

# Microsoft

## Exam Questions MS-721

Collaboration Communications Systems 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 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 3

- (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 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	Answer Area
Grant-CsTeamsEmergencyCallingPolicy	<input type="text"/> -Identity Site1-ECP -NotificationGroup "security@contoso.com"
New-CsOnlineVoiceRoutingPolicy	<input type="text"/> -NotificationMode NotificationOnly
New-CsTeamsEmergencyCallingPolicy	<input type="text"/> -Identity "Site1" -EmergencyCallingPolicy "Site1-ECP"
New-CsTeamsEmergencyRoutingPolicy	
Set-CsTenantNetworkSite	

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

#### Values

Grant-CsTeamsEmergencyCallingPolicy
New-CsOnlineVoiceRoutingPolicy
New-CsTeamsEmergencyCallingPolicy
New-CsTeamsEmergencyRoutingPolicy
Set-CsTenantNetworkSite

#### Answer Area

New-CsTeamsEmergencyCallingPolicy	-Identity Site1-ECP -NotificationGroup "security@contoso.com"
	-NotificationMode NotificationOnly
Grant-CsTeamsEmergencyCallingPolicy	-Identity "Site1" -EmergencyCallingPolicy "Site1-ECP"

#### NEW QUESTION 5

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that contains a user named User1.

A company policy states that all users must have voicemail configured so that callers can record a message or be transferred to reception.

You need to verify the voicemail configuration of User1 to ensure that it meets the requirements of the company policy.

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

<div><div></div><div>Get-CsOnlineUser</div><div>Get-CsOnlineVoicemailPolicy</div><div>Get-CsOnlineVoicemailUserSettings</div><div>Get-CsUserCallingSettings</div></div>	-identity luser1@contoso.com   Select displayname,	<div><div></div><div>ForwardingTarget</div><div>ForwardingTargetType</div><div>TransferTarget</div><div>UnansweredTarget</div></div>
---	--	--

- A. Mastered  
B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Get-CsUserCallingSettings

The Get-CsUserCallingSettings cmdlet will show the call forwarding, simultaneous ringing, call group and delegation settings for a user.

This cmdlet shows the call forwarding, simultaneous ringing, call group and delegation settings for a user. It will also show any call groups the user is a member of and if someone else has added the user as a delegate.

Box 2: ForwardingTarget Example.

This example shows that user2@contoso.com has simultaneous ringing set (IsForwardingEnabled and ForwardingType) to user3@contoso.com

(ForwardingTarget and ForwardingTargetType) and if the call has not been answered (IsUnansweredEnabled) within 20 seconds (UnansweredDelay) the call is routed to voicemail (UnansweredTargetType).

Get-CsUserCallingSettings -Identity user2@contoso.com SipUri : sip:user2@contoso.com

IsForwardingEnabled : True ForwardingType : Simultaneous ForwardingTarget : sip:user3@contoso.com ForwardingTargetType : SingleTarget

IsUnansweredEnabled : True UnansweredTarget : UnansweredTargetType : Voicemail UnansweredDelay : 00:00:20

Delegates : Delegators :

CallGroupOrder : InOrder CallGroupTargets : {} GroupMembershipDetails : GroupNotificationOverride : Incorrect:

\* Not Get-CSOnlineVoicemailPolicy.

Use the Get-CsOnlineVoicemailPolicy cmdlet to get a list of all pre-configured policy instances related to Cloud Voicemail service.

This cmdlet retrieves information about one or more voicemail policies that have been configured for use in your organization. Voicemail policies are used by the organization to manage Voicemail-related features such as transcription.

Reference:

<https://docs.microsoft.com/en-us/powershell/module/teams/get-csusercallingsettings>

#### NEW QUESTION 6

- (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 Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet.  
D. Run the Grant-CsTenantDialPlan cmdlet.

**Answer:** C

#### Explanation:

Reference:

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

#### NEW QUESTION 7

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

**Answer:** BC

#### NEW QUESTION 8

- (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 9

- (Exam Topic 3)

Your company has offices in London and Vancouver

The company has a Teams Phone deployment that uses Calling Plans. The London office contains a user named User1.

User1 moves from the London office to the Vancouver office.

You need to update the phone number and emergency location of User1 to match the new office. What should you do first?

- A. Run New-CsTeamsEmergencyCallingPolicy -Identity Vancouver.
- B. Modify the current Usage location for User1.
- C. Run Grant-CsTeamsEmergencyCallingPolicy -Identity Vancouver.
- D. Add a new emergency location for User1.

**Answer:** D

#### Explanation:

Assign an emergency location

You can assign emergency locations for your organization in the Microsoft Teams admin center or by using PowerShell.

