



MS-721^{Q&As}

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**QUESTION 1****DRAG DROP**

You need to implement the planned changes for the +14165555555 reception area number. You create a new call queue.

Which three actions should you perform in sequence next? 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

Release +14165555555.

Assign +14165555555 to the lunchroom device.

Port +14165555555.

Unassign +14165555555.

Assign +14165555555 to a new resource account for the reception area.

Change the usage type of +14165555555.

Answer Area

Correct Answer:

**Actions****Answer Area**

QUESTION 2

You have a Microsoft Teams Phone deployment.

You are configuring emergency services for Direct Routing.

You need to notify a group of users when an emergency number is dialed.

What should you configure in the Microsoft Teams admin center?

- A. an emergency calling policy
- B. a calling policy
- C. an emergency call routing policy
- D. a voice routing policy

Correct Answer: A

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

**QUESTION 3****DRAG DROP**

A user uses the Microsoft Teams client on a Windows device.

The user reports call failures.

You need to send the Teams client logs to Microsoft support to troubleshoot the call failures.

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:

From Settings in the Microsoft Teams admin center, select Enable logging for meeting diagnostics	
From Users in the Microsoft Teams admin center, modify the Voice settings of the user	
Send the Debug logs to Microsoft support	
Right-click the Teams notification icon and select Collect support files	
Send the Media logs to Microsoft support	
From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user	

Correct Answer:



From Settings in the Microsoft Teams admin center, select Enable logging for meeting diagnostics	From Users in the Microsoft Teams admin center, modify the Voice settings of the user
	Right-click the Teams notification icon and select Collect support files
Send the Debug logs to Microsoft support	From the Microsoft Teams admin center, locate the failed calls on the Meetings & calls tab of the user
Send the Media logs to Microsoft support	

QUESTION 4

You have a Microsoft Teams Phone deployment. The 613 7010 5XXX phone number range is allocated to the Session Border Controller (SBC). A user named User1 is configured as shown in the following exhibit.

```
PS C:\> get csonlineuser -Identity user1@litwareinc.com

DisplayName           : User One
EnterpriseVoiceEnabled : True
RegistrarPool         : sippoolmelau103.infra.lync.com
OnPremLineURIManuallySet : False
OnPremLineURI         :
LineURI               : +61370105555
OnlineVoiceRoutingPolicy : VIC-All
DialPlan              : AU
TenantDialPlan         : Australia-VIC
MCOVaildationError     : {}
VoicePolicy            :
InterpretedUserType     : HybridOnlineTeamsOnlyUser
UserProvisionType       :
TeamsUpgradeEffectiveMode : TeamsOnly
```

User1 reports that when an external caller attempts to call the phone number of User1, the external caller receives an error message. User1 can make outbound calls, but no caller ID appears.



Which two commands should you run to resolve the issues?

- A. Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber "+61370105555"
- B. Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber \$null
- C. Set-CsOnlineVoiceUser user1@litwareinc.com -OnPremLineURI "tel:+61370105555"
- D. Set-CsOnlineVoiceUser user1@litwareinc.com -EnterpriseVoiceEnabled \$false
- E. Set-CsOnlineVoiceUser user1@litwareinc.com -Identity user1@litwareinc.com -PolicyName \$null

Correct Answer: AD

QUESTION 5

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

QUESTION 6

HOTSPOT

You have a Microsoft Teams deployment.

The deployment contains a Teams Rooms on Windows device named room1@contoso.com that has the following configurations.



```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="true" enabled="true"/>
    <Video default="true" enabled="true"/>
    <Whiteboard default="false" enabled="false"/>
  </Settings>
  <TrustedAccounts>hub@contoso.com</TrustedAccounts>
</CoordinatedMeetings>
```

You have a Teams Room for Windows device named room2@contoso.com that has the configuration shown in the following exhibit.

```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="false" enabled="false"/>
    <Video default="false" enabled="false"/>
    <Whiteboard default="false" enabled="false"/>
  </Settings>
</CoordinatedMeetings>
```

The deployment contains a Microsoft Surface Hub device named hub@contoso.com that has the following configurations.

```
<CoordinatedMeetings enabled="true">
  <Settings>
    <Audio default="false" enabled="true"/>
    <Video default="false" enabled="true"/>
    <Whiteboard default="false" enabled="true"/>
  </Settings>
  <TrustedAccounts>room1@contoso.com</TrustedAccounts>
</CoordinatedMeetings>
```

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
Room1, room2, and hub are all configured to join the same meeting by using one-touch join.	<input type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, room1 is the default audio device, and audio on the other devices is disabled.	<input type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, video can be enabled or disabled for all the devices in the meeting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Statements	Yes	No
Room1, room2, and hub are all configured to join the same meeting by using one-touch join.	<input type="radio"/>	<input checked="" type="radio"/>
When joining a coordinated meeting, room1 is the default audio device, and audio on the other devices is disabled.	<input checked="" type="radio"/>	<input type="radio"/>
When joining a coordinated meeting, video can be enabled or disabled for all the devices in the meeting.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 7

You port phone numbers from a legacy earner to Microsoft Teams Phone to use with Microsoft Teams Calling Plans.

