

# Microsoft

## Exam Questions MS-720

Microsoft Teams Voice Engineer



NEW QUESTION 1

- (Exam Topic 1)

You need to assign a license to users to meet the technical requirements.

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

\$Users = Import-CSV ./users.csv

Foreach (\$Username in \$Users) {

New-MsolLicenseOptions

Set-CsOnlineVoiceUser

Set-CsUser

Set-MgUserLicense

-UserID \$Username -AddLicenses

MCOEV

MCOCAP

MCOPSTN1

ENTERPRISEPREMIUM

}

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/powershell/module/microsoft.graph.users.actions/set-mguserlicense?view=gra> <https://docs.microsoft.com/en-us/skypeforbusiness/skype-for-business-and-microsoft-teams-add-on-licensing/as>

NEW QUESTION 2

- (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 3

- (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.

New-CsTeamsTranslationRule

New-CsTenantDialPlan

Set-CsTenantDialPlan

Grant-CsDialOutPolicy

-Identity 'Au-100Digit'

-Translation '0\$1'

-Pattern

'^\\+61\\(\\d{9})\$'

'^\\+613\\(\\d{9})\$'

'^\\+613\\(\\d{9})\$'

'^61\\(\\d{10})\$'

-Translation '0\$1'

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

New-CsTeamsTranslationRule  
New-CsTenantDialPlan  
Set-CsTenantDialPlan  
Grant-CsDialOutPolicy

-Identity 'Au-100Digit'  
-Translation '0\$1'

-Pattern

'^\\+61\\d(9))\$'  
'^\\+613\\d(9))\$'  
'^\\+613\\d(9))\$'  
'^61\\d(10))\$'

-Translation '0\$1'

NEW QUESTION 4

- (Exam Topic 1)  
You are replacing the on-site PBX at the Georgia warehouse with Teams. You need to maintain the functionality of the PBX after migrating to Teams.  
Which sequence of steps should you perform? To answer, drag the appropriate steps to the correct locations. Each step 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.

Steps

Assign the emergency calling policy to the resource account.

Assign the emergency calling policy to the Georgia warehouse.

Associate the PA system with an SBC and assign the PA system an extension of 123456.

Create an emergency calling policy that has Numbers to dial for emergency calls notifications set to 123456.

Answer Area

Step 1: Configure Direct Routing to the onsite SBC.

Step 2:

Step 3: Create a voice route for 123456 to the SBC.

Step 4:

Step 5:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
Graphical user interface, text, application, chat or text message Description automatically generated  
Reference:  
https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies

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.

Answer Area

\$ObjId = (Get-CsOnlineApplicationInstance -Identity returns.aa@contoso.com).ObjectId

New-CsCallingLineIdentity  
New-CsOnlineApplicationInstance  
New-CsTeamsCallingPolicy

-Identity Returns -CallingIDSubstitute

Anonymous  
LineURI  
Resource  
Service

-EnableUserOverride \$false -ResourceAccount \$ObjId -CompanyName "Contoso"

- A. Mastered
- B. Not Mastered

Answer: A



Explanation:

Graphical user interface, text Description automatically generated

Reference:

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

NEW QUESTION 6

- (Exam Topic 2)

You need to validate the limited pilot based on the technical requirements. What should you use?

- A. Microsoft 365 network connectivity test tool
- B. self-help diagnostics for Teams
- C. the test -CsTeamsShiftsConnectionValidflte cmdlet
- D. the Teams device usage report in the Microsoft Teams admin center

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/enterprise/assessing-network-connectivity?view=o365-worldwi>

NEW QUESTION 7

- (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

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.

Answer Area

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- 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 8

- (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 9**

- (Exam Topic 3)  
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

**Answer:** D

**NEW QUESTION 10**

- (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 10**

- (Exam Topic 3)  
You have a Microsoft Teams Phone deployment.  
You have a dial plan that contains the following normalization rule:

- > Pattern: ^8?(\d{7})\$
- > Translation: +1330\$1

How will the phone numbers be normalized? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer Area**

5551212:	<div><div></div><div>+1330</div><div>+13305551212</div><div>+133085551212</div><div>5551212</div><div>85551212</div></div>
85551212:	<div><div></div><div>+1330</div><div>+13305551212</div><div>+133085551212</div><div>5551212</div><div>85551212</div></div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Text, table Description automatically generated

**NEW QUESTION 14**

- (Exam Topic 3)  
You have a Microsoft Teams Phone deployment.  
When you attempt to deploy a Session Border Controller (SBC) named sfac1xontosocom. 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.

Actions

From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.

From the Microsoft Teams admin center, enable external access for the contoso.com domain.

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.

From the Microsoft 365 admin center, validate the contoso.com domain.

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.

From the Microsoft Teams admin center, enable external access for the contoso.com domain.

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.

From the Microsoft 365 admin center, validate the contoso.com domain.

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

Answer Area

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.onmicrosoft.com.

From the Microsoft 365 admin center, add a licensed user that has a UPN to the contoso.com domain.

From the Microsoft Teams admin center, add the SBC as sbc1.contoso.com.

