MS-721 Q&As

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QUESTION 1

You have a Microsoft Teams Phone deployment.

You need to configure users to include a toll free phone number as part of their meeting invites.

Which type of policy should you configure?

A. voice routing

B. audio conferencing

C. customization

D. meeting

Correct Answer: B

Reference: https://learn.microsoft.com/en-us/microsoftteams/set-the-phone-numbers-included-on-invites-inteams

QUESTION 2

HOTSPOT

You have a Microsoft Teams Phone deployment that uses auto attendants. Holiday call settings are configured as shown in the following table.

Name	Date
Emergency	1/1/2024 – 1/2/2024
End of Year Holidays	12/23/2022 – 1/8/2023
Outage Notification	1/18/2023 – 1/19/2023

The Emergency settings are configured as shown in the Emergency exhibit. (Click the Emergency tab.)

Emergency

Holiday

Emergency ⌄

Greeting

○ No greeting

○ Play an audio file ⓘ

● Add a greeting message ⓘ

None of our agents are available due to an unforeseen emergency. Please leave a message

Call routing options

○ Disconnect

● Redirect call ⓘ

Redirect to ⓘ

| External phone number ⌄ | = | +61370105000 | ⓘ |

○ Play menu options

The End of Year Holidays settings are configured as shown in the Holiday exhibit. (Click the Holiday tab.)

End of Year Holidays

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Holiday

End of Year Holidays ∨

Greeting

○ No greeting

○ Play an audio file ⓘ

● Add a greeting message ⓘ

Thanks for calling, we are presently closed for the end of year festivities. We would love to take your call in the new year. Until then, goodbye!

Call routing options

● Disconnect

○ Redirect call ⓘ

○ Play menu options

The Outage Notification settings are configured as shown in the Outage exhibit. (Click the Outage tab.)

Outage Notification

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Holiday

Outage ▼

Greeting

○ No greeting
○ Play an audio file ⓘ
● Add a greeting message ⓘ

Please be advised that customers may be experiencing an outage due to scheduled maintenance.

Call routing options

○ Disconnect
○ Redirect call ⓘ
● Play menu options

Force Listen ● Off ⓘ

Set up the greeting and menu options.

○ Play an audio file ⓘ
● Add a greeting message ⓘ

Our estimated time of resolution is 10:00am Please press 1 if you need to speak with an agent, otherwise please hang up

Set menu options ⓘ

+ Assign a dial key   🗑 Delete

Dial key	Voice command	Redirect to	Destination	Transcription	Skip voicemail system message ⓘ
1 ▼		Voice app ▼	T T-AA	✕	

Directory search

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
When a caller calls on 1/1/2024, the call will be directed to voicemail.	○	○
When a caller calls on 1/18/2023, the call will be directed automatically to T-AA.	○	○
When a caller calls on 12/25/2022, the user will hear a greeting message.	○	○

Correct Answer:

Statements	Yes	No
When a caller calls on 1/1/2024, the call will be directed to voicemail.	○	○
When a caller calls on 1/18/2023, the call will be directed automatically to T-AA.	○	○
When a caller calls on 12/25/2022, the user will hear a greeting message.	○	○

QUESTION 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

Correct Answer: E

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

QUESTION 4

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.

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.

Correct Answer: ADE

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

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QUESTION 5

You have a Microsoft I earns deployment and an existing telephony solution that provides PSTN capability to on premises third-party PBX systems in two separate locations. You need to implement a redundant PSTN solution for Microsoft

Teams Phone. The solution must use the existing telephony earner services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement? Each correct answer presents part of the solution.

A. highly available Session Border Controllers (SBCs)

B. calling policies

C. PSTN usages

D. voice routing policies

E. tenant dial plans

Correct Answer: ACD

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

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QUESTION 6

HOTSPOT

You have a Microsoft Teams Phone deployment.

You have a cloud-only user named user1@contoso.com.

You need to enable a Direct Routing phone number for user1@contoso.com.

