



# MS-721<sup>Q&As</sup>

Microsoft 365 Certified: Collaboration Communications Systems  
Engineer Associate

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### QUESTION 1

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

You need to leverage the a PBX during outbound calls from scheduled Teams meeting.

What should you create?

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

Correct Answer: B

Reference: <https://learn.microsoft.com/en-us/microsoftteams/audio-conferencing-on-network>  
<https://learn.microsoft.com/en-us/microsoftteams/direct-routing-plan>

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### QUESTION 2

You have an analog phone system.

You plan to migrate to Microsoft Teams Phone.

You need to recommend devices for common area phones that any user can use. The solution must meet the following requirements; Can access the Teams directory for dial by name.

Can be administered remotely.

Can place and pick up calls.

Support hot desking.

Minimize costs.

Which type of devices should you recommend?

- A. Microsoft-certified 3PIP handsets
- B. Microsoft Teams-certified handsets
- C. Microsoft Teams Rooms devices
- D. Microsoft-certified headsets
- E. the existing analog handsets

Correct Answer: C

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### QUESTION 3



You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border Controller (SBC). The FQDN of the S6C is sbcVcontoso.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. Location-Based Routing is enabled for the SBC
- B. The Baltimore root certificate is missing on the SBC.
- C. The Forward P-Asserted Identify (PA!) header is disabled.
- D. The failover timer is set to 0 seconds

Correct Answer: C

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#### QUESTION 4

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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#### QUESTION 5



DRAG DROP

A user uses the Microsoft Teams client on a Windows device.

The user reports call failures.

You need to send the Teams client logs to Microsoft support to troubleshoot the call failures.

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:

From Settings in the Microsoft Teams admin center, select <b>Enable logging for meeting diagnostics</b>	
From Users in the Microsoft Teams admin center, modify the Voice settings of the user	
Send the Debug logs to Microsoft support	
Right-click the Teams notification icon and select <b>Collect support files</b>	
Send the Media logs to Microsoft support	
From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user	

Correct Answer:



From Settings in the Microsoft Teams admin center, select <b>Enable logging for meeting diagnostics</b>	From Users in the Microsoft Teams admin center, modify the Voice settings of the user
	Right-click the Teams notification icon and select <b>Collect support files</b>
Send the Debug logs to Microsoft support	From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user
Send the Media logs to Microsoft support	

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