

**MS-720.VCEplus.premium.exam.52q - DEMO**

Number: 000-000  
Passing Score: 800  
Time Limit: 120 min  
File Version: 1.0



**Website:** <https://vceplus.com> - <https://vceplus.co>  
**VCE to PDF Converter:** <https://vceplus.com/vce-to-pdf/>  
**Facebook:** <https://www.facebook.com/VCE.For.All.VN/>  
**Twitter :** [https://twitter.com/VCE\\_Plus](https://twitter.com/VCE_Plus)

**MS-720**

**Microsoft Teams Voice Engineer (beta)**



## Testlet 1

### Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question. **Overview**

Litware, Inc. is an online retailer.

Litware is replacing its telephony platform with Microsoft Teams Phone.

Currently, all users are assigned Microsoft 365 E3 licenses.

### Existing Environment

#### Telephony Environment

The existing telecommunications system has several third-party IP-PBXes at the corporate and warehouse sites. Currently, the PBXes are linked through the corporate WAN and an inter-office dial plan is in place.

A unique PSTN direct inward dial (DID) is assigned to each user. The last five digits of each DID are used as an extension.

Litware piloted Microsoft Skype for Business Server Enterprise Voice, but has since decided to migrate directly to Teams Phone. During the pilot, a response group was created, and the response group is still in use. Agents in the response group use Skype for Business Server-certified handsets.

#### Locations

Litware has global retail stores and datacenters.

The telephony topology contains the following four types of sites:

#### Corporate sites

The corporate sites contain information workers who collaborate by using the Teams desktop client and SharePoint Online.

The reception desk at each corporate site has an analog intercom with an integrated door control. Each intercom connects to an existing PBX by using an FXS Analog Telephony Adapter (ATA).

SIP trunks are delivered directly to the site by using a resilient WAN that connects directly to the on-site PBX solution.

#### Warehouse sites

The warehouse sites are critical to the business. Users at these sites use either the Teams desktop client or the Teams mobile client.

Each warehouse has a public announcement (PA) system that connects to the PBX by using a SIP ATA, along with the sites' existing ISDN trunks.

Currently, users at the company's warehouse in Georgia can call the PA system by dialing 123456.

All calls to emergency services from the warehouses are played over the warehouses' PA system automatically.

WAN connectivity at the warehouses can be unreliable, so local PSTN connectivity is preferred as compared to centrally hosted connectivity.

#### Retail sites

Each retail site has only one or two desk phones and a specialized point of sale (POS) computer that cannot run the desktop or web versions of the Teams client.

Users at the retail sites have the Teams app and an associated data plan installed on their mobile device.

Currently, each retail uses a managed SD-WAN appliance to connect to both the internet and the corporate WAN.

The users report that in the event of an internet outage at the retail sites, they can use their mobile devices, which have strong reception.

## Requirements

### Planned Changes

Litware plans to implement the following changes:

- Maintain the existing emergency call PA integration.
- Replace the existing IP-PBX solutions by using Teams Phone.
- Consolidate all its PSTN trunks by using region-specific datacenters, whenever possible

During the planned deployment of Teams Phone, Litware will open a new retail site in the United Kingdom that will have five users. Litware does not have any existing telephony in the United Kingdom. Management at the new retail site wants to use Microsoft Teams Calling Plans for the users.

You are opening a new warehouse site in Melbourne. The new warehouse will connect to a phone carrier by using a Session Border Controller (SBC). Dialing rules are an area code of two digits beginning with a zero followed by a subscriber number of eight digits. For example, an E.164 number of +61370105550 will be translated to 03 7010 5550 and +61255505550 will be translated to 02 5550 5550. **Technical Requirements**

Litware identifies the following technical requirements:

- Minimize the amount of voice traffic over the WAN.
- Whenever possible, use natively supported Teams solutions.
- Avoid replacing existing analog device adapters and SIP phones.
- Assign a Microsoft 365 Phone System license to all the users listed in a CSV file.
- Ensure that the retail sites can place and receive calls in the event of a WAN failure.
- Assign a phone number of +61370105550 to a user named User1. User1 is located at a corporate site.
- Ensure that the warehouse sites maintain calling in the event of an internet outage or Teams service failure.
- Provide users at the United Kingdom retail site with phone numbers. The users must only be allowed to make in-country calls.
- Replace the response group from the Skype for Business Server Voice Enterprise pilot with a call queue. The agents must be able to use their existing handset.