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

Hot Area:

Set-CsOnlinePSTNGateway
Set-CsOnlinePstnUsage
Set-CsPhoneNumberAssignment
Set-CsUser

-Identity user1@contoso.com –
EnterpriseVoiceEnabled $true

-LineServerURI
-LineURI
-OnPremLineURI
-PrivateLine

tel:+14165551111 –
HostedVoiceMail $true

Correct Answer:

Set-CsOnlinePSTNGateway
Set-CsOnlinePstnUsage
Set-CsPhoneNumberAssignment
Set-CsUser

-Identity user1@contoso.com –
EnterpriseVoiceEnabled $true

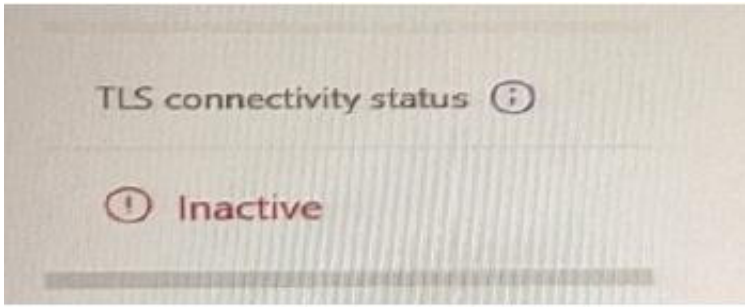| |
| --- |
| -LineServerURI |
| **-LineURI** |
| -OnPremLineURI |
| -PrivateLine |

tel:+14165551111 –
HostedVoiceMail $true

QUESTION 7

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border ControNer CSBC). The FQDN of the SBC is sbc1.contoso.com. You use signaling port 5067. You cannot place calls and receive an error message in the Microsoft Teams

admin center as shown in the following exhibit.

What is a possible cause of the issue?

A. The firewall blocks traffic on pan 5067

B. Location-Based Routing is enabled for the SBC.

C. Calling plan licenses are not assigned to users.

D. The SIP options are disabled.

Correct Answer: A

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

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QUESTION 8

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 Device in the Microsoft Teams admin center, you select IP Phones, select the Configuration profiles tab, select Standard Phone Policy, and select Assigned devices.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

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.

Correct Answer: C

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

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QUESTION 10

HOTSPOT

You have a Microsoft 365 E5 subscription that uses Teams.

You discover that the Conference Bridge list contains two dial-in phone numbers for an office in Calgary. One of the dial-in phone numbers is +14035554321 and is configured as a secondary number for the Calgary office. The number is NOT

set as the default.

You need to remove + 14035554321 from the list.

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:

Unregister-CsOnlineDialInConferencingServiceNumber ▼   -BridgeID $BridgeID
Remove-CsOnlineDialInConferencingTenantSettings
Set-CsOnlineDialInConferencingServiceNumber
Set-CsOnlineDialInConferencingTenantSettings
Unregister-CsOnlineDialInConferencingServiceNumber

-Identity ▼   14035554321
-Identity
-FromNumber
-RemoveDefaultServiceNumber
-IncludeTollFreeNumberInMeetingInvites

Correct Answer:

Unregister-CsOnlineDialInConferencingServiceNumber ▼   -BridgeID $BridgeID
Remove-CsOnlineDialInConferencingTenantSettings
Set-CsOnlineDialInConferencingServiceNumber
Set-CsOnlineDialInConferencingTenantSettings
Unregister-CsOnlineDialInConferencingServiceNumber

-Identity ▼   14035554321
-Identity
-FromNumber
-RemoveDefaultServiceNumber
-IncludeTollFreeNumberInMeetingInvites

QUESTION 11

HOTSPOT

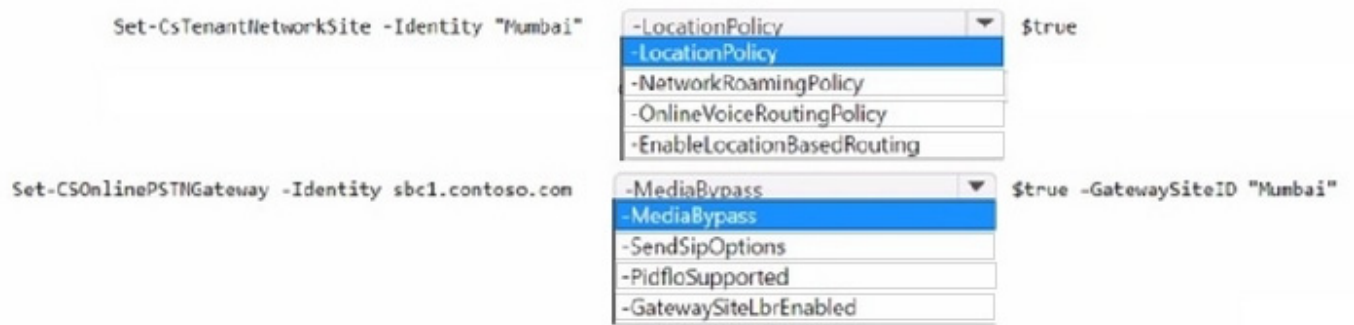You have a Teams Phone deployment that contains an office in Mumbai.

