

# DUMPS ARENA

Collaboration Communications Systems  
Engineer

Microsoft MS-721

Version Demo

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## Topic Break Down

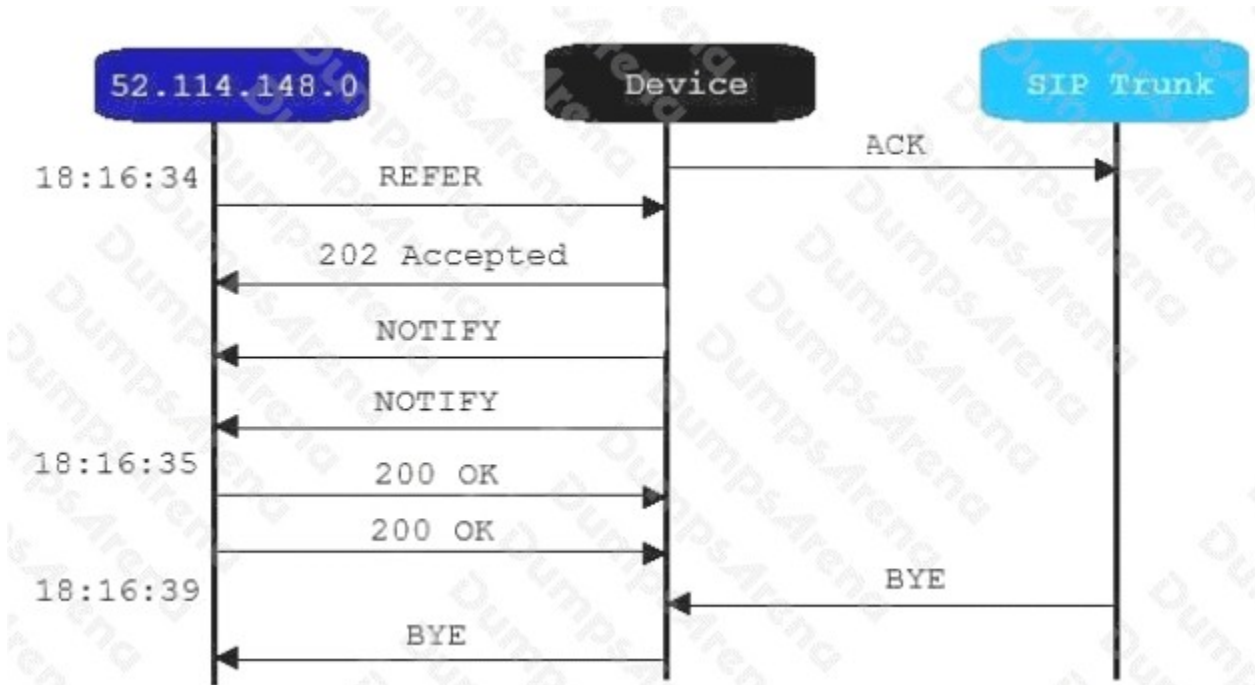
Topic	No. of Questions
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QUESTION NO: 1

Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier. You deploy a new Session Border Controller (SBC) that shows as healthy in the Microsoft Teams admin center.

You place a test call over the new SBC, and the call succeeds.

When you attempt to transfer the call, the transfer fails. A portion of the SIP ladder is shown in the exhibit. (Click the Exhibit tab.)



What is a possible cause of the issue?

- A. The SSL certificate of the SBC is incorrect.
- B. The Refer on the SBC is misconfigured.
- C. notify is enabled in the SIP options of the SBC.
- D. The carrier rejects the format of the forwarded FROM number.

**ANSWER: B**

**Explanation:**

The Refer on the SBC is misconfigured is correct. In a Microsoft Teams Direct Routing deployment, SIP REFER is commonly involved in call transfer scenarios. A basic test call can succeed because TLS connectivity, SIP OPTIONS health checks, routing, and media handling are working, but a transfer can still fail if the SBC is not configured to process REFER correctly or to interwork REFER with the carrier-side signaling as required. Microsoft's Direct Routing troubleshooting guidance specifically calls out call-transfer failures where the SBC receives a REFER request from Teams but does not handle it properly. In that situation, Teams may show the SBC as healthy and normal inbound or outbound calls may work, while transfer operations fail because the required SIP transfer signaling is rejected or mishandled. The fix is to review the SBC vendor configuration for Microsoft Teams Direct Routing and ensure REFER support and related transfer handling are enabled and correctly configured. See Microsoft's guidance for [issues with call transfers in Direct Routing](#) and the general [Direct Routing planning documentation](#).

**QUESTION NO: 2 - (DRAG DROP)**

DRAG DROP

You have a Microsoft Teams Phone deployment.

You need to create two call queues named CQ1 and CQ2. The solution must meet the following requirements:

CQ1 must balance incoming calls so that each call agent receives the same number of calls

Calls received by CQ2 must ring all call agents simultaneously

What should you configure for each requirement? To answer, drag the appropriate routing methods to the correct requirements. Each routing method may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Routing methods	Answer Area
<input type="checkbox"/> Attendant routing	CQ1 must balance incoming calls so that each call agent receives the same number of calls:
<input type="checkbox"/> Longest idle	Calls received in CQ2 must ring all call agents simultaneously:
<input type="checkbox"/> Round robin	
<input type="checkbox"/> Serial routing	

**ANSWER:**

Routing methods	Answer Area
<input type="checkbox"/> Attendant routing	CQ1 must balance incoming calls so that each call agent receives the same number of calls:
<input type="checkbox"/> Longest idle	Calls received in CQ2 must ring all call agents simultaneously:
<input type="checkbox"/> Round robin	<input type="checkbox"/> Round robin
<input type="checkbox"/> Serial routing	<input type="checkbox"/> Attendant routing

**Explanation:**

For CQ1, the correct routing method is **Round robin** because Microsoft Teams call queues use this option to distribute calls evenly across the available agents. With round robin routing, Teams rotates call delivery among the agents so that the queue does not keep offering calls to the same person first. This matches the requirement that each call agent should receive the same number of calls over time, which is commonly used when calls need to be shared fairly across a team.