## QUESTION 1

### DRAG DROP

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.

**Select and Place:**

**Correct Answer:**

**Section: [none]**

**Explanation**

**Explanation/Reference:**

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

**QUESTION 2** 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

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



## Testlet 2

### Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

#### To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

### Overview

#### General Overview

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.

#### Physical Locations

Contoso has offices in Toronto, New York, and London. Contoso has a manufacturing facility in Vancouver.

Contoso has a global sales team that works remotely without a physical corporate office.

#### Existing Environment

##### Active Directory Environment

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019. **Microsoft**

##### Office 365

Contoso has a Microsoft 365 subscription. All users are assigned Microsoft 365 E3 licenses.

Contoso uses Microsoft Exchange Online for email.

##### Network Infrastructure

All the offices connect to each other by using a private WAN. The Toronto office has a 1-Gbps internet circuit and the London office has a 100-Mbps internet circuit. Internet access for all the offices is provided through the Toronto and London offices.

The remote sales team users connect to the networks by using VPN connections. The remote users use various connection types, including wireless and mobile.

Skype for Business Server traffic for the remote users is routed through the VPN connections.

##### Telephony

Contoso uses a centralized Skype for Business Server 2015 deployment configured for disaster recovery between the Toronto and London datacenters.

Each frontend pool connects to the PSTN through a pair of managed Session Border Controllers (SBCs) that provide Enterprise Voice and dial-in conferencing.

Contoso has a Skype for Business Server Survivable Branch Appliance (SBA) and a local SBC that connects to a Primary Rate Interface (PRI) in the Vancouver manufacturing facility.

Contoso has hybrid connectivity deployed between Skype for Business Server and Office 365.

All SBCs are Microsoft Teams-certified.

The returns department has an auto attendant that uses an ID or returns.aa@contoso.com.

### Requirements

### Planned Changes

Contoso plans to migrate all existing services from Skype for Business Server to Teams.

Direct Routing will be deployed for the existing SBCs.

Existing meeting rooms have Skype for Business Server video endpoints that are Skype for Business Server-certified. The endpoints are not Teams-certified.

You plan to use the video endpoints in Teams until the equipment is replaced with Microsoft Teams Rooms.

A limited pilot of the Teams migration and the Direct Routing deployment will occur in the Vancouver facility before deployment to the entire company.

### Technical Requirements

Contoso identifies the following technical requirements:

- During the limited pilot, the media path must be optimized.
- Media flow for the remote sales team users must be optimized.
- All sales team users require inbound toll-free audio conferencing.
- Users in the Vancouver facility must be able to place emergency calls regardless of internet availability.
- When users in the returns department dial out, the outbound calls must display Contoso and the department's phone number.
- The video endpoints for the existing meeting rooms must be able to be used for both voice and video conferencing in Teams meetings.

### QUESTION 1

#### HOTSPOT

You need to assign the correct licenses to a sales team manager in the New York office who is scheduled to migrate from Skype for Business Server to Teams.

Which three licenses should you assign? To answer, select the licenses in the answer area.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/microsoftteams/what-are-communications-credits>

### QUESTION 2

#### HOTSPOT

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.

**Hot Area:**

## Answer Area

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

	▼	-Identity Returns -CallingIDSubstitute		▼
New-CsCallingLineIdentity			Anonymous	
New-CsOnlineApplicationInstance			LineURI	
New-CsTeamsCallingPolicy			Resource	
			Service	

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

Correct Answer:

## Answer Area

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

	▼	-Identity Returns -CallingIDSubstitute		▼
New-CsCallingLineIdentity			Anonymous	
New-CsOnlineApplicationInstance			LineURI	
New-CsTeamsCallingPolicy			Resource	
			Service	

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

Section: [none]

Explanation

Explanation/Reference:

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

**QUESTION 3** 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 a Microsoft 365 Domestic and International Calling plan license.
- B. Get a Dedicated conference bridge (Toll Free) number.
- C. Purchase Communications Credits.
- D. Assign a phone number to the bridge.
- E. From the meeting policy, set Allow dial-in users to bypass the lobby to **On**.

- F. Assign a phone number to a resource account.
- G. Get an auto attendant toll-free number.

**Correct Answer:** BCD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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





### Question Set 3

#### QUESTION 1

Your company has a main office in Dallas.

The company has a Microsoft Teams Phone deployment.