To assign an emergency location, be sure the location, users, and phone numbers are all in the same country. Using the Microsoft Teams admin center

- In the left navigation of the Microsoft Teams admin center, click Locations > Emergency addresses.
- Click Add.
- Enter a name and description for the location.
- Select the country or region, and then enter the address.
- If the address isn't found and you want to manually edit the address, turn on Edit the address manually.
- Click Save.

Reference:

<https://learn.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization>

#### NEW QUESTION 10

- (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 10

- (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 15

- (Exam Topic 3)

You are deploying Microsoft Teams Phone.

You have offices in the United States, the United Kingdom, Brazil, India, and China. You will use Direct Routing for all the locations.

You need to create a network topology for roaming bandwidth policies.

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

- A. Add the Teams client public IP addresses to the Trusted IPs list.
- B. Create a network site.
- C. From the Microsoft 365 admin center, assign a usage location.
- D. Set Preferred country or region for media traffic for the Session Border Controller (SBC).
- E. Implement dynamic emergency calling with Presence Information Data Format Location Object (PIDF-LO).

**Answer:** ABE

**Explanation:**

Reference:

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

#### NEW QUESTION 17

- (Exam Topic 3)

```
PS C:\> get csonlineuser -Identity user1@litwareinc.com

DisplayName           : User One
EnterpriseVoiceEnabled : True
RegistrarPool         : sippoolme1au103.infra.lync.com
OnPremLineURIManuallySet : False
OnPremLineURI         :
LineURI               : +61370105555
OnlineVoiceRoutingPolicy : VIC-All
DialPlan              : AU
TenantDialPlan         : Australia-VIC
MCOVaildationError    : {}
VoicePolicy            :
InterpretedUserType    : HybridOnlineTeamsOnlyUser
UserProvisionType      :
TeamsUpgradeEffectiveMode : TeamsOnly
```

You have a Microsoft Teams Phone deployment. The 613 7010 5XXX phone number range is allocated to the Session Border Controller (SBC). A user named User1 is configured as shown in the following exhibit.

User1 reports that when an external caller attempts to call the phone number of User1, the external caller receives an error message.

User1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A)
- ```
Remove-CsPhoneNumberAssignment -Identity user1@litwareinc.com -PhoneNumber +61370105555 -PhoneNumberType CallingPlan
```
- B)
- ```
Set-CsPhoneNumberAssignment -Identity user1@litwareinc.com -PhoneNumber +61370105555 -PhoneNumberType DirectRouting
```
- C)
- ```
Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber "+61370105555"
```
- D)
- ```
Set-CsUser user1@litwareinc.com -EnterpriseVoiceEnabled $false
```
- E)
- ```
Grant-CsOnlineVoiceRoutingPolicy -Identity user1@litwareinc.com -PolicyName $null
```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

**Answer:** CD

#### NEW QUESTION 19

- (Exam Topic 3)

You have a Teams Phone deployment that uses Direct Routing and a legacy PBX.

You need to leverage the a PBX during outbound calls from scheduled Teams meeting. What should you create?

- A. an Audio Conferencing policy
- B. an Audio Conferencing routing policy
- C. a meeting broadcast policy

**Answer:** B

**Explanation:**



Enable the routing of Teams meeting dial-out calls through Direct Routing

Teams meeting dial-out calls are initiated from within a meeting in your organization to PSTN numbers, including call-me-at calls and calls to bring new participants to a meeting.

To enable Teams meeting dial-out routing through Direct Routing to on-network users, you need to create and assign an Audio Conferencing routing policy called "OnlineAudioConferencingRoutingPolicy".

Note:

Direct Routing lets you connect a supported, customer-provided Session Border Controller (SBC) to Phone System. With this capability, you can configure on-premises Public Switched Telephone Network (PSTN) connectivity with Microsoft Teams client, as shown in the following diagram:



Reference:

<https://learn.microsoft.com/en-us/microsoftteams/audio-conferencing-on-network> <https://learn.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 22

- (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 25

- (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 28

- (Exam Topic 3)

Exhibit

```
AssignedPlan : {MCOEV, MCOProfessional, Teams, TEAMS_ADVCOMMS...}
InterpretedUserType : PureOnlineTeamsOnlyUser
DirSyncEnabled : False
OnPremHostingProvider :
OnPremOptionFlags :
OnPremEnterpriseVoiceEnabled :
OnPremSIPEnabled :
OnPremSipAddress :
OnPremLineURI :
MCOValidationError : {}
UserPrincipalName : user1@tailspintoys.com
HostedVoiceMail : True
EnterpriseVoiceEnabled : False
OnPremLineURIManuallySet : False
LineURI :
SipAddress : sip:user1@tailspintoys.com
Enabled : True
VoicePolicy : HybridVoice
TeamsUpgradeEffectiveMode : TeamsOnly
TeamsUpgradeNotificationsEnabled : False
TeamsUpgradePolicy : UpgradeToTeams
HostedVoicemailPolicy : BusinessVoice
OnlineVoiceRoutingPolicy :
HostingProvider : sipfed.online.lync.com
IsByPassValidation : True
IsValid : True
```