For CQ2, the correct routing method is **Attendant routing** because this method rings all agents in the call queue at the same time. When a call arrives, every available agent is alerted simultaneously, and the first agent to answer takes the call. This directly matches the requirement that calls received by CQ2 must ring all call agents simultaneously.

Microsoft documents these call queue routing methods in the Teams call queue configuration guidance. The routing method determines how Teams offers an incoming call to agents in the queue, and the documented behavior for **Round robin** is balanced distribution among agents, while **Attendant routing** is simultaneous ringing for all agents. See Microsoft's guidance for creating and managing Teams call queues here: [Create a call queue in Microsoft Teams](#).

## HOTSPOT

You need to meet the technical requirements for the returns department.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

```
$ObjId = (Get-CsOnlineApplicationInstance -Identity returns.aa@contoso.com).ObjectId
```

	▼	-Identity Returns -CallingIDSubstitute		▼
New-CsCallingLineIdentity			Anonymous	
New-CsOnlineApplicationInstance			LineURI	
New-CsTeamsCallingPolicy			Resource	
			Service	

```
-EnableUserOverride $false -ResourceAccount $ObjId -CompanyName "Contoso"
```

### ANSWER:

```
$ObjId = (Get-CsOnlineApplicationInstance -Identity returns.aa@contoso.com).ObjectId
```

	▼	-Identity Returns -CallingIDSubstitute		▼
New-CsCallingLineIdentity			Anonymous	
New-CsOnlineApplicationInstance			LineURI	
New-CsTeamsCallingPolicy			Resource	
			Service	

```
-EnableUserOverride $false -ResourceAccount $ObjId -CompanyName "Contoso"
```

### Explanation:

The script is configuring a Teams caller ID policy for the returns department. The command must create a calling line identity policy, which is done with **New-CsCallingLineIdentity**. This cmdlet supports the parameters shown in the script, including **-CallingIDSubstitute**, **-EnableUserOverride**, **-ResourceAccount**, and **-CompanyName**. Since the first line stores the ObjectId of the resource account **returns.aa@contoso.com**, the policy is intended to use that resource account as the outbound caller ID for users who receive the policy. In that case, the **-CallingIDSubstitute** value must be set to **Resource**, and the resource account object ID is supplied through **-ResourceAccount \$ObjId**. This is the standard Teams PowerShell method for configuring a caller ID policy that substitutes the caller ID with a resource account identity, such as an auto attendant or call queue number. Microsoft documents the cmdlet and its parameters in the Teams PowerShell reference for [New-CsCallingLineIdentity](#), and Microsoft also describes caller ID policy management for Teams in [Manage caller ID policies in Microsoft Teams](#).

### QUESTION NO: 4

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline.

What should you do?

- A. Add a webhook.
- B. Create a live events policy.
- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

**ANSWER: A**

**Explanation:**

Add a webhook is correct because Microsoft Teams admin center alert rules can use webhooks to send alert notifications to an external system, such as a third-party ticketing or incident-management platform. For Teams devices, administrators can configure alerting for device health conditions, including when a Teams phone or IP phone goes offline. By adding a webhook as the notification target, the alert payload can be delivered directly to the ticketing system so that an incident or ticket can be created automatically when the phone loses connectivity. This is the intended integration method when the recipient is not just a Teams user or channel, but an external service endpoint that can receive HTTP POST notifications. Microsoft documents Teams admin alerts and notification rules in the Teams admin center, including the use of webhooks for external notification workflows, in [Manage alerts and notifications in Microsoft Teams](#). Microsoft also documents Teams device monitoring and health management in [Monitor and manage Teams devices](#).

**QUESTION NO: 5**

You have a Microsoft Teams Phone deployment.

You need to implement PSTN connectivity by using Direct Routing.

What are three requirements for the implementation? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. a Session Border Controller (SBC) that uses a hostname in the onmicrosoft.com domain
- B. a firewall rule that opens a TCP signaling port to Microsoft Teams
- C. a public DNS entry that maps the FQDN of the Session Border Controller (SBC) to a public IP address
- D. a firewall rule that opens a UDP signaling port to Microsoft Teams
- E. a Teams-certified Session Border Controller (SBC)

**ANSWER: B C E**

**Explanation:**

For Teams Phone Direct Routing, Microsoft requires a supported Session Border Controller and proper network reachability between Microsoft Phone System and the SBC. A **Teams-certified Session Border Controller (SBC)** is correct because Direct Routing is validated only with SBCs that are certified for Teams; this ensures interoperability for SIP signaling, media handling, failover, and supported configuration. A **public DNS entry that maps the FQDN of the Session Border Controller (SBC) to a public IP address** is also required because Microsoft 365 must be able to resolve and reach the SBC by its fully qualified domain name. In addition, a **firewall rule that opens a TCP signaling port to Microsoft Teams** is required because Direct Routing SIP signaling uses TLS over TCP, commonly on port 5061, between the SBC and Microsoft's SIP proxy infrastructure. These requirements are part of the core planning checklist before pairing the SBC with the tenant and routing calls through Direct Routing. Microsoft documents these prerequisites in the Direct Routing planning guidance and SBC configuration guidance: [Plan Direct Routing](#) and [Session Border Controllers certified for Direct Routing](#).

**QUESTION NO: 6**

You have a Microsoft Teams Phone deployment. Direct Routing is enabled for all users. The users can place and receive PSTN calls.

You need to create a new user policy to provide four-digit extension dialing for users to call analog endpoints that connect to the Session Border Controller (SBC).

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

- A. Create a trunk translation rule.
- B. Create an IP phone policy.
- C. Assign a dial plan to the users.
- D. Assign an IP phone policy to the users.
- E. Create a voice normalization rule.
- F. Create a tenant dial plan.