Currently, the default audio conferencing bridge is set to a phone number that has a Miami area code.

In the Microsoft Teams admin center, you get a number in the Dallas area code.

You need to assign the new Dallas number as the default audio conferencing bridge.

What should you configure in the Microsoft Teams admin center?

- A. the **Conference bridges** node under **Meetings**
- B. the **Networks & locations** node under **Locations**
- C. the **Phone numbers** node under **Voice**
- D. the **Auto attendants** node under **Voice**

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 2** Your company has offices in 10 countries. The company has a tenant dial plan configured for each country.

The company recently opened an office in a new country.

You need to create a new tenant dial plan that meets the unique dialing requirements of the new country.

What should you do?

- A. Run the `New-CsOnlineVoiceRoutingPolicy` cmdlet.
- B. From the Microsoft Teams admin center, select **Voice**, select **Dial plan**, and then select **Add**.
- C. From the Microsoft Teams admin center, select **Locations**, select **Network topology**, and then select **Add**.
- D. Run the `Set-CsTenantDialPlan` cmdlet.

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 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.

**Correct Answer:** D

**Section:** [none]

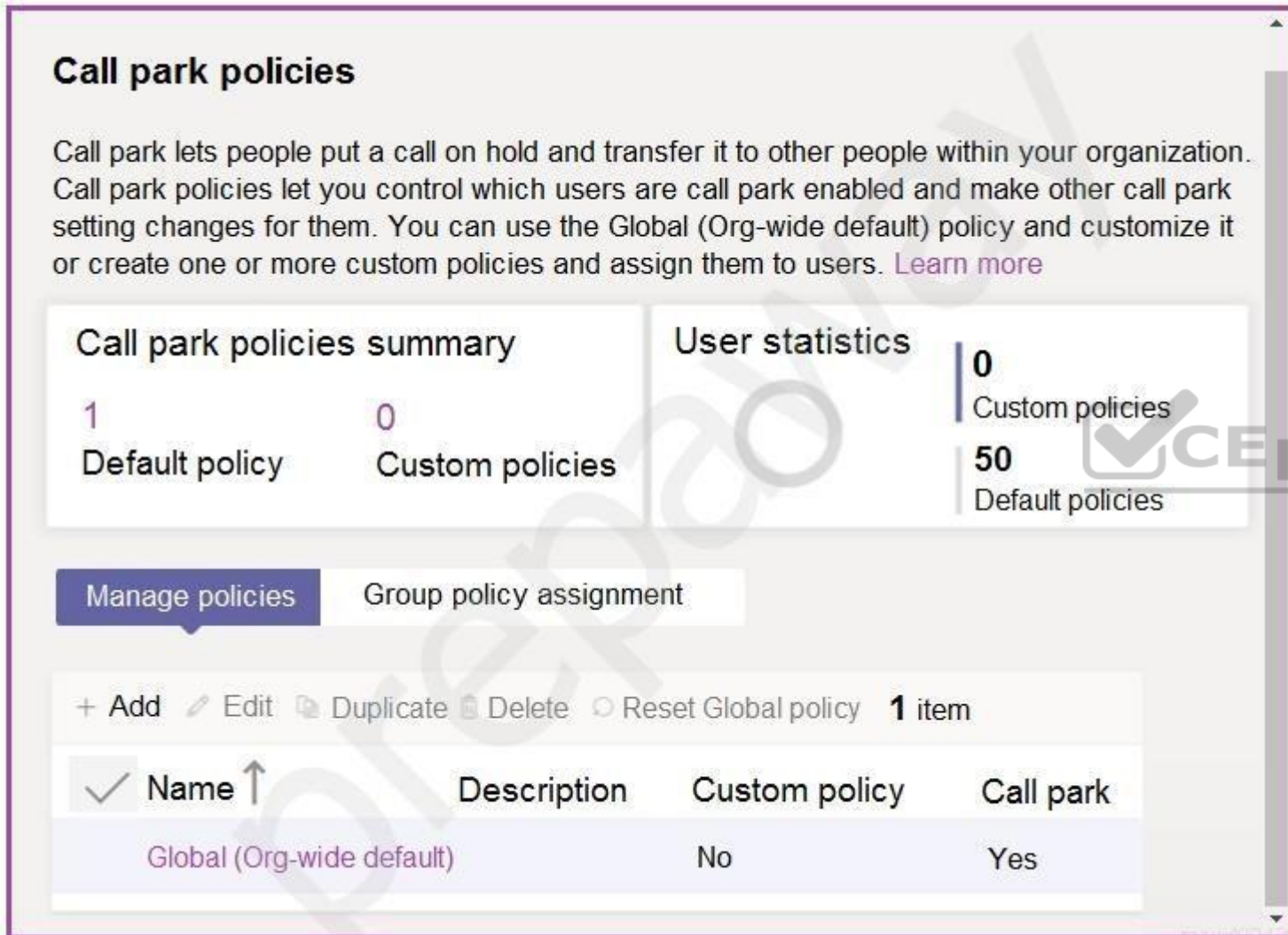
**Explanation**

**Explanation/Reference:**

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

#### QUESTION 4

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



**Call park policies**

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

**Call park policies summary**

1 Default policy

0 Custom policies

**User statistics**

0 Custom policies

50 Default policies

**Manage policies** | Group policy assignment

+ Add | Edit | Duplicate | Delete | Reset Global policy | 1 item

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

You have a Microsoft 365 group named Help Desk.

You need to ensure that only the Help Desk group can use call park. The solution must minimize the number of policies and administrative effort.

Which three actions should you perform? Each correct answer presents part of the solution.

**NOTE:** Each correct selection is worth one point.

- A. Assign Policy2 to all users.
- B. In the Global (Org-wide default) policy, set **Allow call park** to **Off**.

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

**Correct Answer:** BDF

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 5

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

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



**QUESTION 6** 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.

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

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

**QUESTION 7** 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 Auto Conferencing
- B. Microsoft 365 Phone System – Virtual User
- C. Microsoft 365 Domestic Calling Plan
- D. Microsoft 365 Domestic and International Calling Plan
- E. Microsoft 365 Phone System

**Correct Answer:** E

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 8** 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.