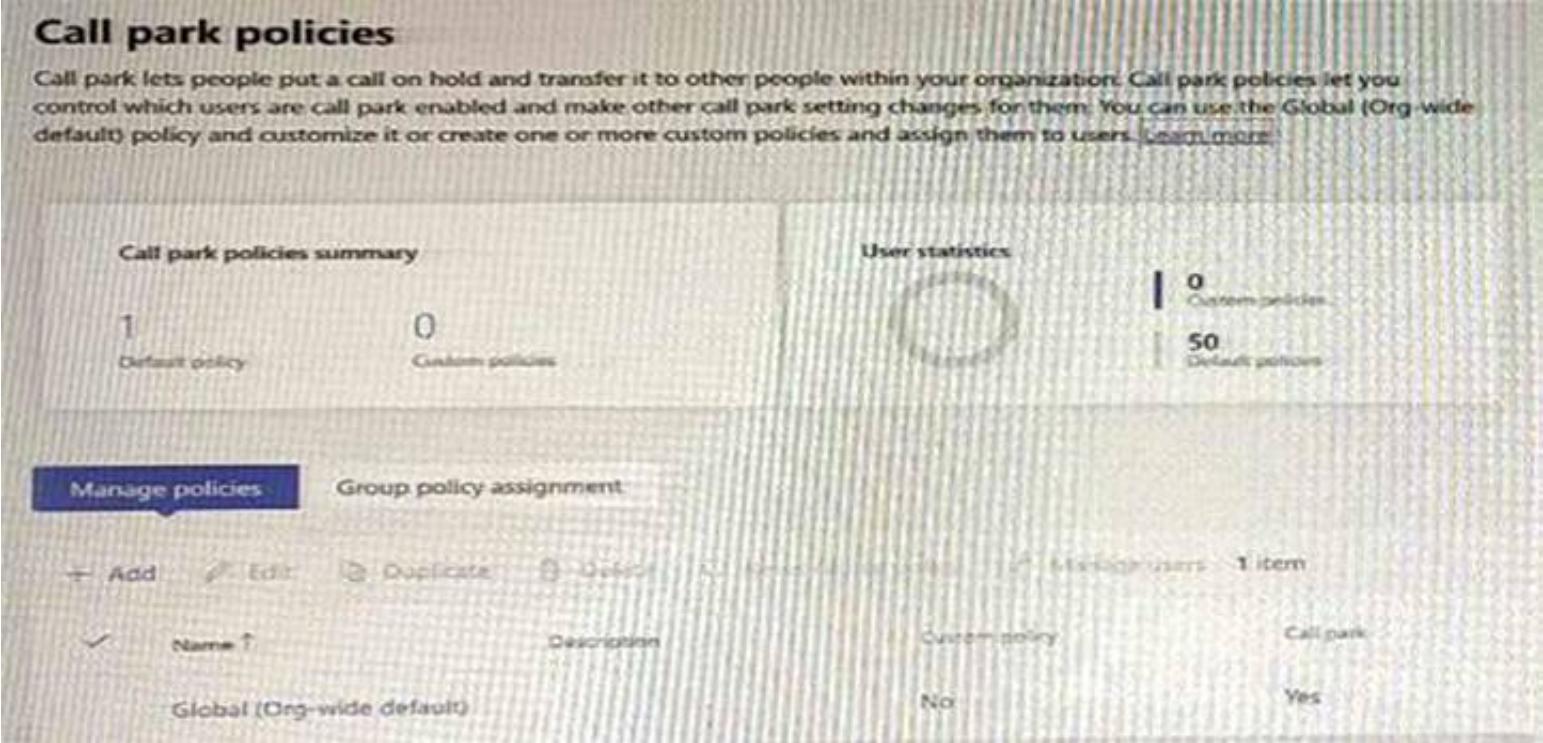
Your company has a Microsoft Teams Phone deployment that uses Direct Routing. A user named User1 reports that she cannot make calls because the dial pad is missing in Teams. You run the Get-CsOnlineUser cmdlet and receive the output shown in the exhibit (Click the Exhibit tab.) Which three actions should you perform to ensure that the dial pad appears in the Teams client? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Assign a Microsoft Teams Phone Standard license to User1.
- B. Run the Grant-CsOnlineVoiceRegistrationPolicy cmdlet
- C. Run the set-csPhoneNumberAssignment cmdlet and specify the -PhoneNumber parameter.
- D. Run the set-CsUser cmdlet and specify the -LineURI parameter.
- E. Run the set-csuser cmdlet and set the -enterprisevoiceenabled parameter to \$True.