**ANSWER: C E F**

**Explanation:**

To enable four-digit extension dialing in Microsoft Teams Phone, you use a tenant dial plan with voice normalization rules. Create a tenant dial plan is correct because tenant dial plans define organization-specific or user-specific dialing behavior that supplements the service country/region dial plan. Create a voice normalization rule is correct because the rule is what matches the four-digit pattern users dial and translates it into the routable number format required by Teams Phone and Direct Routing, typically an E.164-style number or another format that matches the organization's voice routing design. Assign a dial plan to the users is also correct because the custom normalization behavior is not applied to those users until the tenant dial plan is granted to them. In this scenario, the users already have Direct Routing and can make and receive PSTN calls, so the missing configuration is the user-scoped dialing logic that turns short extension dialing into a routable called number. Microsoft documents that tenant dial plans contain normalization rules and can be assigned to users to control how dialed numbers are translated. See [What are dial plans?](#) and [Create and manage dial plans.](#)

**QUESTION NO: 7**

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        : sippoolme1au103.infra.lync.com
OnPremLineURIManuallySet : False
OnPremLineURI        :
LineURI               : +61370105555
OnlineVoiceRoutingPolicy : VIC-All
DialPlan              : AU
TenantDialPlan        : Australia-VIC
MCOWValidationErrors  : ()
VoicePolicy           :
InterpretedUserType   : HybridOnlineTeamsOnlyUser
UserProvisionType     :
TeamsUpgradeEffectivenessMode : TeamsOnly
```

User1 reports that when an external caller attempts to call the phone number or User1, the external caller receives an error message.

User 1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A)

```
Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber "+61370105555"
```

B)

```
Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber $null
```

C)

```
Set-CsUser user1@litwareinc.com -OnPremLineURI "tel:+61370105555"
```

D)

```
Set-CsUser user1@litwareinc.com -EnterpriseVoiceEnabled $false
```

E)