**Correct Answer:** BC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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-bridge>

**QUESTION 9**

HOTSPOT

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.

Hot Area:

## Answer Area

5551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212	

85551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212 <sup>m</sup>	

Correct Answer:

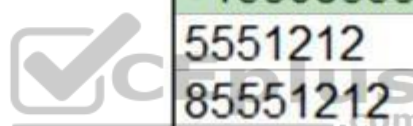
## Answer Area

5551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212

85551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212



Section: [none]

Explanation

Explanation/Reference:

Testlet 1

Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

**To start the case study**

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Overview

General Overview

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.



## Physical Locations

Contoso has offices in Toronto, New York, and London. Contoso has a manufacturing facility in Vancouver.

Contoso has a global sales team that works remotely without a physical corporate office.

## Existing Environment

### Active Directory Environment

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019. **Microsoft**

### Office 365

Contoso has a Microsoft 365 subscription. All users are assigned Microsoft 365 E3 licenses.

Contoso uses Microsoft Exchange Online for email.

### Network Infrastructure

All the offices connect to each other by using a private WAN. The Toronto office has a 1-Gbps internet circuit and the London office has a 100-Mbps internet circuit. Internet access for all the offices is provided through the Toronto and London offices.

The remote sales team users connect to the networks by using VPN connections. The remote users use various connection types, including wireless and mobile.

Skype for Business Server traffic for the remote users is routed through the VPN connections.

### Telephony

Contoso uses a centralized Skype for Business Server 2015 deployment configured for disaster recovery between the Toronto and London datacenters.

Each frontend pool connects to the PSTN through a pair of managed Session Border Controllers (SBCs) that provide Enterprise Voice and dial-in conferencing.

Contoso has a Skype for Business Server Survivable Branch Appliance (SBA) and a local SBC that connects to a Primary Rate Interface (PRI) in the Vancouver manufacturing facility.

Contoso has hybrid connectivity deployed between Skype for Business Server and Office 365.

All SBCs are Microsoft Teams-certified.

The returns department has an auto attendant that uses an ID or returns.aa@contoso.com.

## Requirements

### Planned Changes

Contoso plans to migrate all existing services from Skype for Business Server to Teams.

Direct Routing will be deployed for the existing SBCs.

Existing meeting rooms have Skype for Business Server video endpoints that are Skype for Business Server-certified. The endpoints are not Teams-certified.

You plan to use the video endpoints in Teams until the equipment is replaced with Microsoft Teams Rooms.

A limited pilot of the Teams migration and the Direct Routing deployment will occur in the Vancouver facility before deployment to the entire company.