Answer: ABE

NEW QUESTION 32

- (Exam Topic 3)  
Your company currently allows call park for all PSIN users. The call park policies are configured as shown in the exhibit. (Click the Exhibit tab.)



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 37**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment that contains a Session Border Controller (SBC) named SBC1.contoso.com.

Direct Routing integrates with a PBX 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.

Identity: rule1

Name: rule1

Pattern: ^\+1(\d{10});ext=(\d{4})\$

Translation: \$2

You need to ensure that calls to the legacy PBX pass only a four-digit extension.

How should you complete the PowerShell command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

|                                                                                                                                                             |                            |                                                                                                                                                                                                                |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <div><div></div><div>Set-CsHybridPSTNAppliance</div><div>Set-CsHybridPSTNSite</div><div>Set-CsOnlinePSTNGateway</div><div>Set-CsOnlinePSTNUsage</div></div> | -identity SBC1.contoso.com | <div><div></div><div>-InboundPstnNumherTranslationRules</div><div>-InboundTeamsNumberTranslationRules</div><div>-OutboundPstnNumberTranslationRules</div><div>-OutboundTeamsNumberTranslationRules</div></div> | "rule1" |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|

A. Mastered

B. Not Mastered

**Answer: A**

**Explanation:**

Box 1: Set-CsOnlinePSTNGateway

\* Set-CsOnlinePSTNGateway

Modifies the previously defined Session Border Controller (SBC) Configuration that describes the settings for the peer entity. This cmdlet was introduced with Microsoft Phone System Direct Routing.

Syntax

Set-CsOnlinePSTNGateway [-Identity] <string>

[-BypassMode <string>]

[-Description <string>] [-Enabled <boolean>]

[-FailoverResponseCodes <string>] [-FailoverTimeSeconds <int>]

[-ForwardCallHistory <boolean>] [-ForwardPai <boolean>]

[-GatewayLbrEnabledUserOverride <boolean>] [-GatewaySiteId <string>]

[-GatewaySiteLbrEnabled <boolean>]

[-InboundPstnNumberTranslationRules <Object>]

[-InboundTeamsNumberTranslationRules <Object>] [-MaxConcurrentSessions <int>]

[-MediaBypass <boolean>]

[-MediaRelayRoutingLocationOverride <string>]

[-OutboundPstnNumberTranslationRules <Object>]

[-OutboundTeamsNumberTranslationRules <Object>] [-PidfLoSupported <boolean>]

[-ProxySbc <string>]

[-SendSipOptions <boolean>] [-SipSignalingPort <int>]

[-WhatIf] [-Confirm]

[<CommonParameters>]

Box 2: -OutboundPSTNNumberTranslationRules

Assigns an ordered list of Teams translation rules, that apply to PSTN number on outbound direction. Incorrect:

\* -OutboundPSTNNumberTranslationRules

Assigns an ordered list of Teams translation rules, that apply to PSTN number on outbound direction.

\* SET-CsHybridPSTNAppliance

Use the Set-CsHybridPSTNAppliance cmdlet to modify an existing Skype for Business Cloud Connector Edition appliance's attributes.

Note: This cmdlet will be deprecated from Teams PowerShell Module. Syntax:

Set-CsHybridPSTNAppliance

[-MaintenanceMode <Boolean>] [-MediationServerGruu <String>]

[-Identity] <XdsGlobalRelativeIdentity> [-Tenant <Guid>]

[-Force]

[-WhatIf] [-Confirm]

[<CommonParameters>]

\* Set-CsHybridPSTNSite

Use the Set-CsHybridPSTNSite cmdlet to modify an existing hybrid public switched telephone network (PSTN) site's attributes.

Note: This cmdlet will be deprecated from Teams PowerShell Module. Syntax:

Set-CsHybridPSTNSite

[-Identity] <XdsGlobalRelativeIdentity> [-Tenant <Guid>]

[-EdgeFQDN <String>]

[-EnableAutoUpdate <Boolean>]

[-BitsUpdateTimeWindow <Int32>] [-OsUpdateTimeWindow <Int32>] [-Force]

[-WhatIf] [-Confirm]

[<CommonParameters>]



\* Set-CsOnlinePSTNUsage

Modifies a set of strings that identify the allowed online public switched telephone network (PSTN) usages. This cmdlet can be used to add usages to the list of online PSTN usages or remove usages from the list.

Syntax:

Set-CsOnlinePstnUsage [[-Identity] <string>]

[-Usage <Object>] [-WhatIf]

[-Confirm] [<CommonParameters>] Reference:

<https://learn.microsoft.com/en-us/powershell/module/skype/set-csonlinepstngateway>

## NEW QUESTION 42

- (Exam Topic 3)

You have a Teams Phone deployment.