You attempt to assign a number to a resource account that will be used by an auto attendant, but the number does NOT appear on the list of available numbers.

You need to ensure that you can assign the number to the resource account.

What should you do?

- A. Submit a request to convert the number from a user number to a service number.
- B. Run the Set-CsOnlineApplicationInstance cmdlet.
- C. Run the Set-CsTeamsUnassignedNumber Treatment cmdlet.
- D. Order a new number from Microsoft.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/setcsonlineapplicationinstance?view=skype-ps>

QUESTION 8

The sales department at your company needs to route a call to multiple users and have calls route differently after business hours. Which two features should you implement? Each correct answer presents part of the solution.

- A. auto attendants
- B. caller ID policies
- C. calling policies
- D. call queues
- E. voice routing policies

Correct Answer: AD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>



QUESTION 9

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

Reference: <https://regroove.ca/stellark1/09/redirect-teams-auto-attendant-voicemail-to-a-channelupdated-method/>

QUESTION 10

Your company has an office in Seattle.

The default dial-in number for the company's Microsoft Teams meetings has an area code of 425.

The company does NOT have an office in New York. However, most of the company's customers are in New York.

You need to get a new default dial-in number that has a local 718 area code. You will NOT define additional location information in Teams. Which two actions should you perform before you assign the bridge? Each correct answer presents

part of the solution.

A. Get a Dedicated conference bridge (Toll) number.

B. Search for new numbers by using a 718 area code.

C. Get an auto attendant toll-free number.

D. Get a Dedicated conference bridge (Toll Free) number.

E. Search for new numbers by using New York.

Correct Answer: AD

QUESTION 11

You are enabling users for Direct Routing.

You already assigned licenses to the users.

You need to complete the user setup.



Which two cmdlets should you run? Each correct answer presents part of the solution.

- A. Set-CsOnlineVoiceUser
- B. Grant-CsOnlineVoiceRoutinePolicy
- C. Set-CsUser
- D. Grant-CsVoicePolicy
- E. Set-CsUserPstnSettings

Correct Answer: AB

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

QUESTION 12

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.

- 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 13

You are deploying a Microsoft Teams Rooms on Windows device.

You have a file named Wallpaper.jpg that contains a company-branded wallpaper graphic.

You need to ensure that the device displays the company-branded wallpaper.

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

NOTE: Each correct selection is worth one point.



- A. Set the Teams Rooms theme to Custom.
- B. Upload Wallpaper.jpg to the global (Org-wide default) customization policy.
- C. Rename Wallpaper.jpg as Background.jpg.
- D. Set the Teams Rooms theme to Default.
- E. Upload Wallpaper.jpg to a folder on the device.

Correct Answer: AE

QUESTION 14

DRAG DROP

You have a Microsoft Teams Phone deployment.

You need to configure voice routing for Direct Routing. The solution must only allow calling within the United States and Canada for a user named user1 @contoso.com.

Which four actions should you perform in sequence to minimize user call disruption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Press CTRL+ALT+DELETE	
Configure the Remote Desktop settings and sign out	
From Settings in the Microsoft Teams Rooms app, select Windows settings	
Select the Administrator account and enter the password	
From Settings in the Microsoft Teams Rooms app, select the Account tab	

Correct Answer:



	Configure the Remote Desktop settings and sign out
	Select the Administrator account and enter the password
From Settings in the Microsoft Teams Rooms app, select Windows settings	Press CTRL+ALT+DELETE
From Settings in the Microsoft Teams Rooms app, select the Account tab	

QUESTION 15**HOTSPOT**

Normalization rules are configured as shown in the following exhibit.

Normalization rules				
Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.				
+ Add Edit Move up Move down Delete 5 items				
✓	Rank	Name	Pattern	Translation
	1	AU-NewSouthWales-Local	^([2-9]\d{7})\$	+61251
	2	AU-TollFree	^(1[38]\d{4,8})\d*\$	+6151
	3	AU-Premium	^(19\d{4,8})\$	+6151
	4	AU-Mobile	^0([45]\d{8})\$	+6151
	5	AU-National	^0([23578]\d{8})\d*(\D*\d+)?\$	+6151

Use the drop down menus to select the answer choice that completes each statement based on the information presented in the graphic.

Hot Area:



Answer Area

When dialing 70105000, the phone number will normalize to **[answer choice]**.

	▼
+61270105000	
+61370105000	
+6170105000	
+70105000	

Phone numbers that begin with 1900 will be evaluated by the **[answer choice]** normalization rule.

	▼
AU-Mobile	
AU-National	
AU-Premium	
AU-TollFree	

Correct Answer:

Answer Area

When dialing 70105000, the phone number will normalize to **[answer choice]**.

	▼
+61270105000	
+61370105000	
+6170105000	
+70105000	

Phone numbers that begin with 1900 will be evaluated by the **[answer choice]** normalization rule.

	▼
AU-Mobile	
AU-National	
AU-Premium	
AU-TollFree	

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