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Microsoft Teams Voice Engineer

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QUESTION 1

DRAG DROP

Your company has a main office in New York and a branch office in Calgary. All offices connect to each other by using a dedicated WAN.

You have a Microsoft Teams Phone deployment.

You need to recommend a Direct Routing solution that meets the following requirements:

1.

If a Session Border Controller (SBQ fails in the New York office, PSTN services must remain available through a local PSTN egress in New York.

2.

The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain available in the event of a local SBC outage.

3.

The number of SBCs must be minimized.

What should you recommend for each office? To answer, drag the appropriate components to the correct offices. Each component 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:

Press **CTRL+ALT+DELETE**	
Configure the Remote Desktop settings and sign out	
From Settings in the Microsoft Teams Rooms app, select **Windows settings**	
Select the Administrator account and enter the password	
From Settings in the Microsoft Teams Rooms app, select the **Account** tab	

Correct Answer:

	Configure the Remote Desktop settings and sign out
	Select the Administrator account and enter the password
From Settings in the Microsoft Teams Rooms app, select **Windows settings**	Press **CTRL+ALT+DELETE**
From Settings in the Microsoft Teams Rooms app, select the **Account** tab	

QUESTION 2

You create a network region Region1 in Microsoft Teams.

You are adding a network site to Region1. The site has a 1.5-Mb connection.

You need to ensure that all users at the site have a good voice experience.

What should you do?

A. Create and assign a Teams Network Roaming Policy that has IP video disabled.

B. Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.

C. Run the Microsoft 365 network connectivity test tool.

D. Tag all traffic with a DSCP value of 46.

Correct Answer: B

Reference: https://docs.microsoft.com/en-gb/powershell/module/skype/new-csteamsnetworkroamingpolicy?view=skype-ps

QUESTION 3

DRAG DROP

Your company has offices in Seattle.

You deploy Microsoft Teams Phone. You have three Session Border Controller (SBCs) named SBC1, SBC2, and SBC3.

You need to configure voice routing to meet the following requirements:

1.

All calls to area codes 425 and 206 must attempt to go to SBC1, and if SBC1 is unavailable, fail over to SBC2.

2.

All other calls to the United States and Canada must go out through SBC2.

3.

International calls must go out through SBC2 or SBC3.

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.

NOTE: Each correct selection is worth one point.

Select and Place:

```
New-CsTenantNetworkRegion -NetworkRegionID "US"
```

```
New-CsOnlineLisLocation
New-CsTenantNetworkSite        These are the selections for the first missing value.
New-CsTenantNetworkSubnet
New-CsTenantTrustedIPAddress
```

```
New-CsOnlineLisLocation                -IPAddress        "10.10.0.0" -MaskBits "22" -NetworkSiteID "OH1"
New-CsTenantNetworkSite                -SiteAddress
New-CsTenantNetworkSubnet              -SubnetID
New-CsTenantTrustedIPAddress
```

Correct Answer:

```
New-CsTenantNetworkRegion -NetworkRegionID "US"
```

```
New-CsOnlineLisLocation
New-CsTenantNetworkSite        These are the selections for the first missing value.
New-CsTenantNetworkSubnet
New-CsTenantTrustedIPAddress
```

```
New-CsOnlineLisLocation                -IPAddress        "10.10.0.0" -MaskBits "22" -NetworkSiteID "OH1"
New-CsTenantNetworkSite                -SiteAddress
New-CsTenantNetworkSubnet              -SubnetID
New-CsTenantTrustedIPAddress
```

Reference: https://docs.microsoft.com/en-us/powershell/module/skype/new-csonlinevoiceroute?view=skype-ps

QUESTION 4

Your company currently allows call park for all PSTN users. The call park policies are configured as shown in the exhibit. (Click the Exhibit tab.)

Call park policies

Call park lets people put a call on hold and transfer it to other people within your organization. Call park policies let you control which users are call park enabled and make other call park setting changes for them. You can use the Global (Org-wide default) policy and customize it or create one or more custom policies and assign them to users. Learn more

Call park policies summary

1   0
Default policy   Custom policies

User statistics

0
Custom policies
50
Default policies

Manage policies   Group policy assignment

+ Add ⟋ Edit ⟐ Duplicate ⬚ Delete ↻ Reset Global policy **1** item

✓ Name ↑	Description	Custom policy	Call park
Global (Org-wide default)		No	Yes

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You have a Microsoft 365 group named Help Desk.

