



# MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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### QUESTION 1

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>

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### QUESTION 2

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

A. Enable external access.

B. Confirm whether the domain is in the external access allowed list.

C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.

D. Use the Microsoft Teams web app.

E. Enable guest access.

Correct Answer: E

Reference: <https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access>

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### QUESTION 3

A company plans to grant a team named Human Resources access to a custom app called App1. The company plans



to block users from adding any other third-party apps to the team.

Users report that they are unable to add App1 to the team.

You need to make sure that users can access App1.

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

NOTE: Each correct selection is worth one point.

A. Run the following PowerShell command: `Grant-CsTeamsAppPermissionPolicy-Identity "HR Team" -PolicyNameHRAppPermissionPolicy`

B. Run the following PowerShell command: `Grant-CsTeamsAppSetupPolicy-Identity "HR Team" -PolicyNameHRAppSetupPolicy`

C. On the Manage apps page, ensure that App1 is allowed at the org level.

D. Create a custom app permission policy.

E. Create a custom app setup policy.

Correct Answer: ACD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

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#### QUESTION 4

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

A. Teams Communications Administrator

B. Teams Communications Support Specialist

C. Teams Communications Support Engineer

D. Teams Service Administrator

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

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#### QUESTION 5

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the



following number pattern:  $\backslash+41[0-9]\{10\}$ \$.

You need to resolve the issue.

Which pattern should you use?

- A.  $\backslash+41[0-9]\{8\}$ \$
- B.  $\backslash+30[0-9]\{10\}$ \$
- C.  $\backslash+1[0-9]\{10\}$ \$
- D. .\*

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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