

International calls must go out through SBC2 or SBC3.

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.

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-csonlinevoiceroute?view=skype-ps>

**NEW QUESTION 13**

- (Exam Topic 3)

You have a Microsoft I earns 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 earner 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:** CDE

**NEW QUESTION 18**

- (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)

You have a Microsoft Teams Phone deployment that uses Direct Routing. You create a new Teams user named User1.

You need to enable User1 as an agent in a call queue. What should you do first?

- A. Assign a dial plan to User1
- B. Assign a phone number to User1.
- C. Enable hosted voicemail for User1.
- D. Enable Enterprise Voice for User1.

**Answer:** D

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>

#### NEW QUESTION 24

- (Exam Topic 3)

Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier. You deploy a new Session Border Controller (SBC) that shows as healthy in the Microsoft Teams admin center.

You place a test call over the new SBC, and the call succeeds.

When you attempt to transfer the call, the transfer fails. A portion of the SIP ladder is shown in the exhibit. (Click the Exhibit tab.)

What is a possible cause of the issue?

- A. The Refer on the SBC is misconfigured.
- B. notify is enabled in the SIP options of the SBC.
- C. The carrier rejects the format of the forwarded FROM number.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/issues-with-call-tran>

#### NEW QUESTION 27

- (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 31

- (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 36**

- (Exam Topic 3)

From Voice in the Microsoft Teams admin center, you select Operators and add an operator. You need to enable users for Microsoft Teams Phone.

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/operator-connect-configure>

**NEW QUESTION 39**

- (Exam Topic 3)

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.

**Answer:** BC

**Explanation:**

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-bridg>

**NEW QUESTION 41**

- (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 45**

- (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 50**

- (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 51**

- (Exam Topic 3)

You have Microsoft Teams Phone handsets.

You need to receive an alert when a handset of an executive goes offline. What should you do in the Microsoft Team admin center?

- A. Create a Teams app setup policy and assign the policy to all executives.
- B. Create a configuration profile for IP phones.
- C. Register the handsets by using remote provisioning.
- D. Modify the device state rule.

**Answer:** D

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/alerts/device-health-status>

**NEW QUESTION 55**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to ensure that a user named user1@contoso.com can call international phone numbers by using Direct Routing.

Which type of policy should you use?

- A. a caller ID policy
- B. a calling policy
- C. a teams policy
- D. a voice routing policy

**Answer:** C

**NEW QUESTION 59**

- (Exam Topic 3)

You are selecting devices for use in conference rooms. The conference rooms must support two front of room displays.

Which two types of devices meet the requirements? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams displays
- C. Microsoft Teams audio conference phones
- D. Microsoft Teams Rooms on Windows
- E. Microsoft Surface Hub 2S

**Answer:** AD

**Explanation:**

Reference:

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

**NEW QUESTION 62**

- (Exam Topic 3)

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. [MISSING]
- B. [MISSING]
- C. [MISSING]
- D. [MISSING]
- E. [MISSING]

**Answer:** AE

**Explanation:**

Reference:

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

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

**NEW QUESTION 64**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI). You plan to migrate to Direct Routing by using the existing PSTN services.

What should you install upstream of the PBX?

- A. a physical Session Border Controller (SBC)
- B. an FXO SIP Analog Telephony Adapter (ATA)
- C. a virtual Session Border Controller (SBC)
- D. a Session Border Controller (SBC) in Azure

**Answer:** A

**NEW QUESTION 68**

- (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 73**

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