### Technical Requirements

Contoso identifies the following technical requirements:

- During the limited pilot, the media path must be optimized.
- Media flow for the remote sales team users must be optimized.
- All sales team users require inbound toll-free audio conferencing.

- Users in the Vancouver facility must be able to place emergency calls regardless of internet availability.
- When users in the returns department dial out, the outbound calls must display Contoso and the department's phone number.
- The video endpoints for the existing meeting rooms must be able to be used for both voice and video conferencing in Teams meetings.

**QUESTION 1** You need to validate the limited pilot based on the technical requirements.

What should you use?

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

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

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

## Question Set 2

**QUESTION 1** 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

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 2** You are deploying Microsoft Teams 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).

**Correct Answer:** AB

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 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.



**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

## Question Set 1

### QUESTION 1

#### DRAG DROP

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.

**Select and Place:**

#### Values

- `'sbc1.contoso.com'`
- `'sbc2.contoso.com'`
- `'sbc3.contoso.com'`
- `'sbc1.contoso.com', 'sbc2.contoso.com'`
- `'sbc2.contoso.com', 'sbc3.contoso.com'`
- `'sbc1.contoso.com', 'sbc3.contoso.com'`

#### Answer Area

```
New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern
'^\+1(425|206)(\d{7})$'
-OnlinePstnGatewayList 

New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern
'^\+1(\d{10})$'
-OnlinePstnGatewayList 

New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern
'^\+(?!1)\d+'
-OnlinePstnGatewayList 
```

**Correct Answer:**

## Values

'sbc1.contoso.com'
'sbc2.contoso.com'
'sbc3.contoso.com'
'sbc1.contoso.com', 'sbc2.contoso.com'
'sbc2.contoso.com', 'sbc3.contoso.com'
'sbc1.contoso.com', 'sbc3.contoso.com'

## Answer Area

```
New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern
'^\+1(425|206)(\d{7})$'
-OnlinePstnGatewayList 'sbc1.contoso.com', 'sbc2.contoso.com'

New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern
'^\+1(\d{10})$'
-OnlinePstnGatewayList 'sbc2.contoso.com'

New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern
'^\+(?!1)\d+'
-OnlinePstnGatewayList 'sbc2.contoso.com', 'sbc3.contoso.com'
```

Section: [none]

Explanation

Explanation/Reference:

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

**QUESTION 2** 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.

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

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

**QUESTION 3**

HOTSPOT

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.

Hot Area:

### Answer Area

	▼	-Identity 'TR1' -Pattern '^\\+?(\\d{3})\$' -Translation '\$1'
New-CsOnlinePSTNGateway		
New-CsOnlinePstnUsage		
New-CsTeamsTranslationRule		
New-CsVoiceNormalizationRule		

	▼	-Identity SBC1@contoso.com		▼	'TR1'
Set-CsOnlineAudioConferencingRoutingPolicy			-InboundPSTNumberTranslationRules		
Set-CsOnlinePSTNGateway			-OnlinePstnUsages		
Set-CsOnlinePstnUsage			-OutboundPstnNumberTranslationRules		
Set-CsOnlineVoiceUser			-OutboundTeamsNumberTranslationRules		
			-Usage		

Correct Answer:

### Answer Area

	▼	-Identity 'TR1' -Pattern '^\\+?(\\d{3})\$' -Translation '\$1'
New-CsOnlinePSTNGateway		
New-CsOnlinePstnUsage		
New-CsTeamsTranslationRule		
New-CsVoiceNormalizationRule		

	▼	-Identity SBC1@contoso.com		▼	'TR1'
Set-CsOnlineAudioConferencingRoutingPolicy			-InboundPSTNumberTranslationRules		
Set-CsOnlinePSTNGateway			-OnlinePstnUsages		
Set-CsOnlinePstnUsage			-OutboundPstnNumberTranslationRules		
Set-CsOnlineVoiceUser			-OutboundTeamsNumberTranslationRules		
			-Usage		

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/new-csteamtranslationrule?view=skype-ps> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-translate-numbers>

QUESTION 4



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

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

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

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 6

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:

Park calls.  
Place calls on hold.  
Transfer calls to other users.  
Escalate calls to conference calls.

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.

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 7** 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. Create a trunk translation rule.
- C. Assign Session Border Controllers (SBCs) to sites.
- D. Modify the default emergency calling policy.