You are designing a meeting space that contains a Teams certified conference phone. You need to configure the phone to meet the following requirements:

Show the calendar on the display by default Support one-touch join for Teams meetings

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

- A. Create and assign a Teams IP phone policy
- B. Assign a Microsoft Teams Rooms Pro license to the phone
- C. Assign a Shared Device license to the phone
- D. Create and assign an Audio Conferencing policy
- E. Enable the Cloud Video Interop for Teams service

**Answer:** BD

### Explanation:

B: Teams Rooms license service plan comparison

The following table shows the services included in each Teams Rooms license.

|                                        | Microsoft Teams Rooms Basic | Microsoft Teams Rooms Pro |
|----------------------------------------|-----------------------------|---------------------------|
| Maximum number of licenses             | 25                          | Unlimited                 |
| Microsoft Teams                        | ✓                           | ✓                         |
| Audio Conferencing <sup>1</sup>        | ✓                           | ✓                         |
| Whiteboard                             | ✓                           | ✓                         |
| Teams Phone                            |                             | ✓                         |
| Microsoft Intune <sup>2</sup>          |                             | ✓                         |
| Azure Active Directory Premium Plan 1  |                             | ✓                         |
| Skype for Business Plan 2 <sup>3</sup> |                             | ✓                         |

Note: Microsoft Teams Rooms licenses

Microsoft offers two licenses for Teams Rooms systems that participate in Teams meetings and calls: Microsoft Teams Rooms Pro delivers enhanced in-room meeting experiences like intelligent audio and video, front row and large galleries, and dual screen support. The Teams Rooms Pro license also provides advanced management features like remote device management, conditional access policies, and detailed device analytics.

Teams Rooms Pro is a great fit for medium and enterprise organizations, as well as smaller organizations with larger room counts or more advanced needs.

Teams Rooms Pro licenses can be used to license both certified Teams Rooms systems and Teams Panels.

Microsoft Teams Rooms Basic provides core meeting experiences to organizations that purchase a certified Microsoft Teams Rooms system, at no additional cost.

The Teams Rooms Basic license includes scheduling, joining meetings, content sharing, and collaborative white boarding, as well as basic security and management capabilities out-of-the-box.

Incorrect: Not C:

Microsoft Teams Shared Devices licenses aren't supported on and won't work with Teams Rooms devices. Teams Rooms devices should only be assigned Teams Rooms Basic or Teams Rooms Pro licenses.

Not E: Cloud Video Interop (CVI) is a Microsoft Qualified third-party solution that enables third-party meeting rooms (telepresence) and personal video devices (VTCs) to join Microsoft Teams meetings.

With Microsoft Teams, you get rich online content collaboration in meetings that include audio, video, and content sharing.

Reference:

<https://learn.microsoft.com/en-us/microsoftteams/rooms/rooms-licensing>

## NEW QUESTION 47

- (Exam Topic 3)

You have a Teams Phone deployment that contains a branch office.

You need to restrict toll bypass for a user based on the office in which the user is working during an inbound or outbound PSTN call.

What should you use?

- A. a voice routing policy
- B. Local Media Optimization
- C. Location-Based Routing
- D. dial plans
- E. a calling policy

**Answer:** E

**Explanation:**

Calling policies in Teams

In Microsoft Teams, calling policies control which calling and call forwarding features are available to users. Calling policies determine whether a user can make private calls, use call forwarding or simultaneous ringing to other users or external phone numbers, route calls to voicemail, send calls to call groups, use delegation for inbound and outbound calls, and so on.

You can use the global (Org-wide default) policy that's created automatically or create and assign custom policies.

Calling policies include:

\* Prevent toll bypass and send calls through the PSTN

Turning on this setting sends calls through the Public Switched Telephone Network (PSTN) and incur charges rather than sending them through the network and bypassing the tolls. This setting is off by default.

Reference:

<https://learn.microsoft.com/en-us/microsoftteams/teams-calling-policy>

**NEW QUESTION 52**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You have Teams devices located in meeting rooms and public areas. You need to turn on Device lock for the devices.

What should you configure?

- A. a calling policy
- B. a setup policy
- C. a Teams policy
- D. a configuration profile

**Answer:** D

**Explanation:**

Microsoft Teams Physical Device Management

NOTE: As at June 2020, there are no options to configure the Device Configuration Profiles by API or PowerShell.

There are a number of Microsoft Teams certified devices on the market from several different manufactures. These devices are listed on the Microsoft Teams Devices Page.

Once a device is logged in and the user setup, the device is registered to the tenant and a policy applied against it from the Configuration Profiles listed in the Microsoft Teams Admin Portal.

These Configuration Profiles allow you to set options like the devices: Timeout and lock status

Language Timezone Time format Screen saver

Network settings; and

To enable or disable the second PC port

If the Microsoft 365 tenant also has Intune setup, then the device is registered to Intune and any compliance policies are applied when the first user logs in.

