



**Vendor:** Microsoft

**Exam Code:** MS-720

**Exam Name:** Microsoft Teams Voice Engineer

**Version:** DEMO

## QUESTION 1

### Case Study 1 - Litware, Inc

#### 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.

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

What should you include in the recommendation?

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

#### Answer: C

#### Explanation:

Management at the new retail site wants to use Microsoft Teams Calling Plans for the users.

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

## QUESTION 2

### Case Study 2 - Contoso

#### 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.

### **Hotspot Question**

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.

## Answer Area

Account Devices Licenses and apps Mail OneDrive

Select location \*

United States ▾

Licenses (0)

- ☐ **Common Area Phone**  
24 of 25 licenses available
- ☐ **Communications Credits**  
Unlimited licenses available
- ☐ **Microsoft 365 Audio Conferencing**  
1378 of 1451 licenses available
- ☐ **Microsoft 365 Domestic Calling Plan**  
30 of 30 licenses available
- ☐ **Microsoft 365 Phone System**  
4 of 70 licenses available
- ☐ **Microsoft 365 Phone System – Virtual User**  
12 of 25 licenses available
- ☐ **Office 365 E3**  
1 of 2 licenses available

Answer:

## Answer Area

Account Devices Licenses and apps Mail OneDrive

Select location \*

United States ▾

Licenses (0)

- ☐ **Common Area Phone**  
24 of 25 licenses available
- ☐ **Communications Credits**  
Unlimited licenses available
- ☐ **Microsoft 365 Audio Conferencing**  
1378 of 1451 licenses available
- ☐ **Microsoft 365 Domestic Calling Plan**  
30 of 30 licenses available
- ☐ **Microsoft 365 Phone System**  
4 of 70 licenses available
- ☐ **Microsoft 365 Phone System – Virtual User**  
12 of 25 licenses available
- ☐ **Office 365 E3**  
1 of 2 licenses available

**Explanation:**

The minimum license you need for Teams Calling/Direct Route is either E3 + Phone system + Calling Plan. If you have DR you need Phone system. For Audio Conferencing you need the add on plus communication credits or else you might not be able to call some countries. ( Plus Toll Free you need com credits )

**QUESTION 3**

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution.

You plan to migrate all users to Microsoft Teams Calling Plans.

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

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

What should you do first?

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

**Answer: B**

**Explanation:**

As the users have to keep their current numbers and you only can assign numbers with calling plans, that are already available in the Tenant, you have to make a request for porting the numbers into the tenant first.

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

**QUESTION 4**

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.

**Answer: B**

**Explanation:**

You can use the Microsoft Teams admin center or Windows PowerShell to create and manage dial plans.

Create a dial plan -

1. In the left navigation of the Microsoft Teams admin center, go to Voice > Dial plan.
2. Click Add, and then enter a name and description for the dial plan.

**Add**

Description

A dial plan is a set of rules that translate phone number that users dial into a standard E.164 number for call authorization and call routing. You can use the Global (Org-wide default) that is created or create one or more custom messaging policies for people in your organization.

**Dial plan details**

External dialing prefix ⓘ

Example: 9

Optimized device dialing ⓘ

Off

**Test dial plan**

Enter a phone number to test.

Example: \*4255551234\*

Test

ⓘ You need to save this dial plan before testing it.

**Normalization rules**

Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.

You haven't added any normalization rules yet.

Add

3. Etc.

Reference:

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

## QUESTION 5

Your company hires a new employee in Lisbon.

You assign a Microsoft 365 E3 license to the employee.

The employee must schedule meetings that will include customers in Lisbon. The customers will dial in to the meetings by using PSTN.

You need to ensure that the employee can send meeting invitations that include a dial-in conferencing bridge. The bridge must be set to a local number in Lisbon instead of the company's default dial-in conferencing bridge number.

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

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

- A. From Users in the Microsoft Teams admin center, edit the Audio conferencing settings of the employee.

- B. From the Microsoft Teams admin center, modify the settings of the default conferencing bridge.
- C. From the Microsoft 365 admin center, assign an Auto Conferencing add-on license to the employee.
- D. From the Microsoft 365 admin center, set the usage location of the employee to Portugal.

**Answer:** AC

**Explanation:**

You only need a single employee to change their dial in conference number default.

Also, they mention this is a new hire. Most likely, they have not been assigned an audio conferencing license yet.

<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 6

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:**

Trusted IP address are the Internet(Public) IP Address of the enterprise network exempted from any security options.