NEW QUESTION 17

- (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 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: ACD

Explanation:

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

NEW QUESTION 22

- (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:**



### NEW QUESTION 26

- (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 27

- (Exam Topic 3)

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.

**Answer:** B

**Explanation:**

Reference:

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

### NEW QUESTION 28

- (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 32

- (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 36**

- (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 38**

- (Exam Topic 3)

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.

**Answer:** CE

**NEW QUESTION 40**

- (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 42**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that uses Direct Routing. The deployment has the following configurations:

- Direct Routing Session Border Controller (SBC) public IP subnet: 198.51.100.0/24
- Teams client external IP subnet: 203.0.113.0/24
- Teams client internal IP subnet: 192.168.0.0/24

- A. 52 112 0 0/14
- B. 198 51 100 0/24
- C. 203.0.113.0/24
- D. 192 168 0 0/24

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-your-network-topology>

**NEW QUESTION 46**

- (Exam Topic 3)

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 Granc-CsTeamsSurvivableBranchAppliancePolicy cmdlet.
- D. Run the Granc-CsTenancDialPlan cmdlet.

**Answer:** C

**Explanation:**

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

**NEW QUESTION 50**

- (Exam Topic 3)  
You need to prevent a specific user from calling international phone numbers from within a Microsoft Teams meeting. What should you do?

- A. Assign a domestic-only calling plan to the user.
- B. Assign a tenant dial plan to the user.
- C. Disable Enterprise Voice for the user
- D. Assign a dial-out policy to the user.
- E. Remove Communications Credits from

**Answer:** D

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/microsoftteams/outbound-calling-restriction-policies>

**NEW QUESTION 55**

- (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 59**

- (Exam Topic 3)  
Your company has an on-premises deployment of Microsoft Skype for Business Server 2015 with CU8 that is configured for hybrid connectivity.  
You are migrating to Microsoft Teams Phone. A Direct Routing trunk is used for PSTN connectivity. The company requires that phone number assortments be performed in Active Directory.  
You plan to create a call queue that will service users both on-premises and in the cloud.  
You need to create and assign a resource account for the call queue. The call queue must be able to teach users regardless of which platform they are on.  
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

From Microsoft Teams PowerShell, run the set-CsOnlineApplicationInstance cmdlet and assign a phone number to the resource account.

From the Skype for Business Server Management Shell, run the new-CsHybridApplicationEndpoint cmdlet and specify the -LineURI parameter.

From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**.

From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account.

From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User

Assign the resource account to the call queue during the call queue setup.

>

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Answer Area

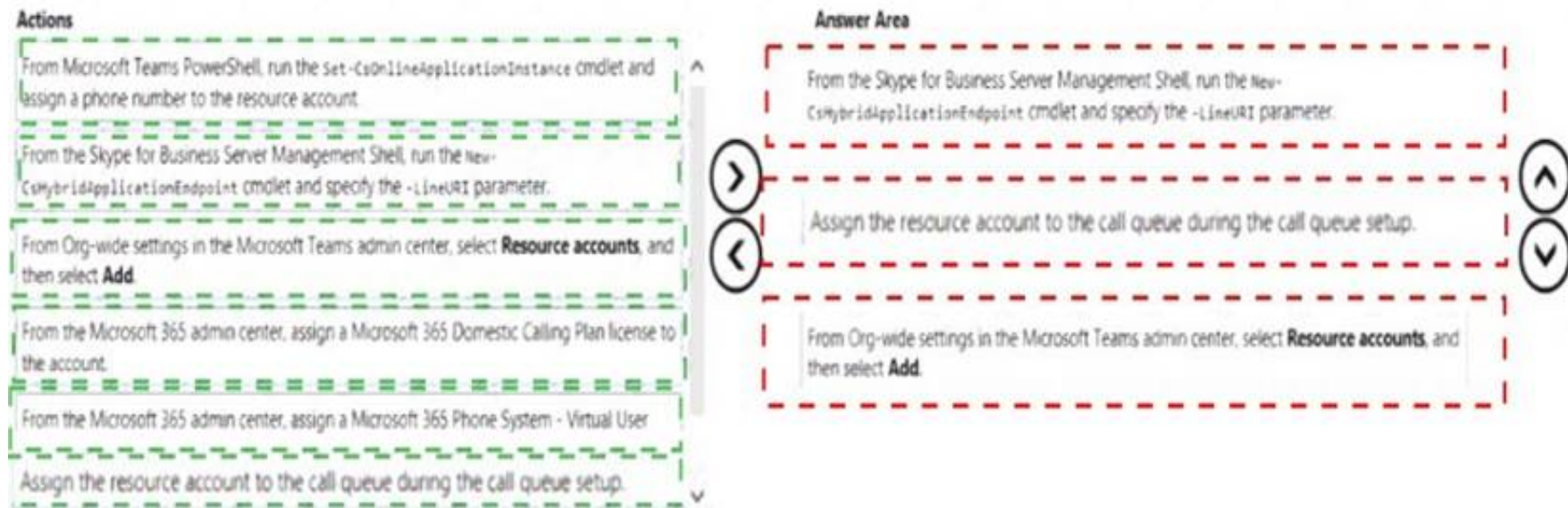
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v

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



#### NEW QUESTION 64

- (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 select IP Phones, find the reported phones, and review the Configuration profile column. Does this meet the goal?