Different Configuration Profiles can be used to setup phones with common attributes Reference:

<https://sbconnect.com.au/pages/physical-device-management.html>

**NEW QUESTION 57**

- (Exam Topic 3)

You are deploying Teams Rooms to a Windows device.

You need to prevent meeting attendees from using room remote in the Teams mobile app. What should you configure in the Microsoft Teams admin center?

- A. Supported meeting mode
- B. Coordinated Meetings
- C. Front row experience
- D. Bluetooth beaconing

**Answer:** D

**Explanation:**

Manage a Microsoft Teams Rooms console settings remotely with an XML configuration file

This article discusses remote management of the default settings used by a Microsoft Teams Rooms device. It discusses how to create a master settings file and links to discussions of how to place them as needed on Teams Rooms.

It is possible for you to change default settings of Teams Rooms by updating a master XML file and sending copies to the remote Teams Rooms devices.

Create an XML configuration file

Any text editor can be used to create a settings file. The XML Elements table explains the elements shown in this sample SkypeSettings.xml (required file name) configuration file.

```
<SkypeSettings>
```

```
<AutoScreenShare>1</AutoScreenShare>
```

```
<HideMeetingName>1</HideMeetingName>
```

```
<AutoExitMeetingEnabled>true</AutoExitMeetingEnabled>
```

```
<AudioRenderDefaultDeviceVolume>70</AudioRenderDefaultDeviceVolume>
```

\* Details omitted\*

```
<AllowRoomRemoteEnabled>true</AllowRoomRemoteEnabled>
```

 Incorrect:

Not B: If you have one or more Microsoft Teams Rooms on Windows devices or Surface Hubs in a meeting room, you can set up Coordinated Meetings.

Coordinated Meetings lets you set up your Teams Rooms on Windows devices and Surface Hubs so that when you join a meeting on one device, the other devices in the room are also joined to the same meeting. You can configure your cameras, speakers, and microphones so that the ones that give participants the best experience are enabled while others are disabled. This avoids the dreaded echo and feedback noise participants can experience when adding multiple devices to a meeting.

Not C: Front Row layout in Teams Rooms— Additional functionality with the Front Row experience, a layout for hybrid meetings that enables users to see remote attendees at eye level and on dual screens. Users can see Chat in the right panel and participants with raised hands on the left panel. And, Meeting Chat is added in the Gallery, Large Gallery, and Together Mode layouts.

Reference:

<https://learn.microsoft.com/en-us/microsoftteams/rooms/xml-config-file> <https://learn.microsoft.com/en-us/microsoftteams/rooms/coordinated-meetings>

### NEW QUESTION 62

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

\_ You need to create two call queues named CQ1 and CQ2. The solution must meet the following requirements: CQ1 must balance incoming calls so that each call agent receives the same number of calls

\_ Calls received by CQ2 must ring all call agents simultaneously

What should you configure for each requirement? To answer, drag the appropriate routing methods to the correct requirements. Each routing method 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.

#### Routing methods

#### Answer Area

Attendant routing

Longest idle

Round robin

Serial routing

CQ1 must balance incoming calls so that each call agent receives the same number of calls:

Calls received in CQ2 must ring all call agents simultaneously:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Round robin

CQ1 must balance incoming calls so that each call agent receives the same number of calls

Round robin balances the routing of incoming calls so that each call agent gets the same number of calls from the queue. This routing method may be desirable in an inbound sales environment to assure equal opportunity among all the call agents.

Box 2: Attendant routing

Calls received by CQ2 must ring all call agents simultaneously Attendant routing rings all agents in the queue at the same time. Reference:

<https://learn.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

### NEW QUESTION 63

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You have a call queue named Customer Service.

You need to ensure that when the agents of Customer Service make calls, the outbound calling name appears as Contoso, and the caller ID shows the phone number of Customer Service. Other users must NOT be affected.

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

- A. From the Microsoft Teams admin center configure a new caller ID policy
- B. Set Calling Party Name to the organization name.
- C. From the Microsoft Teams admin center, modify the global (Org-wide default) caller ID policy.
- D. Set Replace the caller ID with to Resource account
- E. Set Override the caller ID policy to On.

**Answer:** ADE

#### Explanation:

You can manage caller ID policies by going to Voice > Caller ID policies in the Microsoft Teams admin center. You can use the global (Org-wide default) policy or create and assign custom policies. Users in your organization automatically get the global policy unless you create and assign a custom policy.

Create a custom caller ID policy

- > In the left navigation of the Microsoft Teams admin center, go to Voice > Caller ID policies. (A)
- > Select Add.
- > Enter a name and description for the policy.
- > Turn on or off Block incoming caller ID and Override the caller ID policy. (E)
- > Enter a Calling Party Name.
- > Under Replace the caller ID with, set which caller ID is displayed for users by selecting one of the following: (D)

User's number: Display the user's number. Anonymous: Display the caller ID as Anonymous.