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



**QUESTION 8**

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)

**Correct Answer:** BCE

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 9**

You are planning a Microsoft Teams Phone deployment that will use Direct Routing.

You need to allow traffic from Microsoft 365 to a Session Border Controller (SBC).

Which IP address ranges should you allow through the firewall?

- A. 8.8.8.8/32 and 4.4.2.2/32
- B. 52.112.0.0/14 and 52.120.0.0/14
- C. 132.245.0.0/16 and 40.104.0.0/15
- D. 10.10.0.0/24 and 10.11.0.0/24

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

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



## Testlet 1

### Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question. **Overview**

Litware, Inc. is an online retailer.

Litware is replacing its telephony platform with Microsoft Teams Phone.

Currently, all users are assigned Microsoft 365 E3 licenses.

### Existing Environment

#### Telephony Environment

The existing telecommunications system has several third-party IP-PBXes at the corporate and warehouse sites. Currently, the PBXes are linked through the corporate WAN and an inter-office dial plan is in place.

A unique PSTN direct inward dial (DID) is assigned to each user. The last five digits of each DID are used as an extension.

Litware piloted Microsoft Skype for Business Server Enterprise Voice, but has since decided to migrate directly to Teams Phone. During the pilot, a response group was created, and the response group is still in use. Agents in the response group use Skype for Business Server-certified handsets.

#### Locations

Litware has global retail stores and datacenters.

The telephony topology contains the following four types of sites:

#### Corporate sites

The corporate sites contain information workers who collaborate by using the Teams desktop client and SharePoint Online.

The reception desk at each corporate site has an analog intercom with an integrated door control. Each intercom connects to an existing PBX by using an FXS Analog Telephony Adapter (ATA).

SIP trunks are delivered directly to the site by using a resilient WAN that connects directly to the on-site PBX solution.

#### Warehouse sites

The warehouse sites are critical to the business. Users at these sites use either the Teams desktop client or the Teams mobile client.

Each warehouse has a public announcement (PA) system that connects to the PBX by using a SIP ATA, along with the sites' existing ISDN trunks.

Currently, users at the company's warehouse in Georgia can call the PA system by dialing 123456.

All calls to emergency services from the warehouses are played over the warehouses' PA system automatically.

WAN connectivity at the warehouses can be unreliable, so local PSTN connectivity is preferred as compared to centrally hosted connectivity.

#### Retail sites



Each retail site has only one or two desk phones and a specialized point of sale (POS) computer that cannot run the desktop or web versions of the Teams client.

Users at the retail sites have the Teams app and an associated data plan installed on their mobile device.

Currently, each retail uses a managed SD-WAN appliance to connect to both the internet and the corporate WAN.

The users report that in the event of an internet outage at the retail sites, they can use their mobile devices, which have strong reception.

### Requirements

### Planned Changes

Litware plans to implement the following changes:

- Maintain the existing emergency call PA integration.
- Replace the existing IP-PBX solutions by using Teams Phone.
- Consolidate all its PSTN trunks by using region-specific datacenters, whenever possible

During the planned deployment of Teams Phone, Litware will open a new retail site in the United Kingdom that will have five users. Litware does not have any existing telephony in the United Kingdom. Management at the new retail site wants to use Microsoft Teams Calling Plans for the users.

You are opening a new warehouse site in Melbourne. The new warehouse will connect to a phone carrier by using a Session Border Controller (SBC). Dialing rules are an area code of two digits beginning with a zero followed by a subscriber number of eight digits. For example, an E.164 number of +61370105550 will be translated to 03 7010 5550 and +61255505550 will be translated to 02 5550 5550. **Technical Requirements**

Litware identifies the following technical requirements:

- Minimize the amount of voice traffic over the WAN.
- Whenever possible, use natively supported Teams solutions.
- Avoid replacing existing analog device adapters and SIP phones.
- Assign a Microsoft 365 Phone System license to all the users listed in a CSV file.
- Ensure that the retail sites can place and receive calls in the event of a WAN failure.
- Assign a phone number of +61370105550 to a user named User1. User1 is located at a corporate site.
- Ensure that the warehouse sites maintain calling in the event of an internet outage or Teams service failure.
- Provide users at the United Kingdom retail site with phone numbers. The users must only be allowed to make in-country calls.
- Replace the response group from the Skype for Business Server Voice Enterprise pilot with a call queue. The agents must be able to use their existing handset.

### QUESTION 1

#### HOTSPOT

You need to assign a phone number to User1 to meet the technical requirements.

