



MS-721^{Q&As}

Microsoft 365 Certified: Collaboration Communications Systems
Engineer Associate

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**QUESTION 1**

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 -IPVideoMode parameter to DISABLED.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/new-csteamsnetworkroamingpolicy>

QUESTION 2

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 group call pickup for the call queue.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://regroove.ca/stellark1/09/redirect-teams-auto-attendant-voicemail-to-a-channelupdated-method/>

QUESTION 3

You have a Microsoft Teams Phone deployment.

You assign a Microsoft 365 E5 license to a user named User1.

You need to enable User1 for Direct Routing.

Which PowerShell cmdlet should you run?

A. Set-CsCallingLineIdentity

B. Set-CsUser

C. Set-CsOnlineVoiceUser



D. Set-CsUserServicesPolicy

Correct Answer: A

QUESTION 4

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 Teams client external IP subnet: 203.0.113.0 Teams client internal IP subnet: 192.168.0.0 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
- B. 198.51.100.0
- C. 203.0.113.0
- D. 192.168.0.0

Correct Answer: C

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

QUESTION 5

HOTSPOT

You have a Microsoft Teams Phone deployment.

You have a dial plan that contains the following normalization rule:

Pattern: `^8?(\d{7})$`

Translation: `+1330$1`

How will the phone numbers be normalized? To answer, select the appropriate options in the answer area.

Hot Area:



5551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212	

85551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212	

Correct Answer:

5551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212	

85551212:

	▼
+1330	
+13305551212	
+133085551212	
5551212	
85551212	

**QUESTION 6**

You have a Microsoft Teams Phone deployment and a Survivable Branch Appliance (SBA) at a site.

You add a new Teams user.

You need to ensure that the user at the site can place and receive PSTN calls in the event of an internet outage.

What should you do?

- A. Add the user as a member of a call queue.
- B. Modify the online voice routing policy.
- C. Run the `Granc-CsTeamsSurvivableBranchAppliancePolicy` cmdlet.
- D. Run the `Granc-CsTenancDialPlan` cmdlet.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-survivable-branch-appliance>

QUESTION 7

You are planning a Microsoft Teams Phone deployment. That will use Direct Routing. You need to allow traffic from Microsoft 365 to a Session Border Controller (SBC). Which IP address ranges should you allow through the firewall?

- A. 52.112.0.0 and 52.120.0.0
- B. 10.10.0.0 and 10.11.0.0
- C. 8.8.8.8 and 4422
- D. 132.245.0.0 and 40.104.0.0

Correct Answer: A

QUESTION 8

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:

If a Session Border Controller (SBC) fails in the New York office, PSTN services must remain available through a local PSTN egress in New York. The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain

available in the event of a local SBC outage.



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.

Select and Place:

Components

- A cross-site SBC pair
- A local redundant SBC pair
- A single SBC
- PSTN over WAN

Answer Area

- New York:
- Calgary:

Correct Answer:

Components

- A cross-site SBC pair
-
-
- PSTN over WAN

Answer Area

- New York: A local redundant SBC pair
- Calgary: A single SBC

QUESTION 9

You are configuring the new call queue to replace the response group.

Which setting should you disable to ensure that the agents can receive calls from the call queue?

- A. Music on hold
- B. Attendant routing
- C. Conference mode



D. Round robin

Correct Answer: C

QUESTION 10

You have a Microsoft Lync Server 2013 deployment.

Some users use Enterprise Voice.

You plan to migrate to Microsoft Teams.

You need to design a migration solution. The solution must minimize the impact on end users during the migration.

What should you include in the solution?

A. Migrate all users directly from Lync Server 2013 to Teams.

B. Migrate the Enterprise Voice users from Lync Server 2013 to Microsoft Skype for Business Server 2019, and then migrate the Enterprise Voice users to Teams.

C. Migrate all other users directly from Lync Server 2013 to Teams.

D. Perform an in-place upgrade from Lync Server 2013 to Microsoft Skype for Business Server 2015, and then migrate all users to Teams.

Correct Answer: D


QUESTION 11

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing.

All users have a SIP URI in the format of user@contoso.com. The Session Border Controller (SBC) is named sbc.voice.contoso.com.

When troubleshooting errors on the SBC, you receive the warning shown in the following exhibit.



No SIP Options.

The Session Border Controller exists in our database (your administrator created it using the command `New-CSOnlinePSTNGateway`). It's configured to send SIP options but we never saw SIP options coming back from this SBC.



What is a possible cause of the issue?

- A. The firewall blocks outbound traffic on port 443 to Microsoft Teams.
- B. The firewall blocks traffic to the signaling port on the SBC.
- C. TLS 1.2 is enabled on the SBC.
- D. Microsoft 365 Phone System licenses are not assigned to the users.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sipoptions-tls-certificate-issues>

QUESTION 12

You need to prevent a specific user from calling international phone numbers from within a Microsoft Teams meeting. What should you do?

- A. Assign a domestic-only calling plan to the user.
- B. Assign a tenant dial plan to the user.
- C. Disable Enterprise Voice for the user
- D. Assign a dial-out policy to the user.
- E. Remove Communications Credits from

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/microsoftteams/outbound-calling-restriction-policies>

QUESTION 13

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline.

What should you do?

- A. Add a webhook.
- B. Create a live events policy.
- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

Correct Answer: A



QUESTION 14

HOTSPOT

You need to assign a license to users to meet the technical requirements.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

```
$Users = Import-CSV ./users.csv
Foreach ($Username in $Users) {
```

	-UserID \$Username -AddLicenses												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: right;">▼</td></tr> <tr><td>New-MsolLicenseOptions</td></tr> <tr><td>Set-CsOnlineVoiceUser</td></tr> <tr><td>Set-CsUser</td></tr> <tr><td>Set-MgUserLicense</td></tr> </table>	▼	New-MsolLicenseOptions	Set-CsOnlineVoiceUser	Set-CsUser	Set-MgUserLicense		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: right;">▼</td></tr> <tr><td>MCOEV</td></tr> <tr><td>MCOCAP</td></tr> <tr><td>MCOPSTN1</td></tr> <tr><td>ENTERPRISEPREMIUM</td></tr> </table>	▼	MCOEV	MCOCAP	MCOPSTN1	ENTERPRISEPREMIUM	}
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Correct Answer:

Answer Area

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QUESTION 15

DRAG DROP

You need to recommend network design changes that must be implemented before the Skype for Business Server to Microsoft Teams migration. What should you recommend for the Vancouver facility users and the remote sale team users?

Select and Place:



Recommendations

Decrease the NAT pool size.

Implement VPN split tunneling.

Deploy a local internet connection.

Implement a web proxy server for media traffic.

Force TCP instead of UDP for the media traffic of Teams.

Answer Area

Vancouver facility users:

Remote users:

Correct Answer:



Recommendations

Decrease the NAT pool size.

Implement VPN split tunneling.

Force TCP instead of UDP for the media traffic of Teams.

Answer Area

Vancouver facility users: Deploy a local internet connection.

Remote users: Implement a web proxy server for media traffic.

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