```
Grant-CsOnlineVoiceRoutingPolicy -Identity user1@litwareinc.com -PolicyName $null
```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

**ANSWER: A D**

**Explanation:**

The correct commands are the ones that ensure User1 is properly enabled for Teams Phone/Direct Routing and has a valid telephone number assigned from the number range allocated to the Session Border Controller. For Direct Routing, the user's phone number must be assigned in E.164 format and associated as a Direct Routing number so Teams can map inbound PSTN calls to the correct user. That same assigned line URI is also used as the user's calling line identity for outbound PSTN calls unless a calling line identity policy overrides it. Because User1 can already place outbound calls, the routing path is functioning; the remaining symptoms point to an incorrect or missing user phone number assignment and related voice enablement configuration. Microsoft's guidance for enabling Direct Routing users includes assigning a phone number and enabling Enterprise Voice/Teams Phone for the user. The modern cmdlet for assigning or updating the number is documented in [Set-CsPhoneNumberAssignment](#), and the Direct Routing user enablement process is covered in [Enable users for Direct Routing](#).

**QUESTION NO: 8**

You have a Microsoft Teams Phone deployment. Direct Routing is enabled for all users. The users can place and receive PSTN calls.

You need to create a new user policy to provide four-digit extension dialing for users to call analog endpoints that connect to the Session Border Controller (SBC).

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

- A. Create a trunk translation rule.
- B. Create an IP phone policy.
- C. Assign a dial plan to the users.
- D. Assign an IP phone policy to the users.

E. Create a voice normalization rule.

F. Create a tenant dial plan.

**ANSWER: C E F**

**Explanation:**

To provide four-digit extension dialing in Teams Phone, you create a tenant dial plan, add a voice normalization rule, and assign the dial plan to the affected users. A Teams dial plan is a named set of normalization rules that translates dialed digit patterns into the format Teams uses for call routing. For extension dialing, the voice normalization rule can match a four-digit pattern, such as a regular expression for four digits, and translate it into the full number format required for routing through Direct Routing to the SBC-connected analog endpoints. A tenant dial plan is the correct policy object because it can be customized for the organization or for a specific group of users, unlike the built-in service dial plan. After the tenant dial plan contains the required normalization rule, it must be assigned to the users who need this dialing behavior so Teams applies the rule when they dial the four-digit extension. Microsoft documents that tenant dial plans contain normalization rules and can be assigned to users by using Teams admin center or PowerShell. See [What are dial plans?](#) and [Create and manage dial plans](#).

**QUESTION NO: 9**

You need to recommend a solution for the new United Kingdom retail site. The solution must meet the technical requirements. Which three actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, assign a voice routing policy to the users.
- B. From the Microsoft 365 admin center, modify the office phone numbers of the users.
- C. From the Microsoft Teams admin center, modify the dial-out settings of the users.
- D. From the Microsoft Teams admin center, assign the phone numbers to the users.
- E. From the Microsoft Teams admin center, order five user numbers.
- F. From the Microsoft 36S admin center, create a support ticket to request five phone numbers.
- G. From the Microsoft Teams admin center, assign a calling policy to the users.

**ANSWER: C D E**

**Explanation:**

For a United Kingdom site using Microsoft Teams Phone with Microsoft Calling Plans, the required phone-number workflow is to acquire user numbers in the Microsoft Teams admin center and then assign those numbers to the users who need PSTN calling. "From the Microsoft Teams admin center, order five user numbers" is correct because Microsoft supports obtaining subscriber/user numbers directly from the Teams admin center for supported countries and regions, including Calling Plan markets such as the United Kingdom. "From the Microsoft Teams admin center, assign the phone numbers to the users" is also required because ordering numbers only places them in the tenant inventory; each number must be assigned to the appropriate licensed Teams user before the user can make and receive PSTN calls. "From the Microsoft Teams admin center, modify the dial-out settings of the users" is correct when the technical requirement includes controlling the destinations users can dial, such as limiting outbound PSTN or conferencing dial-out behavior. Microsoft documents both acquiring numbers and assigning them to users in Teams, and it also documents outbound calling restriction policies used to control dial-out behavior. See [Get phone numbers for your users](#) and [Outbound calling restriction policies](#).

**QUESTION NO: 10**

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

**ANSWER: A**

**Explanation:**

an emergency calling policy is correct because this policy controls the user-notification behavior for emergency calls in Microsoft Teams Phone. In the Microsoft Teams admin center, emergency calling policies let administrators define how the organization is alerted when a Teams user dials an emergency number. The policy can specify users, groups, or distribution lists to notify, and it can configure whether those users are conferenced in, muted, or simply notified when an emergency call is placed. This is the setting used for emergency call notifications, including Direct Routing deployments where emergency calling is configured for Teams users.

Microsoft separates emergency call notification behavior from emergency number routing. The routing of emergency numbers for Direct Routing is handled elsewhere, but the requirement here is specifically to notify a group of users when an emergency number is dialed. That notification capability is part of emergency calling policies in Teams. Microsoft documents this under emergency calling policy management, including notification settings and conference mode behavior. See [Manage emergency calling policies in Microsoft Teams](#) and [Plan and manage emergency calling in Microsoft Teams](#).

**QUESTION NO: 11**

You need to connect the analog intercoms to Teams Phone.

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

NOTE: Each correct selection is worth one point.

- A. Create a trusted application endpoint for Teams.
- B. Create a resource account for each intercom.
- C. Register the ATAs with a Teams-certified SBC.
- D. Create a configuration profile for IP phones.
- E. Enable Direct Routing to a Teams-certified SBC.

**ANSWER: C E**

**Explanation:**

Register the ATAs with a Teams-certified SBC and Enable Direct Routing to a Teams-certified SBC are correct. Analog intercoms are analog endpoints, so they cannot register directly to Microsoft Teams like Teams-native phones. Microsoft supports connecting analog devices to Teams Phone by using an Analog Telephone Adapter, with the ATA connected through a certified Session Border Controller that is configured for Direct Routing. Direct Routing provides the Teams Phone PSTN connectivity path, while the ATA/SBC combination provides the interface needed for analog devices such as intercoms, paging systems, door phones, and similar equipment. In this case study, Contoso already has Teams-certified SBCs and plans to deploy Direct Routing for the existing SBCs, which aligns with Microsoft's supported approach for analog device integration. Microsoft's guidance for analog devices with Direct Routing describes using an ATA connected to a certified SBC, and the Direct Routing deployment documentation explains how the SBC is connected and enabled for Teams Phone. See [Plan Direct Routing for analog devices](#) and [Connect your SBC to Direct Routing](#).

## QUESTION NO: 12

You have a Teams Phone deployment that contains a branch office.

You need to restrict toll bypass for a user based on the office in which the user is working during an inbound or outbound PSTN call.

What should you use?

- A. a voice routing policy
- B. Local Media Optimization
- C. Location-Based Routing
- D. dial plans
- E. a calling policy

## ANSWER: C

### Explanation:

Location-Based Routing is correct because it is the Teams Phone capability designed specifically to enforce toll-bypass restrictions according to a user's physical network location at the time of a PSTN call. In Microsoft Teams, Location-Based Routing uses defined network regions, network sites, subnets, and trusted IP addresses to determine where a user is working. When enabled with Direct Routing, it can prevent calls from being routed in a way that bypasses local PSTN calling regulations, such as routing a call through a gateway in a different office or geography. This applies to both inbound and outbound PSTN calling scenarios, which matches the requirement to restrict toll bypass based on the office where the user is working during the call. Microsoft describes Location-Based Routing as a mechanism to restrict toll bypass for Teams users depending on their location and the location of PSTN gateways. For more details, see [Plan Location-Based Routing for Direct Routing](#) and [Configure network settings for Location-Based Routing](#).

## QUESTION NO: 13

Your company receives PSTN services in Microsoft Teams through a derived Direct Routing trunk from a telephone carrier.

