



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

Microsoft 365 Certified: Collaboration Communications Systems  
Engineer Associate

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### QUESTION 1

Your company has offices in Paris and London.

You are migrating from an on-premises PBX telephony solution to a Microsoft Teams Phone deployment that uses Direct Routing. You plan to use the existing telephony earner. The new solution will provide telephony services to users m

both offices.

You need to recommend a solution that is the most resistant to possible failures. The solution must ensure that calls are routed through each user's respective office.

Which two actions should you include in the recommendation? Each correct answer presents part of the solution.

- A. Deploy one Session Border Controller (SBC) to each office. Configure the SBCs as a high-availability pair.
- B. Deploy a highly available Session Border Controller (SBC) pair to each office.
- C. Configure voice routing policies for each office.
- D. Configure a single voice routing policy for all users.

Correct Answer: AC

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### QUESTION 2

Your company has a Microsoft 365 E5 subscription that uses Microsoft Teams.

The company has a department named HR.

You need to ensure that when a user in the HR department creates a highly confidential meeting, a watermark is applied to the recording.

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

- A. Assign a meeting policy for the HR department users.
- B. Assign a Microsoft Teams Premium license to the HR department users.
- C. Assign a customization policy for the HR department users.
- D. Assign an Azure Information Protection Premium P2 license to the HR department users.
- E. Assign a meeting template policy for the HR department users.
- F. Assign an Azure Active Directory Premium P2 license to the HR department users.

Correct Answer: AB

[https://learn.microsoft.com/en-US/microsoftteams/settings-policiesreference?WT.mc\\_id=TeamsAdminCenterCSH#watermark](https://learn.microsoft.com/en-US/microsoftteams/settings-policiesreference?WT.mc_id=TeamsAdminCenterCSH#watermark)

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### QUESTION 3

You have a Microsoft Teams Phone deployment that has 10 offices. Each office has a Session Border Controller (SBC). A user reports that she can make internal calls by using the dial pad, but cannot use the dial pad to make external calls. What is a possible cause of the issue?

- A. The user has the incorrect Teams app setup policy applied.
- B. The user has the incorrect voice routing policy applied.
- C. The user is missing a validated emergency address.
- D. Enterprise Voice is disabled for the user.

Correct Answer: B

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

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### QUESTION 4

You have a Microsoft Teams Phone deployment that contains two users named User1 and User2.

User1 will be on leave for two weeks.

You need to redirect all calls to the phone number of User1 to the phone number of User2. The solution must minimize administrative effort.

What should you modify for User1?

- A. the voicemail transfer target settings
- B. the call delay and order settings
- C. the call delegation settings
- D. the phone number type

Correct Answer: C

Reference: <https://learn.microsoft.com/en-us/microsoftteams/user-call-settings>

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### QUESTION 5

You have a Microsoft Teams Phone deployment.

You have a call queue named Customer Service.

You need to ensure that when the agents of Customer Service make calls, the outbound calling name appears as Contoso, and the caller ID shows the phone number of Customer Service. Other users must NOT be affected.

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



- A. From the Microsoft Teams admin center configure a new caller ID policy
- B. Set Calling Party Name to the organization name.
- C. From the Microsoft Teams admin center, modify the global (Org-wide default) caller ID policy.
- D. Set Replace the caller ID with to Resource account
- E. Set Override the caller ID policy to On.

Correct Answer: ADE

Reference: <https://learn.microsoft.com/en-us/microsoftteams/caller-id-policies>

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