



MS-720^{Q&As}

Microsoft Teams Voice Engineer

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QUESTION 1

You have a Microsoft Teams deployment and an existing telephony solution that provides PSTN capability to on-premises third-party PBX systems in two separate locations.

You need to implement a redundant PSTN solution for Microsoft Teams Phone. The solution must use the existing telephony carrier services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. highly available Session Border Controllers (SBCs)
- B. calling policies
- C. PSTN usages
- D. voice routing policies
- E. tenant dial plans

Correct Answer: ACD

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

QUESTION 2

In the Microsoft Call Quality Dashboard, you discover an increasing trend of poor-quality calls.

You need to implement a solution to identify problematic sites.

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

NOTE: Each correct selection is worth one point.

- A. Run the CQD User Feedback (Rate My Call) Report.
- B. Create a building data file.
- C. Upload a file to the Tenant Data Upload page.
- D. Upload a file to the Reporting Labels page.
- E. Create an endpoint data file.
- F. Install the Power BI connector for Call Quality Dashboard (CQD).

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/cqd-upload-tenant-building-data>



QUESTION 3

You have a Teams Phone deployment. The deployment has a single Session Border Controller (SBC) that uses Direct Routing.

Users report that outbound PSTN calls fail.

You need to identify the quantity of specific SBC SIP errors.

What should you review in the Microsoft Teams admin center?

- A. Endpoint Reports in Microsoft Call Quality Dashboard
- B. the network effectiveness ratio on the usage tab for the SBC
- C. the Jitter tab in Network parameters
- D. Quality of Experience Reports in Microsoft Call Quality Dashboard

Correct Answer: A

QUESTION 4

You have a Microsoft Teams Phone deployment.

You need to ensure that a user named user1@contoso.com can call international phone numbers by using Direct Routing.

Which type of policy should you use?

- A. a caller ID policy
- B. a calling policy
- C. a teams policy
- D. a voice routing policy

Correct Answer: D

Example: Voice routing with multiple PSTN usages.

The voice routing policy created in Example 1 (Voice routing with one PSTN usage) only allows calls to phone numbers in the US and Canada--unless the

Microsoft Calling Plan license is also assigned to the user.

In the example that follows, you can create the "No Restrictions" voice routing policy. The policy reuses the "US and Canada" PSTN usage created in Example 1, as well as the new "International" PSTN usage.

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-voice-routing>



QUESTION 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

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.

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 set the routing method for the call queue to Attendant routing.

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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