



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

Microsoft 365 Certified: Collaboration Communications Systems  
Engineer Associate

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**QUESTION 1****HOTSPOT**

You are deploying Microsoft Teams Calling Plans to three users as shown in the following table.

Name	License	Phone number	Reported issue
User1	Office 365 E3 Microsoft 365 Phone System Microsoft 365 Domestic Calling Plan	Unassigned	There is no dial pad in the Teams client.
User2	Office 365 E5 Microsoft 365 Domestic Calling Plan	Assigned	The user cannot dial four-digit numbers but can dial E.164 numbers.
User3	Office 365 E3 Microsoft 365 Domestic Calling Plan	Assigned	The dial pad in the Teams client recently disappeared.

You need to resolve the issues.

What should you assign to each user? To answer, select the appropriate options in the answer area.

Hot Area:



User1
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value

User2
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value

User3
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value

Correct Answer:



User1
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value

User2
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value

User3
A calling policy
A dial plan
A Microsoft 365 Domestic Calling Plan license
A Microsoft 365 Phone System license
A phone number
An OnPremLineURI value



## QUESTION 2

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams.

When the users are at a specific corporate site, you need to prevent the users from adding video during calls.

Solution: You run New-CsTeamsMeetingPolicy and set the -iPVideoHode parameter to disabled.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

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## QUESTION 3

### DRAG DROP

You have a Microsoft Teams Phone deployment.

You need to configure voice routing for Direct Routing. The solution must only allow calling within the United States and Canada for a user named user1 ?ontosoxom.

Which three actions should you perform in sequence to minimize user call disruption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:



#### Actions

Create a voice route that has a dialed number pattern of `"^+1(\d{10})$"`.

Create a dial plan.

Assign a dial plan to user1.

In the global dial plan, create a normalization rule that has a pattern of `"^+1(\d{10})$"`.

Assign a voice routing policy to user1.

Create a voice routing policy.

Add a PSTN usage record named Record1.

#### Answer Area

Correct Answer:





**Actions**

Create a voice route that has a dialed number pattern of `"^\\+1(\\d{10})$"`.

Assign a dial plan to user1.

Assign a voice routing policy to user1.

Add a PSTN usage record named Record1.

**Answer Area**

Create a voice routing policy.

Create a dial plan.

In the global dial plan, create a normalization rule that has a pattern of `"^\\+1(\\d{10})$"`.

#### QUESTION 4

Your company has an office in Seattle.

The default dial-in number for the company's Microsoft Teams meetings has an area code of 425.

The company does NOT have an office in New York. However, most of the company's customers are in New York.

You need to get a new default dial-in number that has a local 718 area code. You will NOT define additional location information in Teams. Which two actions should you perform before you assign the bridge? Each correct answer presents

part of the solution.

- A. Get a Dedicated conference bridge (Toll) number.
- B. Search for new numbers by using a 718 area code.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Search for new numbers by using New York.



Correct Answer: AD

## QUESTION 5

You have a Microsoft Teams Phone deployment. The 613 7010 5XXX phone number range is allocated to the Session Border Controller (SBC). A user named User1 is configured as shown in the following exhibit.

```
PS C:\> get-csonlineuser -Identity user1@litwareinc.com

DisplayName           : User One
EnterpriseVoiceEnabled : True
RegistrarPool         : sippoolme1au103.infra.lync.com
OnPremLineURIManuallySet : False
OnPremLineURI         :
LineURI               : +61370105555
OnlineVoiceRoutingPolicy : VIC-All
DialPlan              : AU
TenantDialPlan         : Australia-VIC
MCOValidationErrors    : {}
VoicePolicy            :
InterpretedUserType     : HybridOnlineTeamsOnlyUser
UserProvisionType       :
TeamsUpgradeEffectiveMode : TeamsOnly
```

User1 reports that when an external caller attempts to call the phone number of User1, the external caller receives an error message.

User 1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution.

- A. Grant-CsOnlineVoiceRoutingPolicy -Identity user1@litwareinc.com -PolicyName \$null
- B. Remove-CsPhoneNumberAssignment -Identity user1@litwareinc.com -PhoneNumber +61370105555 -PhoneNumberType CallingPlan
- C. Set-CsPhoneNumberAssignment -Identity user1@litwareinc.com -PhoneNumber +61370105555 -PhoneNumberType DirectRouting
- D. Set-CsUser user1@litwareinc.com -EnterpriseVoiceEnabled \$false
- E. Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber "+61370105555"

Correct Answer: BC

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