The Mumbai office has a new Session Border Controller (SBC) named SBC1 that uses Direct Routing.

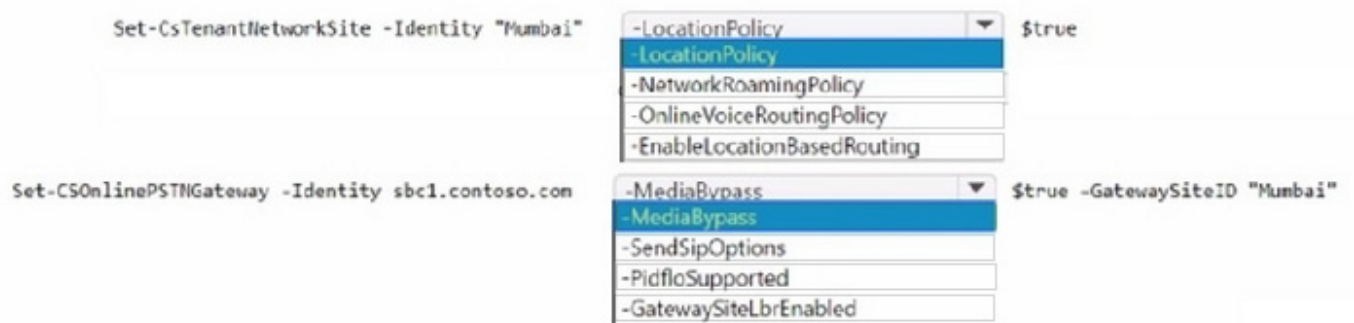Users must be able to use SBC1 only when they are at the Mumbai office.

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

NOTE: Each correct selection is worth one point.

Hot Area:

```
Set-CsTenantNetworkSite -Identity "Mumbai"    [ -LocationPolicy          ▼ ]  $true
                                                -LocationPolicy
                                                -NetworkRoamingPolicy
                                                -OnlineVoiceRoutingPolicy
                                                -EnableLocationBasedRouting

Set-CSOnlinePSTNGateway -Identity sbc1.contoso.com  [ -MediaBypass      ▼ ]  $true -GatewaySiteID "Mumbai"
                                                -MediaBypass
                                                -SendSipOptions
                                                -PidfloSupported
                                                -GatewaySiteLbrEnabled
```

Correct Answer:

```
Set-CsTenantNetworkSite -Identity "Mumbai"    [ -LocationPolicy          ▼ ]  $true
                                                -LocationPolicy
                                                -NetworkRoamingPolicy
                                                -OnlineVoiceRoutingPolicy
                                                -EnableLocationBasedRouting

Set-CSOnlinePSTNGateway -Identity sbc1.contoso.com  [ -MediaBypass      ▼ ]  $true -GatewaySiteID "Mumbai"
                                                -MediaBypass
                                                -SendSipOptions
                                                -PidfloSupported
                                                -GatewaySiteLbrEnabled
```

QUESTION 12

DRAG DROP

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.

Select and Place:

Routing methods

| Attendant routing |
| Longest idle |
| Round robin |
| Serial routing |

Answer Area

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:

Correct Answer:

Routing methods

| |
| Longest idle |
| |
| Serial routing |

Answer Area

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

Calls received in CQ2 must ring all call agents simultaneously: **Attendant routing**

QUESTION 13

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 you have phone numbers that you can assign to the users.

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

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 14

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:

Actions

Run the following command.

```
Move-CsUser -Identity
jsmith@contoso.com -Target
sipfed.online.lync.com
```

Run the following command.

```
Grant-CsOnlineVoiceRoutingPolicy
-identity jsmith@contoso.com
-PolicyName Vancouver
```

Assign the Microsoft 365 Phone System license to jsmith.

Run the following command.

```
Set-CsOnlineUser
-EnableEnterpriseVoice $true
-identity jsmith@contoso.com
```

Assign the Microsoft 365 Audio Conferencing license to jsmith.

Answer Area

Correct Answer:

Actions

Run the following command.

Set-CsOnlineUser
-EnableEnterpriseVoice $true
-identity jsmith@contoso.com

Assign the Microsoft 365 Audio
Conferencing license to jsmith.

Answer Area

Assign the Microsoft 365 Phone
System license to jsmith.

Run the following command.

Move-CsUser -Identity
jsmith@contoso.com -Target
sipfed.online.lync.com

Run the following command.

Grant-CsOnlineVoiceRoutingPolicy
-identity jsmith@contoso.com
-PolicyName Vancouver

QUESTION 15

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

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

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