



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

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/>

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### QUESTION 2

DRAG DROP

You have a Teams Phone deployment.

You port your company's main phone number from Teams Calling Plans to an Operator Connect provider.

Currently, the number is assigned to a resource account named Reception 1. Reception1 is assigned to an auto attendant named Attendan1.

You need to reconfigure the phone number to work with Operator Connect.

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

Select and Place:



**Actions**

Assign Reception1 to Attendant1.

Change Number type to **Dedicated conference bridge (Toll)**.

Unassign Reception1 from Attendant1.

Unassign the number from Reception1.

Change Number type to **Operator Connect**.

Assign the number to Reception1.

**Answer Area**

Correct Answer:



#### Actions

Assign Reception1 to Attendant1.

Change Number type to **Dedicated conference bridge (Toll)**.

Unassign Reception1 from Attendant1.

#### Answer Area

Unassign the number from Reception1.

Change Number type to **Operator Connect**.

Assign the number to Reception1.

### QUESTION 3

#### HOTSPOT

You have a Microsoft 365 E5 subscription that uses Microsoft Teams.

You configure a meeting template as shown in the following exhibit.



### Security

Hide Show Lock Unlock

Option	Default value	Visibility	Lock status
Lobby Who can bypass the lobby?	Everyone in my organization and guests	Visible	Locked
People calling in by phone can bypass the lobby	Off	Hidden	Unlocked
Enable meeting end-to-end encryption	On	Visible	Locked
Enable watermark for screenshare	Off	Visible	Unlocked
Enable watermark for video	Off	Visible	Unlocked

### Audio and video

Hide Show Lock Unlock

Option	Default value	Visibility	Lock status
Disable mic for attendees? When off, you can unmute individual attendees as needed.	On	Visible	Unlocked
Disable camera for attendees? Meeting attendees can turn on video.	On	Visible	Unlocked

Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic. NOTE: Each correct selection is worth one point.

Hot Area:

[Answer choice] must wait in the lobby before being admitted to a meeting.

Guests  
Guests  
Meeting co-organizers  
Users from trusted organizations

[Answer choice] allowed to record meetings.

Only meeting organizers are  
Everyone is  
No one is  
Only meeting organizers are



Correct Answer:

[Answer choice] must wait in the lobby before being admitted to a meeting.

Guests
Guests
Meeting co-organizers
Users from trusted organizations

[Answer choice] allowed to record meetings.

Only meeting organizers are
Everyone is
No one is
Only meeting organizers are

#### QUESTION 4

##### DRAG DROP

Your company plans to use Microsoft Teams for collaboration and communication.

You need to deploy Microsoft Surface Hub devices to Teams meeting rooms.

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

Select and Place:

Deploy the provisioning package to Surface Hub	
Install Windows Configuration Designer	
Run the Enable-CsMeeLingRoom cmdlet	
Install the Windows Installation Assistant	
Use the Provision Surface Hub devices wizard	
Configure a Teams update policy	
Save the provisioning package to a USB device	

Correct Answer:



	<b>Install Windows Configuration Designer</b>
	<b>Use the Provision Surface Hub devices wizard</b>
<b>Run the Enable-CsMeeLingRoom cmdlet</b>	<b>Save the provisioning package to a USB device</b>
<b>Install the Windows Installation Assistant</b>	<b>Deploy the provisioning package to Surface Hub</b>
<b>Configure a Teams update policy</b>	

#### QUESTION 5

You have Microsoft Teams Phone handsets.

You need to receive an alert when a handset of an executive goes offline.

What should you do in the Microsoft Team admin center?

- A. Create a Teams app setup policy and assign the policy to all executives.
- B. Create a configuration profile for IP phones.
- C. Register the handsets by using remote provisioning.
- D. Modify the device state rule.

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/microsoftteams/alerts/device-health-status>

#### QUESTION 6

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>

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## QUESTION 7

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

You need to implement Local Media Optimization.

In the Microsoft Teams admin center, you configure the external trusted IP addresses and define the network regions, network sites, and network subnets.

What should you do next?