The carrier becomes an operator in the Operator Connect program.

You need to migrate the users to Operator Connect.

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 Set-CsUser cmdlet and set the "OnPremLineURI parameter to \$null.
- B. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the "Policyname parameter to Policy1.
- C. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the "Policyname parameter to \$null.
- D. Run the Set-CsOnlineVoiceUser cmdlet and set the "TelephoneNumber parameter to each user's phone number.
- E. Run the Set-CsOnlineVoiceUser cmdlet and set the "TelephoneNumber parameter to \$null.
- F. Run the Set-CsUser cmdlet and set the "OnPremLineURI parameter to each user's phone number.

**ANSWER: A C D**

**Explanation:**

To migrate users from Direct Routing to Operator Connect, the user configuration must be changed from Direct Routing-based PSTN routing to an Operator Connect number assignment. Run the Set-CsUser cmdlet and set the "OnPremLineURI parameter to \$null is correct because Direct Routing users are commonly assigned their PSTN number through the user's LineURI/OnPremLineURI value, and that assignment must be cleared before the number can be reassigned as an Operator Connect number. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the "Policyname parameter to \$null is also required because Direct Routing depends on an online voice routing policy to select PSTN usages, routes, and trunks; Operator Connect does not use that customer-managed Direct Routing voice routing policy for the user. Finally, Run the Set-CsOnlineVoiceUser cmdlet and set the "TelephoneNumber parameter to each user's phone number is correct because the users need their numbers assigned under the Operator Connect model after the carrier has made the numbers available in the tenant. Microsoft's Operator Connect configuration guidance covers enabling an operator and assigning numbers to users, while Microsoft's phone number assignment guidance describes how Teams phone numbers are assigned or changed for users. See [Configure Operator Connect](#) and [Assign, change, or remove a phone number for a user](#).

**QUESTION NO: 14**

Once Direct Routing is deployed, you need to prepare the environment to support a reams SBA in the Vancouver facility. The solution must meet the technical requirements.

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

NOTE: Each correct selection is worth one point.

- A. Register an application in Azure Active Directory (Azure AD).
- B. Run the New-CsTeamsSurvivableBranchAppliance Cmdlet.
- C. Enroll the SBA server in Microsoft Intune.
- D. Configure the S8C for media bypass.
- E. Configure the SBC for call forking.
- F. Enable ForwardPAI on the online voice gateway.

**ANSWER: A B D**

**Explanation:**

To prepare a site for a Teams Survivable Branch Appliance after Direct Routing is already deployed, the environment must include the required Microsoft Entra ID application registration, the Teams tenant configuration for the SBA, and the correct SBC media behavior. Microsoft's SBA deployment guidance includes registering an application in Azure Active Directory so that the SBA service can authenticate and integrate with the Teams environment. The SBA also has to be added to the Teams tenant configuration by using the Teams PowerShell cmdlet New-CsTeamsSurvivableBranchAppliance, which defines the appliance FQDN and associates it with the relevant site configuration. In addition, Teams SBA is designed for local survivability with signaling handled locally during an outage and media flowing directly between the Teams client and the SBC, so media bypass support/configuration on the SBC is part of the required Direct Routing preparation for this scenario. Microsoft documents the SBA deployment process and prerequisites in the [Direct Routing Survivable Branch Appliance guidance](#), and the tenant-side SBA object is managed with the [New-CsTeamsSurvivableBranchAppliance](#) cmdlet.

**QUESTION NO: 15**

You need to recommend a PSTN solution for the Teams Phone deployment at the retail sites. The solution must meet the technical requirements.

What should you include in the recommendation?

- A. Teams Calling Plans
- B. Direct Routing without media bypass
- C. Operator Connect
- D. Direct Routing with media bypass

**ANSWER: C**

**Explanation:**

Operator Connect is the appropriate recommendation because it lets the organization provide Teams Phone PSTN connectivity through a participating carrier that is directly integrated with Microsoft Teams. For a deployment across retail sites, this model fits well when the goal is to keep PSTN service carrier-managed while allowing administrators to provision and assign numbers from the Teams admin center. Microsoft describes Operator Connect as a managed operator PSTN option where the operator supplies and maintains the connectivity into Teams, including the carrier-side infrastructure, and the tenant administrator manages users, numbers, and calling policies in Teams. That combination supports a standardized Teams Phone rollout across many locations without requiring the organization to build and operate its own carrier interconnect for each site. It also enables use of supported operator capabilities such as number procurement or porting, emergency calling configuration, and ongoing PSTN service management through the Operator Connect workflow. See Microsoft's guidance on [planning Operator Connect](#) and the overview of [PSTN connectivity options for Teams Phone](#).

**QUESTION NO: 16**

Your company receives PSTN services in Microsoft Teams through a derived Direct Routing trunk from a telephone carrier.

The carrier becomes an operator in the Operator Connect program.

You need to migrate the users to Operator Connect.

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 Set-CsUser cmdlet and set the –OnPremLineURI parameter to \$null.
- B. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the–Policyname parameter to Policy1.
- C. Run the Grant-CsOnlineVoiceRoutingPolicy cmdlet and set the–Policyname parameter to \$null.
- D. Run the Set-CsOnlineVoiceUser cmdlet and set the –TelephoneNumber parameter to each user ' s phone number.
- E. Run the Set-CsOnlineVoiceUser cmdlet and set the –TelephoneNumber parameter to \$null.
- F. Run the Set-CsUser cmdlet and set the –OnPremLineURI parameter to each user ' s phone number.

**ANSWER: A C D**

**Explanation:**

To migrate users from a Direct Routing configuration to Operator Connect, you need to remove the Direct Routing-specific user configuration and then assign the Operator Connect number to the user. Direct Routing users typically have their PSTN number stamped in the user's line URI, so running the Set-CsUser cmdlet and setting the –OnPremLineURI parameter to \$null clears the existing Direct Routing number assignment. They also commonly have an online voice routing policy that sends calls to the Direct Routing SBC, so running the Grant-CsOnlineVoiceRoutingPolicy cmdlet and setting the –Policyname parameter to \$null removes that Direct Routing call-routing dependency. After the number is available through the Operator Connect operator, assigning the user's phone number completes the migration; in the wording of this question, that is represented by running the Set-CsOnlineVoiceUser cmdlet and setting the –TelephoneNumber parameter to each user's phone number. Microsoft's current guidance uses Teams admin center or Teams PowerShell for assigning Operator Connect numbers and managing user phone number assignments. See [Configure Operator Connect](#) and [Assign, change, or remove a phone number for a user](#).

## QUESTION NO: 17

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing.

All users have a SIP URI in the format of [user@contoso.com](mailto:user@contoso.com). The Session Border Controller (SBC) is named sbc.voice.contoso.com.

When troubleshooting errors on the SBC, you receive the warning shown in the following exhibit.



What is a possible cause of the issue?

- A. The firewall blocks outbound traffic on port 443 to Microsoft Teams.
- B. The firewall blocks traffic to the signaling port on the SBC.
- C. TLS 1.2 is enabled on the SBC.
- D. Microsoft 365 Phone System licenses are not assigned to the users.

## ANSWER: B

### Explanation:

The firewall blocks traffic to the signaling port on the SBC is correct because Teams Direct Routing depends on SIP signaling over TLS between Microsoft Teams SIP proxies and the public FQDN of the Session Border Controller. Microsoft must be able to reach the SBC on the configured signaling port, commonly TCP 5061, so that TLS negotiation and SIP OPTIONS messages can succeed. If a firewall, NAT rule, access control list, or perimeter device blocks that inbound signaling path to the SBC, Teams cannot establish or maintain the expected SIP OPTIONS exchange, and troubleshooting can show Direct Routing warnings related to SIP OPTIONS or TLS connectivity. Microsoft's Direct Routing guidance requires the SBC to be reachable from the Microsoft 365/Teams service on the configured SIP signaling port, and its troubleshooting guidance lists blocked access to the SBC signaling port as a possible cause of SIP OPTIONS/TLS problems. See Microsoft's Direct Routing connection guidance at [Connect your SBC to Direct Routing](#) and the troubleshooting article for SIP OPTIONS/TLS issues at [SIP OPTIONS TLS certificate issues](#).

## QUESTION NO: 18 - (HOTSPOT)

### HOTSPOT

You need to ensure that numbers dialed from the Melbourne warehouse conform to the dialing rules of the phone earner. How should you complete the command? To answer, select the appropriate options in the answer are

## Answer Area