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION 65

- (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>

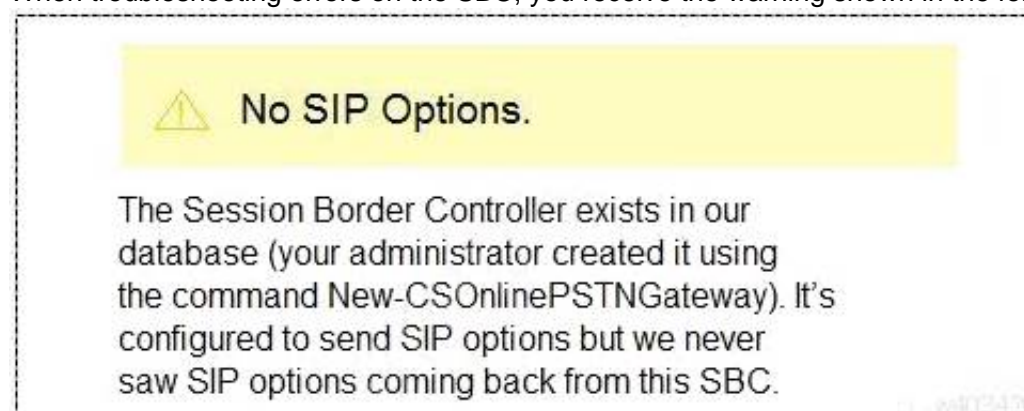
#### NEW QUESTION 67

- (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 70

- (Exam Topic 3)  
Your company currently allows call park lot all PSIN users. The call pack 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 72

- (Exam Topic 3)  
A user uses the Microsoft Teams client on a Windows device. The user reports call failures.  
You need to send the Teams client logs to Microsoft support to troubleshoot the call failures.  
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

From Settings in the Microsoft Teams admin center, select **Enable logging for meeting diagnostics**.

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 **Collect support files**.

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.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



Actions	Answer Area
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.
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.
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.	

#### NEW QUESTION 74

- (Exam Topic 3)

Your company assigns an Office 365 E3 license to each user. All users are in France. You plan to deploy Direct Routing. Which additional license should you assign to the users?

- A. Microsoft 365 Domestic and International Calling Plan
- B. Microsoft Teams Phone Standard - Virtual User
- C. Microsoft 365 Domestic Calling Plan
- D. Microsoft 365 Audio Conferencing
- E. Microsoft Teams Phone Standard

**Answer:** E

#### NEW QUESTION 79

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You are configuring emergency services for Direct Routing.

You need to notify a group of users when an emergency number is dialed. What should you configure in the Microsoft Teams admin center?

- A. an emergency calling policy
- B. a calling policy
- C. an emergency call routing policy
- D. a voice routing policy

**Answer:** A

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies>

#### NEW QUESTION 84

- (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 87

- (Exam Topic 3)

Your company has offices in Paris and London.

You are migrating from an on-premises PBX telephony solution to a Microsoft Teams Phone deployment that uses Direct Routing. You plan to use the existing telephony earner. The new solution will provide telephony services to users m both offices.

You need to recommend a solution that is the most resistant to possible failures. The solution must ensure that calls are routed through each user's respective office.

Which two actions should you include in the recommendation? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. Deploy one Session Border Controller SBC) to each offic
- B. Configure the SBCs as a high-availability pair.

- C. Deploy a highly available Session Border Controller (SBC) pair to each office.
- D. Configure voice routing policies for each office.
- E. Configure a single voice routing policy for all users.

**Answer:** AC

#### NEW QUESTION 89

- (Exam Topic 3)

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.

**Answer:** B

#### Explanation:

Reference:

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

#### NEW QUESTION 91

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You are deploying a new remote site.

You have a Session Border Controller (SBC) that has an E1/T1 Primary Rate Interface (PRI) deployed to the remote site.

You plan to deploy a Survivable Branch Appliance (SBA) to ensure PSTN connectivity. Which type of endpoints is supported by the SBA?

- A. call queues in Microsoft Teams
- B. audio conferencing in Microsoft Teams
- C. Microsoft Teams panels
- D. Microsoft Teams Windows desktops

**Answer:** D

#### Explanation:

Reference:

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

#### NEW QUESTION 93

- (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 Microsoft 365 group. Does this meet the goal?

- A. Yes
- B. No

**Answer:** A

#### Explanation:

Reference:

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

#### NEW QUESTION 96

- (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 group call pickup for the call queue. Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### Explanation:

Reference:

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

#### NEW QUESTION 101

- (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 102

- (Exam Topic 3)

You have a Microsoft Teams Phone employment mat contains a Session Border Controller (SBC named SBC1.contoso.com. Direct Routing integrates with a P6X phone system that uses only four-digit dialing and is configured to use the SBC. Teams is configured to use dial plans that normalize any four-digit calls to E-164. You have the following translation rule.

**Answer Area**



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

**Answer Area**



#### NEW QUESTION 105

- (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 106**  
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