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

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

## Answer Area

	▼	-Identity User1@Litwareinc.com
Set-CsUser		
Set-CsOnlineVoiceUser		
Update-MgTeamMember		
Update-MgUserProfilePhone		

	▼	"tel:+61370105550" -EnterpriseVoiceEnabled
-LineURI		\$true -ErrorAction Stop
-OnPremLineURI		
-TelephoneNumber		

Correct Answer:

## Answer Area

	▼	-Identity User1@Litwareinc.com
Set-CsUser		
Set-CsOnlineVoiceUser		
Update-MgTeamMember		
Update-MgUserProfilePhone		

	▼	"tel:+61370105550" -EnterpriseVoiceEnabled
-LineURI		\$true -ErrorAction Stop
-OnPremLineURI		
-TelephoneNumber		

Section: [none]

Explanation

Explanation/Reference:

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

### QUESTION 2

HOTSPOT

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.

Hot Area:

## 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	

```
}
```

Correct Answer:

## 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	

```
}
```

Section: [none]

Explanation

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/powershell/module/microsoft.graph.users/actions/set-mguserlicense?view=graph-powershell-beta>

<https://docs.microsoft.com/en-us/skypeforbusiness/skype-for-business-and-microsoft-teams-add-on-licensing/assign-skype-for-business-and-microsoft-teams-licenses>

**QUESTION 3** 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.

**Correct Answer:** CE

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



## Testlet 2

### Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

#### To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

### Overview

#### General Overview

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.

#### Physical Locations

Contoso has offices in Toronto, New York, and London. Contoso has a manufacturing facility in Vancouver.

Contoso has a global sales team that works remotely without a physical corporate office.

#### Existing Environment

##### Active Directory Environment

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019. **Microsoft**

##### Office 365

Contoso has a Microsoft 365 subscription. All users are assigned Microsoft 365 E3 licenses.

Contoso uses Microsoft Exchange Online for email.

##### Network Infrastructure

All the offices connect to each other by using a private WAN. The Toronto office has a 1-Gbps internet circuit and the London office has a 100-Mbps internet circuit. Internet access for all the offices is provided through the Toronto and London offices.

The remote sales team users connect to the networks by using VPN connections. The remote users use various connection types, including wireless and mobile.

Skype for Business Server traffic for the remote users is routed through the VPN connections.

##### Telephony

Contoso uses a centralized Skype for Business Server 2015 deployment configured for disaster recovery between the Toronto and London datacenters.

Each frontend pool connects to the PSTN through a pair of managed Session Border Controllers (SBCs) that provide Enterprise Voice and dial-in conferencing.

Contoso has a Skype for Business Server Survivable Branch Appliance (SBA) and a local SBC that connects to a Primary Rate Interface (PRI) in the Vancouver manufacturing facility.

Contoso has hybrid connectivity deployed between Skype for Business Server and Office 365.

All SBCs are Microsoft Teams-certified.

The returns department has an auto attendant that uses an ID or returns.aa@contoso.com.

### Requirements

### Planned Changes

Contoso plans to migrate all existing services from Skype for Business Server to Teams.

Direct Routing will be deployed for the existing SBCs.

Existing meeting rooms have Skype for Business Server video endpoints that are Skype for Business Server-certified. The endpoints are not Teams-certified.

You plan to use the video endpoints in Teams until the equipment is replaced with Microsoft Teams Rooms.

A limited pilot of the Teams migration and the Direct Routing deployment will occur in the Vancouver facility before deployment to the entire company.

### Technical Requirements

Contoso identifies the following technical requirements:

- During the limited pilot, the media path must be optimized.
- Media flow for the remote sales team users must be optimized.
- All sales team users require inbound toll-free audio conferencing.
- Users in the Vancouver facility must be able to place emergency calls regardless of internet availability.
- When users in the returns department dial out, the outbound calls must display Contoso and the department's phone number.
- The video endpoints for the existing meeting rooms must be able to be used for both voice and video conferencing in Teams meetings.

### QUESTION 1

DRAG DROP

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.

**Select and Place:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <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>

### Question Set 3

### QUESTION 1

**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

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

## QUESTION 2

**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

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



## QUESTION 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 redirect calls for the call queue to a shared voicemail box.

Does this meet the goal?