```
New-CsTeamsTranslationRule
New-CsTenantDialPlan
Set-CsTenantDialPlan
Grant-CsDialOutPolicy

-Identity 'Au-10Digit'
-Translation '0$1'

-Pattern
'^\+61(\d{9})$'
'^\+613(\d{9})$'
'^\+613(\d{9})$'
'^61(\d{10})$'

-Translation '0$1'
```

a. NOTE:

Each correct selection is worth one point.

## ANSWER:

### Answer Area

```
New-CsTeamsTranslationRule
New-CsTenantDialPlan
Set-CsTenantDialPlan
Grant-CsDialOutPolicy

-Identity 'Au-10Digit'
-Translation '0$1'

-Pattern
'^\+61(\d{9})$'
'^\+613(\d{9})$'
'^\+613(\d{9})$'
'^61(\d{10})$'

-Translation '0$1'
```

### Explanation:

The command should create a Teams translation rule because the task is to make dialed numbers conform to the carrier's required dialing format. In Microsoft Teams Phone, translation rules are used to manipulate phone numbers by matching a regular expression pattern and replacing it with a translated value. The cmdlet that supports this structure is **New-CsTeamsTranslationRule**, which accepts parameters such as **-Identity**, **-Pattern**, and **-Translation**. Microsoft documents this cmdlet as the way to create number translation rules for Teams Phone, including rules used with Direct Routing scenarios. See [New-CsTeamsTranslationRule](#).

For an Australian Melbourne number in E.164 format, the number starts with **+61**, followed by the national significant number. Melbourne landline numbers include the area code **3** as part of the nine digits after the country code. Since the translation value is **0\$1**, the regular expression must capture all nine digits after **+61**. That allows a number such as **+613xxxxxxx** to be translated into **03xxxxxxx**, which is the local 10-digit Australian dialing format typically expected by a carrier. The correct pattern is therefore **^\+61(\d{9})\$**. The caret and dollar sign anchor the match to the whole number, **\+61** matches the Australian country code literally, and **(\d{9})** captures the nine national digits that are reused by **\$1** in the translation. Microsoft's guidance on phone number translation and Direct Routing explains how regex patterns and translations are applied to normalize numbers before routing. See [Translate phone numbers to an alternate format](#).

## QUESTION NO: 19

You have a Microsoft Teams Phone deployment and a Survivable Branch Appliance (SBA) at a site. You add a new Teams user.

You need to ensure that the user at the site can place and receive PSTN calls in the event of an internet outage.

What should you do?

A. Add the user as a member of a call queue.

- B. Modify the online voice routing policy.
- C. Run the Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet.
- D. Run the Grant-CsTenancyDialPlan cmdlet.
- E. Run the Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet.

**ANSWER: E**

**Explanation:**

Run the Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet is correct because Teams Survivable Branch Appliance support is enabled for users by assigning a Teams Survivable Branch Appliance policy. In a Direct Routing deployment with an SBA, the appliance provides limited PSTN calling survivability when the Teams client cannot reach Microsoft 365 because of an internet outage. For a newly added user at that site to use the SBA during an outage, the user must be granted the appropriate SBA policy, typically one associated with the branch site and its SBA configuration. Microsoft documents that users must be assigned a survivable branch appliance policy for survivability, and the Teams PowerShell cmdlet used to assign that policy is Grant-CsTeamsSurvivableBranchAppliancePolicy. This cmdlet applies an existing Teams SBA policy to a specific user or group, allowing Teams Phone clients to discover and use the SBA for PSTN calling when cloud connectivity is unavailable. See Microsoft's guidance for [Direct Routing Survivable Branch Appliance](#) and the [Grant-CsTeamsSurvivableBranchAppliancePolicy](#) cmdlet reference.

**QUESTION NO: 20**

You are selecting devices for use in conference rooms. The conference rooms must support two front of room displays.

Which two types of devices meet the requirements? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams displays
- C. Microsoft Teams audio conference phones
- D. Microsoft Teams Rooms on Windows
- E. Microsoft Surface Hub 2S

**ANSWER: A D**

**Explanation:**

Microsoft Teams Rooms on Android and Microsoft Teams Rooms on Windows are correct because they are full Microsoft Teams room system platforms designed for shared conference-room spaces and can support two front-of-room displays when deployed with compatible, certified room hardware. Dual front-of-room displays are commonly used to show meeting participants on one display and shared content on the other, which is a supported meeting-room scenario for Teams Rooms devices. Microsoft's Teams devices feature comparison identifies Teams Rooms platforms as the room solutions intended for this type of conference-room deployment, including support for multiple front-of-room display configurations depending on the device model and room kit capabilities. In practice, Teams Rooms on Windows has long supported dual-display room installations, and Teams Rooms on Android also supports dual front-of-room display scenarios on certified devices that include the required display outputs and firmware support. When selecting hardware, always validate the specific certified device or room kit because display capabilities can vary by manufacturer and model. See Microsoft's [Teams devices feature comparison](#) and the [Teams Rooms devices guidance](#) for supported room device capabilities.

**QUESTION NO: 21**

You have a Microsoft Teams Phone deployment.

You are deploying Direct Routing by using a certified Session Border Controller (SBC). The FQDN of the SBC is sbc1.contoso.com. You use signaling port 5067.

You cannot place calls and receive an error message in the Microsoft Teams admin center as shown in the following exhibit.



What is a possible cause of the issue?

- A. The firewall blocks traffic on port 5067
- B. Location-Based Routing is enabled for the SBC.
- C. Calling plan licenses are not assigned to users.
- D. The SIP options are disabled.

**ANSWER: A**

**Explanation:**

The firewall blocks traffic on port 5067 is correct because Direct Routing requires Microsoft Teams SIP proxies to establish TLS-based SIP signaling with the Session Border Controller on the configured signaling port. In this scenario, the SBC is configured to use port 5067 instead of the commonly used default TLS port, so that exact port must be reachable through any firewall, NAT device, or network security appliance between Microsoft 365 and the SBC. If traffic to the SBC FQDN on port 5067 is blocked, Teams cannot complete SIP OPTIONS/TLS connectivity checks successfully, the SBC can appear unhealthy in the Teams admin center, and calls through the Direct Routing trunk can fail. Microsoft's Direct Routing planning and configuration guidance states that the SBC must be reachable from Microsoft 365 SIP signaling infrastructure on the configured port and that SIP OPTIONS are used to monitor trunk availability. See Microsoft's guidance for [planning Direct Routing](#) and [configuring Direct Routing](#).