You need to ensure that only the Help Desk group can use call park. The solution must minimize the number of policies and administrative effort.

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

NOTE: Each correct selection is worth one point.

A. Assign Policy2 to all users.

B. In the Global (Org-wide default) policy, set Allow call park to Off.

C. Create a new call park policy named Policy2 and set Allow call park to Off.

D. Assign Policy1 to the Help Desk group.

E. Assign the Global (Org-wide default) policy to the users in the Help Desk group.

F. Create a new call park policy named Policy1 and set Allow call park to On

Correct Answer: BDF

Reference: https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve

QUESTION 5

You have a Microsoft Teams Phone deployment that uses Direct Routing. The deployment has the following configurations:

Direct Routing Session Border Controller (SBC) public IP subnet: 198.51.100.0/24 Teams client external IP subnet: 203.0.113.0/24 Teams client internal IP subnet: 192.168.0.0/24

You need to configure the network topology to support emergency call routing. Which network range should you add to the trusted IP addresses?

A. 52 112 0 0/14

B. 198 51 100 0/24

C. 203.0.113.0/24

D. 192 168 0 0/24

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/microsoftteams/manage-your-network-topology

QUESTION 6

You have a Microsoft Teams Phone deployment that is used in the United States. You need to ensure that emergency calls placed to 9911.

What should you configure?

A. a dial plan normalization rule

B. an emergency calling policy

C. an emergency call routing policy

D. an outbound PSTN number translation rule

Correct Answer: C

QUESTION 7

You need to validate the limited pilot based on the technical requirements. What should you use?

A. Microsoft 365 network connectivity test tool

B. self-help diagnostics for Teams

C. the test -CsTeamsShiftsConnectionValidflte cmdlet

D. the Teams device usage report in the Microsoft Teams admin center

Correct Answer: A

https://docs.microsoft.com/en-us/microsoft-365/enterprise/assessing-networkconnectivity?view=o365-worldwide

QUESTION 8

You have a Microsoft Teams Phone deployment

You use Direct Routing with a Survivable Branch Appliance (SBA) at a site.

The site experiences an extended internet outage.

Which three PSTN calling scenarios are possible during the outage? Each coned answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. dynamic emergency calling

B. outbound PSTN calls

C. inbound PSTN calls

D. call transfer of PSTN calls

E. hold and resume of PSTN calls

Correct Answer: ABC

Reference: https://docs.microsoft.com/en-us/skypeforbusiness/plan-your-deployment/enterprise-voice-solution/enterprise-voice-resiliency

QUESTION 9

You have a Microsoft Teams Phone deployment that uses Direct Routing.

You connect a new Session Border Controller (SBC).

You need to verify that all the voice features work as expected for calls that traverse the SBC

What should you use?

A. the SIP Tester client script

B. Microsoft 365 network connectivity test tool

C. Microsoft Teams Network Assessment Tool

D. Microsoft Remote Connectivity Analyzer

Correct Answer: A

QUESTION 10

Your company assigns an Office 365 E3 license to each user. All users are in France.

You plan to deploy Direct Routing.

Which additional license should you assign to the users?

A. Microsoft 36S Domestic and International Calling Plan

B. Microsoft Teams Phone Standard - Virtual User

C. Microsoft 36S Domestic Calling Plan

D. Microsoft 365 Audio Conferencing

E. Microsoft Teams Phone Standard

Correct Answer: E

QUESTION 11

You have a Microsoft Teams Phone deployment.

You are configuring emergency services for Direct Routing.

You need to notify a group of users when an emergency number is dialed.

What should you configure in the Microsoft Teams admin center?

A. an emergency calling policy

B. a calling policy

C. an emergency call routing policy

D. a voice routing policy

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies

QUESTION 12

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.

NOTE: Each correct selection is worth one point.

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 13

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 14

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:

1.

 Can access the Teams directory for dial by name.

2.

 Can be administered remotely.

3.

 Can place and pick up calls.

4.

 Support hot desking.

5.

 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 handsels

Correct Answer: C

QUESTION 15

You are enabling users for Direct Routing.

You already assigned licenses to the users.

You need to complete the user setup.

Which two cmdlets should you run? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Set-CsOnlineVoiceUser

B. Grant-CsOnlineVoiceRoutinePolicy

C. Set-CsUser

D. Grant-CsVoicePolicy

E. Set-CsUSerPstnSettings

Correct Answer: BC

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