



MS-721^{Q&As}

Microsoft 365 Certified: Collaboration Communications Systems
Engineer Associate

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QUESTION 1

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 redirect calls for the call queue to a shared voicemail box.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://www.orbid365.be/shared-voicemail-arrives-in-teams/>

QUESTION 2

HOTSPOT

You have a Microsoft Teams deployment.

The deployment contains a Teams Rooms on Windows device named room1@contoso.com that has the following configurations.



```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="true" enabled="true"/>
    <Video default="true" enabled="true"/>
    <Whiteboard default="false" enabled="false"/>
  </Settings>
  <TrustedAccounts>hub@contoso.com</TrustedAccounts>
</CoordinatedMeetings>
```

You have a Teams Room for Windows device named room2@contoso.com that has the configuration shown in the following exhibit.

```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="false" enabled="false"/>
    <Video default="false" enabled="false"/>
    <Whiteboard default="false" enabled="false"/>
  </Settings>
</CoordinatedMeetings>
```

The deployment contains a Microsoft Surface Hub device named hub@contoso.com that has the following configurations.

```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="false" enabled="true"/>
    <Video default="false" enabled="true"/>
    <Whiteboard default="false" enabled="true"/>
  </Settings>
  <TrustedAccounts>room1@contoso.com</TrustedAccounts>
</CoordinatedMeetings>
```

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
Room1, room2, and hub are all configured to join the same meeting by using one-touch join.	<input type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, room1 is the default audio device, and audio on the other devices is disabled.	<input type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, video can be enabled or disabled for all the devices in the meeting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Statements	Yes	No
Room1, room2, and hub are all configured to join the same meeting by using one-touch join.	<input type="radio"/>	<input checked="" type="radio"/>
When joining a coordinated meeting, room1 is the default audio device, and audio on the other devices is disabled.	<input checked="" type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, video can be enabled or disabled for all the devices in the meeting.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 3

You are deploying a Microsoft Teams Rooms on Windows device.

You have a file named Wallpaper.jpg that contains a company-branded wallpaper graphic.

You need to ensure that the device displays the company-branded wallpaper.

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

NOTE: Each correct selection is worth one point.

- A. Set the Teams Rooms theme to Custom.
- B. Upload Wallpaper.jpg to the global (Org-wide default) customization policy.
- C. Rename Wallpaper.jpg as Background.jpg.
- D. Set the Teams Rooms theme to Default.
- E. Upload Wallpaper.jpg to a folder on the device.

Correct Answer: AE

QUESTION 4

Your company has an office in Adelaide.

The company has a Microsoft Teams Phone deployment.

You acquire a new service number that has the local Adelaide area code.

You need to update the default conferencing toll number for only the users in the Adelaide office.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Configure a customization policy.
- B. Assign the policy to the Adelaide office users.



- C. Assign the number to a resource account.
- D. Configure an audio conferencing policy.
- E. Modify the Assigned phone number setting for each Adelaide office user.
- F. Modify the global (Org-wide default) audio conferencing policy.

Correct Answer: CD

QUESTION 5

HOTSPOT

You have a Microsoft Teams Phone deployment. Direct Routing is enabled for all users. The users can place and receive PSTN calls. You are implementing emergency numbers in Teams.

You need to remove the + symbol from any three-digit calls to the Session Border Controller (SBC)..

How should you complete the PowerShell script? To answer, drag the appropriate values to the correct targets. Each value 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.

Hot Area:

Answer Area

	-Identity 'TR1' -Pattern '^\\+?(\\d{3})\$' -Translation '\$1'	
New-CsOnlinePSTNGateway		
New-CsOnlinePstnUsage		
New-CsTeamsTranslationRule		
New-CsVoiceNormalizationRule		

	-Identity SBC1@contoso.com		-Identity 'TR1'
Set-CsOnlineAudioConferencingRoutingPolicy		-InboundPSTNNumberTranslationRules	
Set-CsOnlinePSTNGateway		-OnlinePstnUsages	
Set-CsOnlinePstnUsage		-OutboundPstnNumberTranslationRules	
Set-CsOnlineVoiceUser		-OutboundTeamsNumberTranslationRules	
		-Usage	

Correct Answer:



Answer Area

▼

New-CsOnlinePSTNGateway
New-CsOnlinePstnUsage
New-CsTeamsTranslationRule
New-CsVoiceNormalizationRule

-Identity 'TR1' -Pattern '^\.+?(\d{3})\$' -Translation '\$1'

▼

Set-CsOnlineAudioConferencingRoutingPolicy
Set-CsOnlinePSTNGateway
Set-CsOnlinePstnUsage
Set-CsOnlineVoiceUser

-Identity SBC1@contoso.com

▼

-InboundPSTNumberTranslationRules
-OnlinePstnUsages
-OutboundPstnNumberTranslationRules
-OutboundTeamsNumberTranslationRules
-Usage

'TR1'

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