**QUESTION NO: 22**

You need to provide Microsoft Teams users with the ability to perform PSTN calling through a Session Border Controller (SBC). Which licenses can you assign to achieve the goal?

- A. Office 365 E3 and Office 365 E5
- B. Microsoft 365 E3 and Microsoft 365 E5
- C. Microsoft 365 E5 and Office 365 E5
- D. Office 365 E3 and Microsoft 365 E3

**ANSWER: C**

**Explanation:**

Microsoft 365 E5 and Office 365 E5 is correct because PSTN calling through a Session Border Controller in Teams uses Direct Routing, and each enabled user must have Teams Phone capabilities. Teams Phone is the Microsoft cloud PBX

component that allows Teams users to place and receive PSTN calls when paired with a PSTN connectivity option such as Direct Routing. Microsoft's licensing guidance states that Teams Phone is included with Microsoft 365 E5 and Office 365 E5, so assigning either of these licenses provides the required phone system entitlement for Direct Routing. After licensing, the organization still needs to configure the SBC, voice routes, voice routing policies, and assign users appropriate phone numbers or LineURI values, but the E5 licenses satisfy the core user licensing requirement for the Teams Phone workload. For Microsoft's requirements, see [Plan Direct Routing](#) and the Teams Phone licensing information in [Microsoft Teams add-on licensing](#).

### QUESTION NO: 23

You have a Microsoft Teams Phone deployment.

You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI). You plan to migrate to Direct Routing by using the existing PSTN services.

What should you install upstream of the PBX?

- A. a physical Session Border Controller (SBC)
- B. an FXO SIP Analog Telephony Adapter (ATA)
- C. a virtual Session Border Controller (SBC)
- D. a Session Border Controller (SBC) in Azure

### ANSWER: A

#### Explanation:

a physical Session Border Controller (SBC) is correct because Teams Phone Direct Routing requires a certified SBC to connect Microsoft Phone System to a customer's telephony environment, and an existing PSTN service delivered through an E1/T1 PRI is a physical TDM circuit. In this migration scenario, the SBC must be placed so it can interface with the existing carrier PRI/PSTN service and route calls toward Teams through Direct Routing while preserving connectivity to the PBX as needed during coexistence or phased migration. Because PRI uses dedicated physical interfaces, the SBC must be a hardware appliance, or equivalent physical gateway/SBC platform, with the appropriate E1/T1 PRI ports and Direct Routing certification. Microsoft's Direct Routing guidance describes the SBC as the supported boundary component between Phone System and the customer telephony network, and Microsoft maintains a list of certified SBCs for Teams Direct Routing interoperability. See [Plan Direct Routing](#) and [Session Border Controllers certified for Direct Routing](#).

### QUESTION NO: 24

You are deploying Microsoft Teams Phone.

You have offices in the United States, the United Kingdom, Brazil, India, and China. You will use Direct Routing for all the locations.

You need to create a network topology for roaming bandwidth policies.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add the Teams client public IP addresses to the Trusted IPs list.
- B. Create a network site.
- C. From the Microsoft 365 admin center, assign a usage location.
- D. Set Preferred country or region for media traffic for the Session Border Controller (SBC).
- E. Implement dynamic emergency calling with Presence Information Data Format Location Object (PIDF-LO).

**ANSWER: A B**

**Explanation:**

To support roaming bandwidth policies in Microsoft Teams, Teams must be able to identify when a client is connected from a known corporate network location and then map that connection to the appropriate network site. Add the Teams client public IP addresses to the Trusted IPs list is correct because trusted IPs define the organization's external public IP addresses. Teams uses these trusted IPs as an initial signal that the client is on an enterprise network before applying network topology-based features. Create a network site is also correct because network sites represent physical office locations, such as sites in the United States, the United Kingdom, Brazil, India, and China. Roaming bandwidth policies are applied by associating a Teams network roaming policy with a network site, which allows Teams to control media bandwidth settings dynamically based on the user's current network location. Microsoft's guidance for Teams network topology identifies trusted IP addresses, network sites, regions, and subnets as key components used by cloud voice features, including network roaming policies. See [Manage your network topology for cloud features in Teams](#) and [Manage network roaming policies in Microsoft Teams](#).

**QUESTION NO: 25**

Your company uses configuration profiles to manage Microsoft Teams-certified IP phones. The Standard configuration profile is applied to the IP phones.

The help desk receives reports that several user phones fail to lock automatically after the timeout period.

You need to verify whether the configuration profile is applied to the problematic phones.

Solution: From Users in the Microsoft Teams admin center, you locate each affected user and review the settings on the Voice tab.

Does this meet the goal?

- A. Yes
- B. No

**ANSWER: B**

**Explanation:**

No is correct because Microsoft Teams IP phone configuration profiles are managed and verified at the Teams device level, not from the user's Voice settings. To confirm whether the Standard configuration profile is applied to a problematic phone, you should use the Microsoft Teams admin center device inventory, typically under Teams devices, such as Phones, and inspect the specific device. Teams device pages expose device-related management information, including configuration profile assignment and device actions, which is the relevant place to validate whether a Teams-certified phone has received the intended profile. The user Voice tab is intended for user voice configuration, such as phone number and calling-related settings, and it does not provide authoritative confirmation that a Teams IP phone configuration profile is assigned or applied to a physical device. Microsoft documents configuration profiles as a Teams device management feature for phones and other Teams devices in the Teams admin center. For more information, see [Microsoft Teams phones](#) and [Manage phones for Microsoft Teams](#).

**QUESTION NO: 26**

You need to implement the planned changes for the Rome office boardroom.

Which two settings should you configure for the device? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microphone for Conferencing

- B. Default Speaker
- C. Content Camera
- D. Speaker for Conferencing
- E. Default Video Camera

