MS-740^{Q&As}

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Troubleshooting Microsoft Teams

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QUESTION 1

DRAG DROP

You manage the Microsoft Teams environment for a company.

A private channel is deleted. After 20 days, the channel owner restores the channel to retrieve a file. A user reports that they cannot access the SharePoint site for the channel.

You need to restore the SharePoint site that is associated with the private channel.

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	Answer Area
Run the following PowerShell command: Get-SPOSite -IncludePersonalSite	
Run the following PowerShell command: Get-SPODeletedSite -IncludePersonalSite	
Navigate to the private channel in Microsoft Teams and access the files tab to sync the connection.	
Run the following PowerShell command: Remove-SPODeletedSite -Identity "<URL>"	
Run the following PowerShell command: Restore-SPODeletedSite -Identity "<URL>"	

Correct Answer:

Actions

Run the following PowerShell command:

`Get-SPOSite -IncludePersonalSite`

Run the following PowerShell command:

`Restore-SPODeletedSite -Identity "<URL>"`

Answer Area

Run the following PowerShell command:

`Get-SPODeletedSite -IncludePersonalSite`

Run the following PowerShell command:

`Remove-SPODeletedSite -Identity "<URL>"`

Navigate to the private channel in Microsoft Teams and access the files tab to sync the connection.

QUESTION 2

You are a Microsoft Teams administrator for a prepaway company. The company uses active calling plans and dynamic emergency calling.

One of the company\\'s offices is moving to a new physical location.

You need to use the Teams admin center to update the emergency address for the new office location.

What should you do?

A. From Emergency Addresses, edit the current address.

B. From Emergency Addresses, delete the current address and create a new location with the new address.

C. From Network and Locations, edit the current address.

D. From Network and Locations, delete the current address and create a new location with the new address.

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization

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QUESTION 3

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.

A prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate 400 users to the new office.

Solution: Create a configuration profile with the emergency address and assign the profile to the device for each user.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user

QUESTION 4

User1 shares a Microsoft Word document with User2 during a Microsoft Teams chat session.

User2 is unable to make any changes to the document.

You need to determine the root cause of the issue.

What is the cause?

A. User2 does not have a Microsoft SharePoint license.

B. A sensitivity label has been applied to the shared file.

C. The Microsoft Office package is not activated on User2\\'s device.

D. User2 has view-only permissions for the document.

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/microsoft-365/compliance/sensitivity-labels?view=o365-worldwide

QUESTION 5

HOTSPOT

You are managing a Microsoft Teams environment.

Users report the following audio quality issues:

1.

Voices sound robotic or are garbled.

2.

Attendees cannot hear other participants well or at all.

You need to troubleshoot the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Tool
Where should you investigate the issues?	Call Analytics Call Quality Dashboard
Which report should you use?	Meetings & Calls report Quality – Audio – Conferencing report Overall Media Usage report
Which option should you use to filter the data?	Audio quality column Poor stream Poor stream rate Audio stream
What is the value at which you should consider troubleshooting quality issues?	More than 1 percent More than 3 percent More than 25 percent

Correct Answer:

Answer Area

Question	Tool

Where should you investigate the issues?

▼
Call Analytics
Call Quality Dashboard

Which report should you use?

▼
Meetings & Calls report
Quality – Audio – Conferencing report
Overall Media Usage report

Which option should you use to filter the data?

▼
Audio quality column
Poor stream
Poor stream rate
Audio stream

What is the value at which you should consider troubleshooting quality issues?

▼
More than 1 percent
More than 3 percent
More than 25 percent

Reference: https://docs.microsoft.com/en-us/microsoftteams/quality-of-experience-review-guide

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