MS-720 Q&As

Microsoft Teams Voice Engineer

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QUESTION 1

You have a Microsoft Teams Phone deployment and a Survivable Branch Appliance (SBA) at a site.

You add a new Teams user.

You need to ensure that the user at the site can place and receive PSTN calls in the event of an internet outage.

What should you do?

A. Add the user as a member of a call queue.

B. Modify the online voice routing policy.

C. Run the Granc-CsTeamsSurvivableBranchAppliancePolicy cmdlet.

D. Run the Granc-CsTenancDialPlan cmdlet.

Correct Answer: C

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

QUESTION 2

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 team and a channel.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 3

You need to recommend a solution for the new United Kingdom retail site. The solution must meet the technical requirements.

Which three actions should you include in the recommendation?

Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

A. From the Microsoft Teams admin center, assign a voice routing policy to the users.

B. From the Microsoft 365 admin center, modify the office phone numbers of the users.

C. From the Microsoft Teams admin center, modify the dial-out settings of the users.

D. From the Microsoft Teams admin center, assign the phone numbers to the users.

E. From the Microsoft Teams admin center, order five user numbers.

F. From the Microsoft 36S admin center, create a support ticket to request five phone numbers.

G. From the Microsoft Teams admin center, assign a calling policy to the users.

Correct Answer: ACE

Reference: https://docs.microsoft.com/en-us/microsoftteams/getting-phone-numbers-for-your-users

QUESTION 4

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

Correct Answer: C

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.

Incorrect:

Not A: Call park and retrieve is a feature that lets a user place a call on hold. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code with a supported

app or device to retrieve the call.

Not B: Microsoft Teams Phone call delegation. Add a delegate to answer or make calls on your behalf in Microsoft Teams.

In steps:

1.

Select your profile photo.

2.

Select Settings > General, and then select Manage delegates.

3.

Select Your delegates and type the person\\'s name.

4.

Choose which permissions to give them, and then select Add.

5.

Your delegate gets notified about their new status.

6.

Under Calls, select Forward my Calls > My delegates to manage your permissions and make sure your calls go to all your delegates.

Not C: Group call pickup is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing).

Reference:

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 5

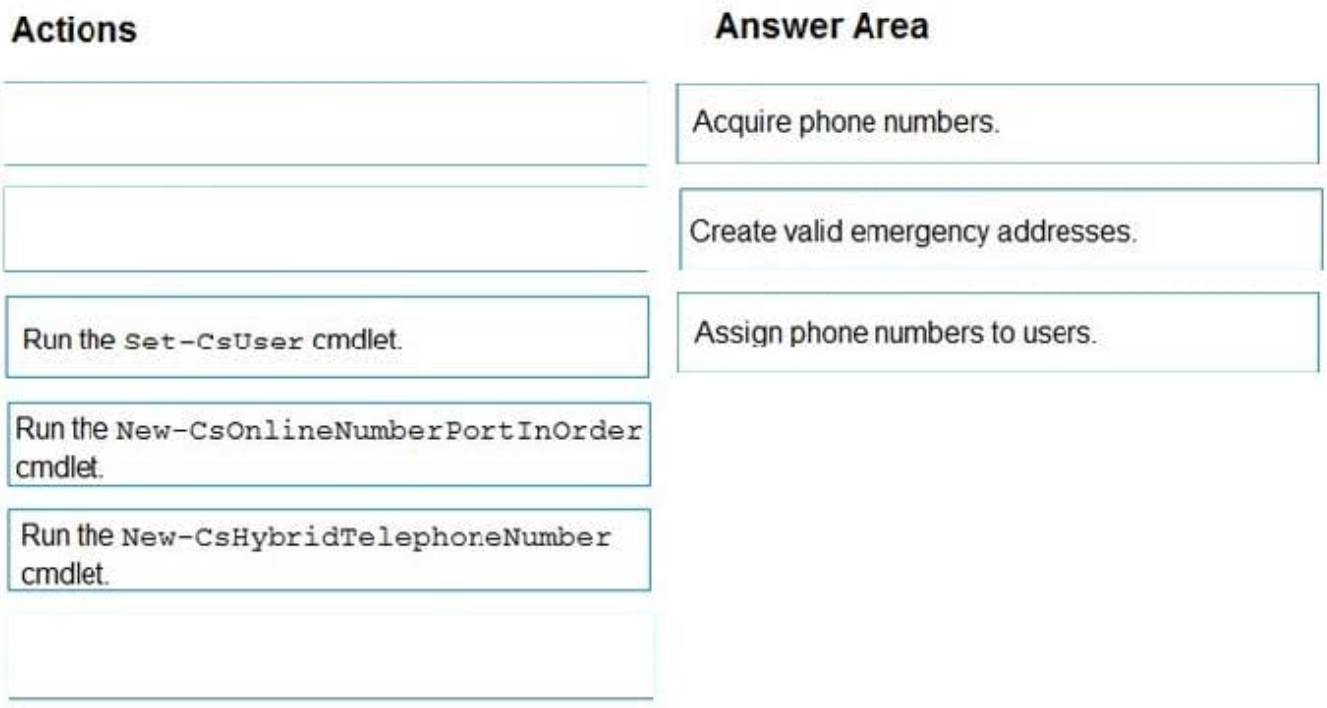
DRAG DROP

You need to provision a Microsoft Teams-certified common area phone device at a field site. The solution must ensure that a standard user can complete the physical handset tasks without sharing credentials.

Which four 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:



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