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

### QUESTION 7

You create a network region Region1 in Microsoft Teams.

You are adding a network site to Region1. The site has a 1.5-Mb connection.

You need to ensure that all users at the site have a good voice experience.

What should you do?

- A. Create and assign a Teams Network Roaming Policy that has IP video disabled.
- B. Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.
- C. Run the Microsoft 365 network connectivity test tool.
- D. Tag all traffic with a DSCP value of 46.

**Answer: A**

**Explanation:**

It asks for ALL USERS, the roaming policy will basically ensure everyone not just the site user but also users visiting the site will have good Audio as the roaming policy will override any media bit rate settings done on the meeting policy.

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

**QUESTION 8**

You have a Microsoft Teams Phone deployment.

You are deploying a new remote site.

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

You plan to deploy a Survivable Branch Appliance (SBA) to ensure PSTN connectivity.

Which type of endpoints is supported by the SBA?

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

**Answer: D**

**Explanation:**

The SBA feature is supported on the following Microsoft Teams clients:

Microsoft Teams Windows desktop  
Microsoft Teams macOS desktop  
Teams for Mobile  
Teams Phones

Reference:

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

**QUESTION 9**

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.

**Answer: C**

**Explanation:**

Call escalations from 1 to 1 call between internal customers to multiparty call with external customer/resource result in dropped calls

Held call when resumed, call does not disconnect, call works through Proxy SBC but LMO will stop working for this call.

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

**QUESTION 10**

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`

**Answer: AB**

**Explanation:**

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

The `Set-CsUser` cmdlet seems to be used to ensure the user is homed online, which only applies to Skype for Business Server Enterprise Voice enabled users being migrated to Teams Direct Routing.

Since there is no mention of migration from Skype for Business to Teams Direct Routing, I think option E is unnecessary.

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

Another note is that `Set-CsOnlineVoiceUser` may have been replaced with `Set-CsPhoneNumberAssignment` in the documentation.

**QUESTION 11**

Your company uses a third-party ticketing system.

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

What should you do?

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

**Answer:** A

**Explanation:**

You can also get notifications with an external webhook (optional). Specify an external public webhook URL in the webhook section where a JSON notification payload will be sent. The notification payload, via webhooks, can be integrated with other systems in your organization to create custom workflows.

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

#### QUESTION 12

You have a Microsoft Teams Phone deployment

You use Direct Routing with a Survivable Branch Appliance (SBA) at a site.

The site experiences an extended internet outage.

Which three PSTN calling scenarios are possible during the outage? Each coned answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. dynamic emergency calling
- B. outbound PSTN calls
- C. inbound PSTN calls
- D. call transfer of PSTN calls
- E. hold and resume of PSTN calls

**Answer:** BCE

**Explanation:**

When the Microsoft Teams client is in offline mode, the following calling-related functionality is available:

Making PSTN calls via local SBA/SBC with media flowing through the SBC.

Receiving PSTN calls via local SBA/SBC with media flowing through the SBC.

Hold and Resume of PSTN calls.

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

#### QUESTION 13

You have a Microsoft Teams Phone deployment.

You have two users that must receive calls for one another.

When a call is received by one user, the other user must only receive a visual notification.

What should you use?

- A. a calling policy
- B. call delegation
- C. group call pickup
- D. call parte and retrieve
- E. call forwarding

**Answer:** C

**Explanation:**

The call sharing and group call pickup features of Microsoft Teams let users share their incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable.

Group call pickup is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call (via audio and visual notification, visual only, or banner in the Teams app), and they can decide whether to answer it.

<https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup>  
<https://support.microsoft.com/en-us/office/set-up-a-delegate-to-take-your-calls-75e8c522-dde0-45b3-8fd1-8341f19740f9>  
<https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>

#### QUESTION 15

Your company has a Microsoft Teams Phone deployment.

You plan to deploy auto attendants and call queues.

The support desk requires that its auto attendant be able to forward calls after hours to local mobile phone numbers.

You need to identify which licenses to assign to auto-attendant. The solution must minimize costs.

Which two licenses should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft 365 Phone System
- B. Microsoft 365 Domestic Calling Plan
- C. Microsoft 365 Phone System - Virtual User
- D. Office 365 E3
- E. Microsoft 365 E5
- F. Microsoft 365 Domestic and International Calling Plan

**Answer:** BC

**Explanation:**

A resource account would get the "virtual user" license and if it's calling plan, the resource account needs coverage of costs for dialing out to a external numbers.

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

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