A. Define a voice route.

B. Assign Session Border Controllers (SBCs) to sites.

C. Create a trunk translation rule.

D. Modify the default emergency calling policy

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization-configure>

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## QUESTION 8

DRAG DROP

You need to implement the planned changes for the +14165555555 reception area number. You create a new call queue.

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

Select and Place:



#### Actions

Release +1416555555.

Assign +1416555555 to the lunchroom device.

Port +1416555555.

Unassign +1416555555.

Assign +1416555555 to a new resource account for the reception area.

Change the usage type of +1416555555.

#### Answer Area

Correct Answer:



#### Actions

Release +1416555555.

Assign +1416555555 to the lunchroom device.

Port +1416555555.

#### Answer Area

Unassign +1416555555.

Assign +1416555555 to a new resource account for the reception area.

Change the usage type of +1416555555.

#### QUESTION 9

##### HOTSPOT

Normalization rules are configured as shown in the following exhibit.



### Normalization rules

Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.

+ Add Edit Move up Move down Delete 5 items

✓	Rank	Name	Pattern	Translation
	1	AU-NewSouthWales-Local	^([2-9]\d{7})\$	+61251
	2	AU-TollFree	^(1[38]\d{4,8})\d*\$	+6151
	3	AU-Premium	^(19\d{4,8})\$	+6151
	4	AU-Mobile	^0([45]\d{8})\$	+6151
	5	AU-National	^0([23578]\d{8})\d*(\d*\d+)?\$	+6151

Use the drop down menus to select the answer choice that completes each statement based on the information presented in the graphic.

Hot Area:

### Answer Area

When dialing 70105000, the phone number will normalize to **[answer choice]**.

+61270105000

+61370105000

+6170105000

+70105000

Phone numbers that begin with 1900 will be evaluated by the **[answer choice]** normalization rule.

AU-Mobile

AU-National

AU-Premium

AU-TollFree

Correct Answer:



## Answer Area

When dialing 70105000, the phone number will normalize to **[answer choice]**.

	▼
+61270105000	
+61370105000	
+6170105000	
+70105000	

Phone numbers that begin with 1900 will be evaluated by the **[answer choice]** normalization rule.

	▼
AU-Mobile	
AU-National	
AU-Premium	
AU-TollFree	

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### QUESTION 10

You need to implement the planned changes for the lunchroom device in the Toronto office.

What should you use?

- A. hot desking
- B. call hold
- C. a calling policy

Correct Answer: A

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### QUESTION 11

Your network contains an on-premises Active Directory Domain Services (AD DS) domain named contoso.com.

You have a Microsoft 365 E5 subscription.

You are deploying 10 Microsoft Teams Rooms on Windows devices. You need to join all the devices to contoso.com.

What should you do before you join each device to contoso.com?

- A. Disable Windows Update on each device.
- B. Create a separate organizational unit (OU) in Active Directory and enable No Override for the parent Group Policy Object (GPO) policies.
- C. Create a separate organizational unit (OU) in Active Directory and block Group Policy Object (GPO) policy inheritance.



D. Modify the authentication settings in the SkypeSettings.xml file of each device.

Correct Answer: C

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## QUESTION 12

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

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## QUESTION 13

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:

Question Set 1



### Recommendations

Decrease the NAT pool size.

Implement VPN split tunneling.

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

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

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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### QUESTION 14

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 `Grant-CsTeamsSurvivableBranchAppliancePolicy` cmdlet.
- D. Run the `Grant-CsTenancyDialPlan` cmdlet.

Correct Answer: C

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

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### QUESTION 15



You port phone numbers from a legacy earner to Microsoft Teams Phone to use with Microsoft Teams Calling Plans.

You attempt to assign a number to a resource account that will be used by an auto attendant, but the number does NOT appear on the list of available numbers.

You need to ensure that you can assign the number to the resource account.

What should you do?

- A. Submit a request to convert the number from a user number to a service number.
- B. Run the Set-CsOnlineApplicationInstance cmdlet.
- C. Run the Set-CsTeamsUnassignedNumber Treatment cmdlet.
- D. Order a new number from Microsoft.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/setcsonlineapplicationinstance?view=skype-ps>

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