Resource account: Set a resource account associated with an Auto Attendant or Call Queue.

If you choose Resource account, you're prompted to specify a resource account for the next field, called Replace the caller ID with this resource account. Only resource accounts with an assigned phone number will be displayed. If you just assigned a phone number to the resource account, it may take a few minutes before the resource account is available for selection.

\* 7. Select Save. Reference:

<https://learn.microsoft.com/en-us/microsoftteams/caller-id-policies>

### NEW QUESTION 64

- (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

You need to configure the network topology to support emergency call routing. Which network range should you add to the trusted IP addresses?

- 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 67**

- (Exam Topic 3)

You have a Microsoft Teams conference room named ConferenceRoom01.

You need to ensure that ConferenceRoom01 can be invited directly to third party online meetings by partner organizations.

How should you complete the PowerShell command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; padding-right: 5px;">▼</div> <div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; padding: 2px;">Enable-CsMeetingRoom</div> <div style="border: 1px solid black; padding: 2px;">Set-CalendarProcessing</div> <div style="border: 1px solid black; padding: 2px;">Set-CsMeetingConfiguration</div> <div style="border: 1px solid black; padding: 2px;">Set-CsTeamsRoomVideoTeleConferencingPolicy</div> </div> </div>	-Identity "ConferenceRoom01"	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; padding-right: 5px;">▼</div> <div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; padding: 2px;">-AutomateProcessing AutoAccept</div> <div style="border: 1px solid black; padding: 2px;">-PlaceExternalCalls Enabled</div> <div style="border: 1px solid black; padding: 2px;">-ProcessExternalMeetingMessages \$true</div> <div style="border: 1px solid black; padding: 2px;">-ReceiveExternalCalls Enabled</div> </div> </div>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Set-CalendarProcessing

Allow calendar invite processing for third-party meetings

The first thing you need to do to enable a one-touch join experience from Team Rooms is set the calendar processing rules for the device's Exchange Online room mailbox. The room mailbox needs to allow external meetings and keep the message body and subject so it can see the URL needed to join the third-party meeting. To set these room mailbox options using the Set-CalendarProcessing cmdlet, do the following:

\* 1. Connect to Exchange Online PowerShell.

\* 2. Get the User Principal Name (UPN) of the room mailbox if you don't know it by running the following command:

Get-Mailbox | Where {\$\_.RoomMailboxAccountEnabled -eq \$True} | Format-Table Name, UserPrincipalName

\* 3. Find the name of the room mailbox associated with your Teams Rooms device and make note of its UPN.

\* 4. After you find the room mailbox's UPN, run the following command. Replace <UserPrincipalName> with the room mailbox's UPN:

Set-CalendarProcessing <UserPrincipalName> -ProcessExternalMeetingMessages \$True -DeleteComments \$ Box 2: -ProcessExternalMeetingMessages

Reference:

<https://learn.microsoft.com/en-us/microsoftteams/rooms/third-party-join#step-3a-enable-third-party-meetings-on>

**NEW QUESTION 71**

- (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.

Your company uses Microsoft Teams Calling Plans.

The company acquires a small development team. Currently, users on the team have their own direct inward dial (DID) numbers that have PSTN capabilities.

You migrate the users to Teams.

You need to ensure that the users have phone numbers. Solution: You run the New-CsHybridTelephoneNumber cmdlet. Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 75**

- (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

	▼
Grant-CsTeamsCallingPolicy	
Grant-CsTenantDialPlan	
Set-CsTenantDialPlan	
Set-CsUser	

-Identity user1@contoso.com -PolicyName DP1

	▼
Get-CsEffectiveTenantDialPlan	
Get-CsOnlineUser	
Get-CsOnlineVoiceUser	
Test-CsEffectiveTenantDialPlan	

-Identity user1@contoso.com

- 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 76

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to provide two users with the ability to share a single phone number for inbound and outbound calling.

What are two ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. call queues  
B. call forwarding  
C. group call pickup  
D. call delegation  
E. call park

**Answer:** AC

### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

<https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup>

## NEW QUESTION 77

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You need to ensure that incoming calls to a user are forwarded to a phone number of +15552224190 if the calls are NOT answered within 20 seconds.

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

\$Upn = (Get-CsOnlineVoiceUser)

	▼
Grant-CsDialoutPolicy	
Grant-CsIPPhonePolicy	
Grant-CsOnlineVoiceRoutingPolicy	
Set-CsOnlineAudioConferencingRoutingPolicy	

-Identity \$upn -UnansweredTarget "+15552224190"

-UnansweredDelay "00:00:20" -IsUnansweredEnabled \$true

	▼
-ManageSettings	
-PhoneNumberType	
-UnansweredTargetType	

SingleTarget

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Grant-CsDialoutPolicy

Least bad option perhaps, but it does not seem to be a good answer.

