MS-740 Q&As

Troubleshooting Microsoft Teams

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QUESTION 1

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A user works from a remote location and has a LAN connection and a mobile internet connection. Each connection is provided by a different internet service provider.

The user can make and receive calls by using the LAN connection. The user cannot make or receive calls by using the mobile connection.

You need to determine the cause of the issue.

Solution: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

A. No

B. Yes

Correct Answer: B

QUESTION 2

An organization has E5 licenses without audio conferencing.

When a user sends a chat message from the Microsoft Teams desktop app the messages are not delivered to recipients. When the user sends a chat message by using the Teams mobile app the messages are delivered.

You need to resolve the issue.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Deactivate and reactivate the user\\'s Teams license.

B. Update the Teams desktop app to the latest version.

C. Sign out of Teams and the sign back in to Teams.

D. Clear the Teams app local cache and the Windows credentials cache.

Correct Answer: BCD

QUESTION 3

A prepaway company limits users that are authorized to create Microsoft 365 groups.

A user reports that they do not have the option to create new teams in the Microsoft Teams app.

You need to ensure that the user can create teams.

What should you do?

A. Disable Conditional Access policies.

B. Clear the Teams cache for the user and restart the Microsoft Teams client app.

C. Add the user to a security group.

D. Add the user to a distribution group.

Correct Answer: C

QUESTION 4

DRAG DROP

You are the global administrator of a tenant.

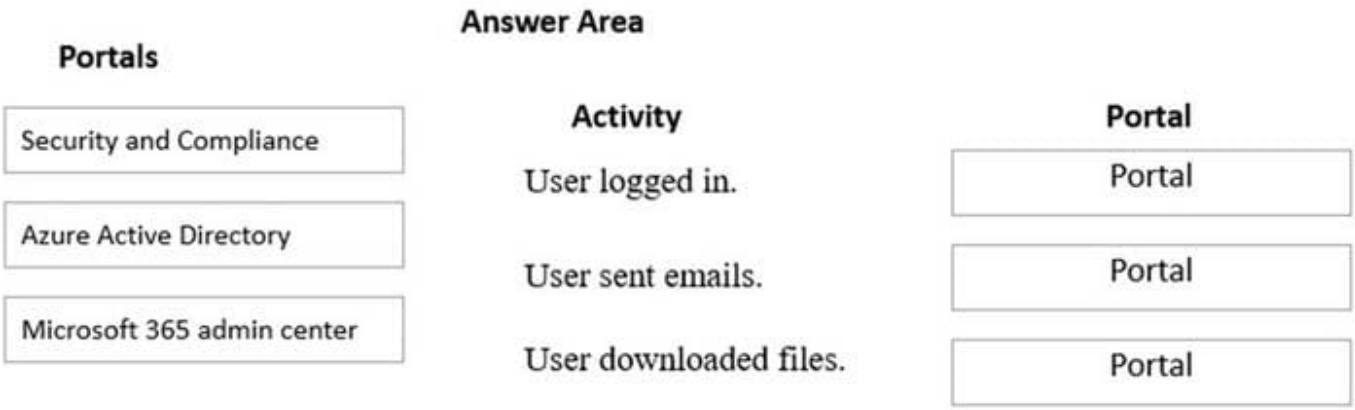
An account is blocked due to suspicious user activities.

You need to investigate the user activities.

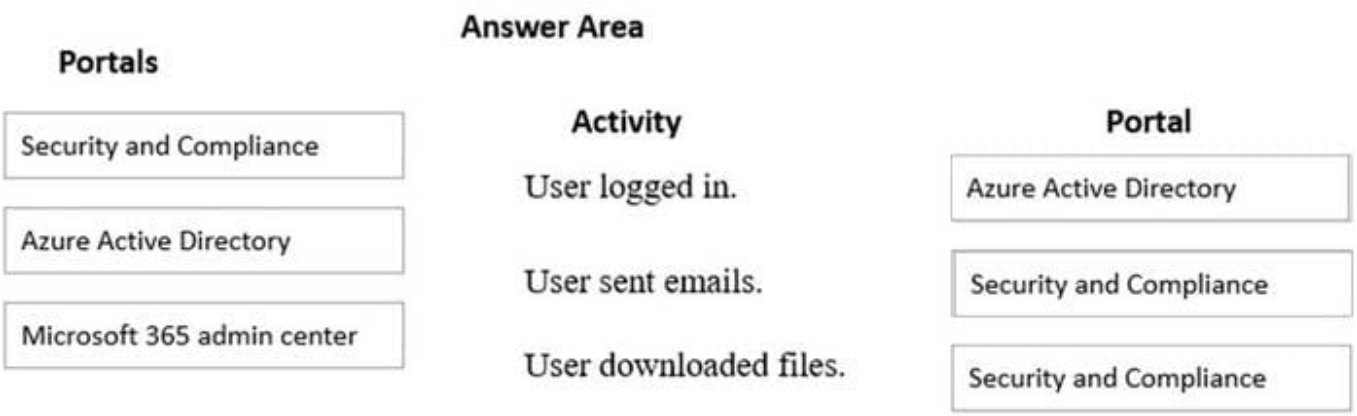
Where should you investigate activities? To answer, drag the appropriate portals to the correct activities. Each portal may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance?view=o365-worldwide

QUESTION 5

You support a Microsoft Teams environment for a company.

Employees report a variety of call quality issues.

You need to investigate the issues.

Which two tools should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Call Analytics

B. Teams user activity report

C. Teams Debug logs

D. Teams Desktop toys

E. Analytics and reports

Correct Answer: AE

Explanation: https://learn.microsoft.com/en-us/microsoftteams/use-call-analytics-to- troubleshoot-poor-call-quality

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