A. Yes

B. No

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

## QUESTION 4

**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: From the Microsoft Teams admin center, you create a new port order.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 5

**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

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 6

**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: From the Microsoft Teams admin center, you place a new order for service numbers.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers>

#### QUESTION 7

DRAG DROP

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.

**Select and Place:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 8

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.

**Correct Answer:** ACD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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>

**QUESTION 9** 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. `Grant-CsOnlineVoiceRoutingPolicy`
- B. `Set-CsOnlineVoiceUser`
- C. `Set-CsUserPstnSettings`
- D. `Grant-CsVoicePolicy`
- E. `Set-CsUser`

**Correct Answer:** AE

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

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



**QUESTION 10**

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

**Correct Answer:** AC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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>

## Question Set 1

### QUESTION 1

You have a Microsoft Teams Phone deployment.

You are designing a room that will be used for collaboration.

You need to select a device for the room. The device must meet the following requirements:

Support video.  
Support one-touch join for meetings.  
Can start new meetings from within the room.  
Support HDMI ingestion of content into Teams.

Which type of device should you select? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.

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

**Correct Answer:** AC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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



**QUESTION 2** 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

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://support.microsoft.com/en-us/office/get-started-with-teams-displays-ff299825-7f13-4528-96c2-1d3437e6d4e6>

### QUESTION 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

**Correct Answer:** AD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 4** 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.

**Correct Answer:** CE

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**Question Set 1**

**QUESTION 1**

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).

**Correct Answer:** BC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 2** Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline.

What should you do?

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

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 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.

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

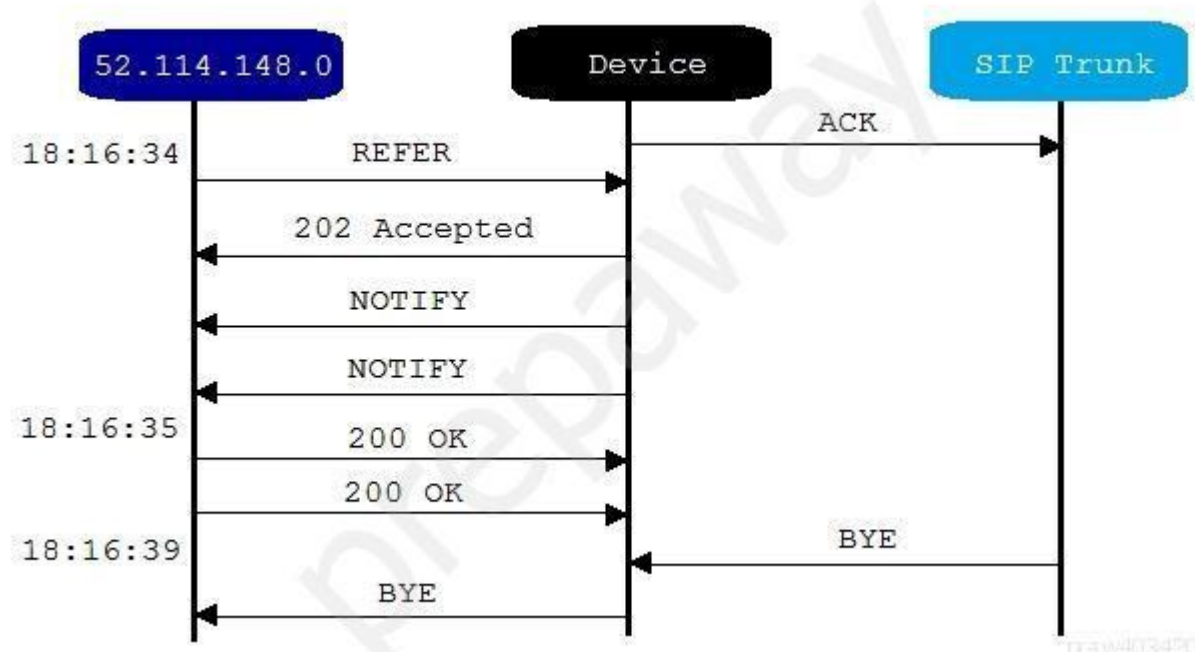
**QUESTION 4** Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier.

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 SSL certificate of the SBC is incorrect.
- B. The Refer on the SBC is misconfigured.
- C. NOTIFY is enabled in the SIP options of the SBC.
- D. The carrier rejects the format of the forwarded FROM number.

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 5

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.

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 6

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.

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

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

**QUESTION 7** 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.

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

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