



MS-720^{Q&As}

Microsoft Teams Voice Engineer

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QUESTION 1

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution.

You plan to migrate all users to Microsoft Teams Calling Plans.

You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user.

What should you do first?

- A. From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- B. Schedule a port order for the phone numbers of all the users.
- C. From the Microsoft Teams admin center, order phone numbers for all the users.
- D. Migrate all the users to Teams.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams>

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

QUESTION 3

DRAG DROP

Your company has offices throughout the United States.

The company is opening a new office in Scranton. The office will occupy two floors in the same building.

You need to ensure that if an emergency call is placed, the local emergency dispatchers know from which floor the call came.



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:

Create a voice route that has a dialed number pattern of " <code>^\+1(\d{10})\$</code> "	
Create a dial plan	
Assign a dial plan to user1	
In the global dial plan, create a normalization rule that has a pattern of " <code>^\+1(\d{10})\$</code> "	
Assign a voice routing policy to user1	
Create a voice routing policy	
Add a PSTN usage record named Record1	

Correct Answer:

Create a voice route that has a dialed number pattern of " <code>^\+1(\d{10})\$</code> "	Create a voice routing policy
Create a dial plan	Assign a dial plan to user1
	In the global dial plan, create a normalization rule that has a pattern of " <code>^\+1(\d{10})\$</code> "
Assign a voice routing policy to user1	
Add a PSTN usage record named Record1	



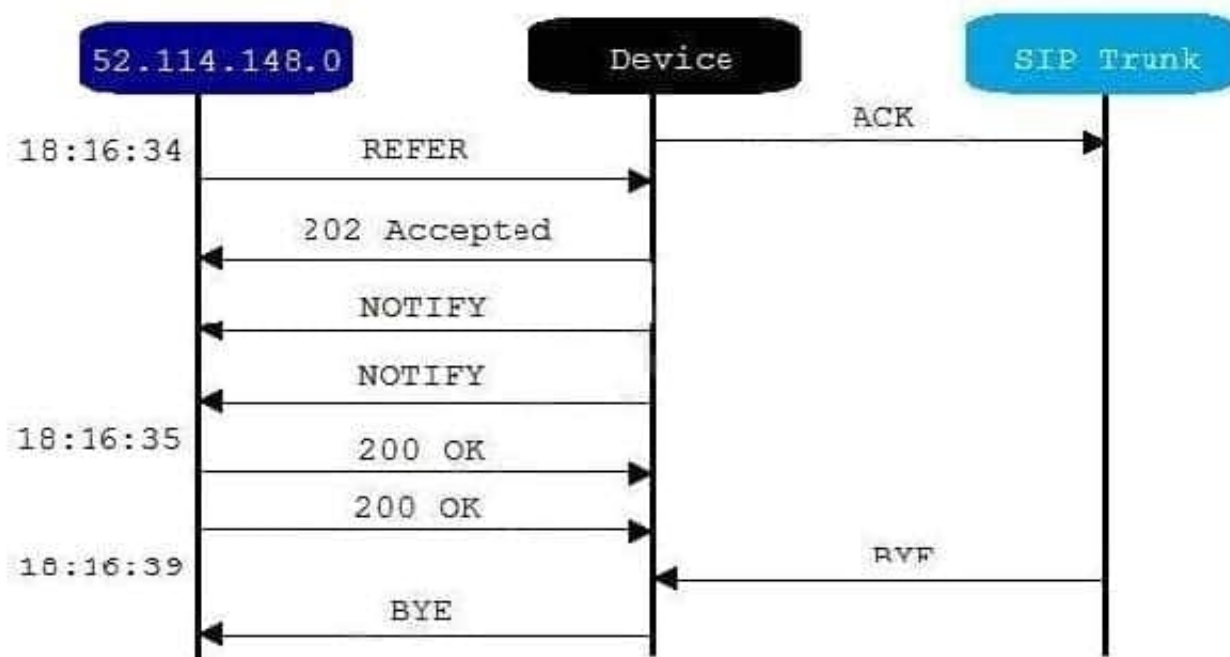
QUESTION 4

Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier.

You deploy a new Session Border Controller (SBC) that shows as healthy in the Microsoft Teams admin center.

You place a test call over the new SBC, and the call succeeds.

When you attempt to transfer the call, the transfer fails. A portion of the SIP ladder is shown in the exhibit. (Click the Exhibit tab.)



What is a possible cause of the issue?

- A. The SSL certificate of the SBC is incorrect.
- B. The Refer on the SBC is misconfigured.
- C. notify is enabled in the SIP options of the SBC.
- D. The carrier rejects the format of the forwarded FROM number.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/issues-with-call-transfers>

QUESTION 5

You have a Microsoft Teams Phone deployment.

You need to implement Local Media Optimization for Direct Routing users at a site.



Users at the site frequently perform the following actions:

1.

Park calls.

2.

Place calls on hold.

3.

Transfer calls to other users.

4.

Escalate calls to conference calls.

Which action will be affected by implementing Local Media Optimization?

A. Park calls.

B. Transfer calls to other users.

C. Escalate calls to conference calls.

D. Place calls on hold.

Correct Answer: C

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

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