\* Grant-CsDialoutPolicy

Use the Grant-CsDialoutPolicy cmdlet to assign the tenant global, a group of users, or a per-user outbound calling restriction policy to one or more users.

Syntax

Grant-CsDialoutPolicy [[-Identity] <string>]

[[[-PolicyName] <string>] [-PassThru]

[-WhatIf] [-Confirm]

[<CommonParameters>]

Note: Set-CsUserCallingSettings would be a good answer, but it is not an option.

This cmdlet will set the call forwarding, simultaneous ringing and call group settings for the specified user.

-UnansweredTargetType

The unanswered target type. Supported values are Voicemail, SingleTarget, MyDelegates and Group.

SingleTarget is used when forwarding the unanswered call to another user or phone number. MyDelegates is used when forwarding the unanswered call to the users's delegates. Group is used when forwarding the unanswered call to the specified user's call group.

Box 2: -UnansweredTargetType Incorrect:

\* Grant-CsIPPhonePolicy, Skype for Business Server 2019

Use the Grant-CsIPPhonePolicy cmdlet to assign an Internet Protocol (IP) phone policy to a user or a group of users. IP phone policies determine the features of Microsoft Teams, Skype for Business Online, or Skype for Business Server 2019 that are available to users. For example, you might enable the Better Together Over Ethernet feature for some users while disabling it for others.

Syntax

Grant-CsIPPhonePolicy, Skype for Business Server 2019 [[-Identity] <UserIdParameter>]

[-PolicyName] <String> [-Tenant <Guid>]

[-DomainController <Fqdn>] [-PassThru]

[-WhatIf] [-Confirm]

[<CommonParameters>]

\* Grant-CsOnlineVoiceRoutingPolicy

Assigns a per-user online voice routing policy to one user, a group of users, or sets the Global policy instance. Online voice routing policies manage online PSTN usages for Phone System users.

Syntax

Grant-CsOnlineVoiceRoutingPolicy [[-Identity] <string>]

[[[-PolicyName] <string>]

[-PassThru] [-WhatIf]

[-Confirm] [<CommonParameters>]

\* Set-CsOnlineAudioConferencingRoutingPolicy Reference:

<https://learn.microsoft.com/en-us/powershell/module/teams/set-csusercallingsettings> <https://learn.microsoft.com/en-us/powershell/module/skype/grant-csonlinevoicerooutingpolicy>

**NEW QUESTION 79**

- (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 81**

- (Exam Topic 3)

Your company plans hosts a Microsoft Teams live event for a specific group of people.

As part of the initial setup, you need to assign roles to event group members. The members must perform the following tasks:

Invite attendees Moderate Q&A

Start and stop the live event

What is the least privileged role that can perform each task? To answer drag the appropriate roles to the correct tasks. Each role 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.



Roles	Answer Area
<div>0 Attendee</div>	Invite attendees: <div>0</div>
<div>0 Organizer</div>	Moderate Q&A: <div>0</div>
<div>0 Presenter</div>	Start and stop the live event: <div>0</div>
<div>0 Producer</div>	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Organizer Invite attendees  
Live Event Roles and Responsibilities  
Event organizers can invite others to the event and grant them one of two roles: Producer or Presenter. Both roles have different access and responsibilities for the Live Event. You can have multiple producers and presenters (up to 250, though only the last 10 who have spoken will appear in the producer view list).  
Box 2: Presenter Moderate Q&A Presenter Capabilities  
Please see Microsoft's documentation for additional details on presenter capabilities.  
Share video, your screen, or other content that the producer can then send to the Live Event  
Sharing of computer audio in a Live Event is current only support on the Windows client of MS Teams. Mute other presenters  
Chat with other producers and presenters Moderate Q&A  
Manage the event recording and reports Box 3: Producer  
Start and stop the live event Producers  
Producers have access and control over nearly all settings and details for an event. However, especially in larger Live Events, a producer tends to have the more supportive role of managing which video feeds, shared screens, or other content is presented in the event.  
Consider limiting the number of producers for your event. Not only is the producer interface more complex than the presenter's, but having more producers than needed can make coordination more difficult.  
Producer Capabilities  
Please see Microsoft's documentation for additional details on producer capabilities.  
Select video feeds or other content shared by presenters or producers and send them to the event Mute presenters or producers individually or collectively  
Chat with other producers and presenters Start and end the Live Event  
Moderate Q&A  
Manage the event recording and reports Reference:  
<https://www.uvm.edu/it/kb/article/teams-live-events/>

NEW QUESTION 84

- (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 89

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