**ANSWER: A D**

**Explanation:**

Microphone for Conferencing and Speaker for Conferencing are correct because Teams Rooms devices use separate conferencing audio device selections for the microphone capture path and the meeting speaker output path. When implementing a planned change that affects the room's conferencing audio hardware, you must explicitly configure the microphone that Teams Rooms will use to capture participant audio and the speaker that Teams Rooms will use to play meeting audio. These settings are part of the Teams Rooms device configuration experience and are intended for selecting certified room audio peripherals used during Teams meetings. Microsoft's Teams Rooms guidance describes managing room device settings, including audio and video peripherals, from the Teams Rooms settings experience and the Teams Rooms Pro Management portal. Selecting the appropriate conferencing microphone and conferencing speaker ensures that calls and meetings in the Rome office boardroom use the intended room audio devices rather than relying on an unintended system default. For more information, see Microsoft's documentation for [managing Microsoft Teams Rooms](#) and [configuring Microsoft Teams Rooms](#).

**QUESTION NO: 27**

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.

**ANSWER: B**

**Explanation:**

The user has the incorrect voice routing policy applied is the correct answer. In a Teams Phone deployment that uses Direct Routing with Session Border Controllers, outbound PSTN calling depends on voice routing configuration. A voice routing policy assigned to a user contains PSTN usages, and those PSTN usages are associated with voice routes that define which dialed number patterns are allowed and which SBCs can be used to place those calls. If the user has a voice routing policy that does not include the appropriate PSTN usage, route, dial pattern, or SBC path for external numbers, internal calling can still work while external calling fails. This matches the symptom: the dial pad is available and internal calls can be placed, but calls to external PSTN numbers cannot be completed. Microsoft documents that voice routing policies are used to determine which voice routes are available to users for outbound calls in Teams Direct Routing. For more information, see [Manage voice routing policies in Microsoft Teams](#) and [Configure voice routing for Direct Routing](#).

**QUESTION NO: 28**

You have a Microsoft Teams Phone deployment.

You are designing a room that will be used for collaboration.

You need to select a device for the room. The device must meet the following requirements:

Support video.

Support one-touch join for meetings.

Can start new meetings from within the room.

Support HDMI ingestion of content into Teams.

Which type of device should you select? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams panels
- C. Microsoft Teams Rooms on Windows
- D. Microsoft Surface Hub 2S.
- E. Microsoft Teams displays.

**ANSWER: A C D**

**Explanation:**

Microsoft Teams Rooms on Android, Microsoft Teams Rooms on Windows, and Microsoft Surface Hub 2S are correct because they are shared-space collaboration devices that support the core room meeting experiences required here: video meetings, one-touch join for scheduled Teams meetings, the ability to initiate ad hoc meetings from the room, and wired content sharing through HDMI ingestion. Teams Rooms on Windows and Teams Rooms on Android are purpose-built room systems for Teams meetings and are listed by Microsoft as supporting these meeting-room scenarios, including HDMI ingest where supported by the certified room hardware. Surface Hub 2S is also a Teams-enabled collaboration device for meeting spaces; it includes video conferencing capabilities, calendar-based one-touch join, meeting initiation from the device, and wired video input for bringing external content into the meeting experience. Microsoft's Teams devices feature comparison is the key reference for matching device types to room capabilities: [Teams devices feature comparison](#). Microsoft also documents Surface Hub 2S hardware capabilities, including its video input capabilities, in the Surface Hub specifications: [Surface Hub 2S tech specs](#).

**QUESTION NO: 29**

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
- E. the call forwarding settings

**ANSWER: E**

**Explanation:**

The correct setting to modify is the call forwarding settings. For a temporary absence, the lowest-effort administrative approach is to configure User1's call answering rule so calls are immediately forwarded to User2's phone number or user account. In the Teams admin center, an administrator can open User1 under Users > Manage users, go to the Voice tab, and configure Call answering rules to be immediately forwarded to the appropriate destination. This directly redirects inbound calls for User1 without changing User1's assigned phone number, creating a call queue, or relying on voicemail behavior. Microsoft documents this under user call settings, where admins can configure immediate call forwarding, simultaneous ringing, and unanswered call handling for individual Teams Phone users. This is the most direct match for the requirement to redirect all calls for a two-week leave while minimizing configuration work. See Microsoft's guidance on configuring user call settings in Teams at <https://learn.microsoft.com/en-us/microsoftteams/user-call-settings> and call forwarding behavior for Teams users at <https://learn.microsoft.com/en-us/microsoftteams/call-forwarding-and-delegation>.

**QUESTION NO: 30**

You have a Microsoft Teams Phone deployment.

You deploy a new network site.

You discover that the new site is not listed in location-based reports. Other sites appear in the reports.

You need to ensure that all the sites appear in the reports.

What should you do?

- A. From Network planner in the Microsoft Teams admin center, modify an existing network plan.
- B. From Network planner in the Microsoft Teams admin center, add a new persona.
- C. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains the new network site only.
- D. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains all the network sites.
- E. From Network planner in the Microsoft Teams admin center, add a new network plan.

**ANSWER: D**

**Explanation:**

From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains all the network sites is correct. Location-based reporting in Call Quality Dashboard depends on tenant-uploaded network/building data, such as subnets, buildings, sites, and related location attributes. When you add a new site, CQD does not automatically infer that location from Teams network topology or Network planner data; it must be present in the tenant data file used by CQD reports. Microsoft's guidance for CQD tenant data upload notes that the uploaded building/network data is used to map call quality information to physical locations for reporting and analysis. Because tenant data upload represents the dataset CQD uses for these location mappings, the file should include the complete current set of locations, not just the newly added site, so existing sites remain available in reports while the new site is added. For more information, see Microsoft's documentation on [uploading tenant and building data in CQD](#) and [using Call Quality Dashboard for Microsoft Teams](#).

**QUESTION NO: 31**

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 in 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.

NOTE: Each correct selection is worth one point

- 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.

**ANSWER: B C**

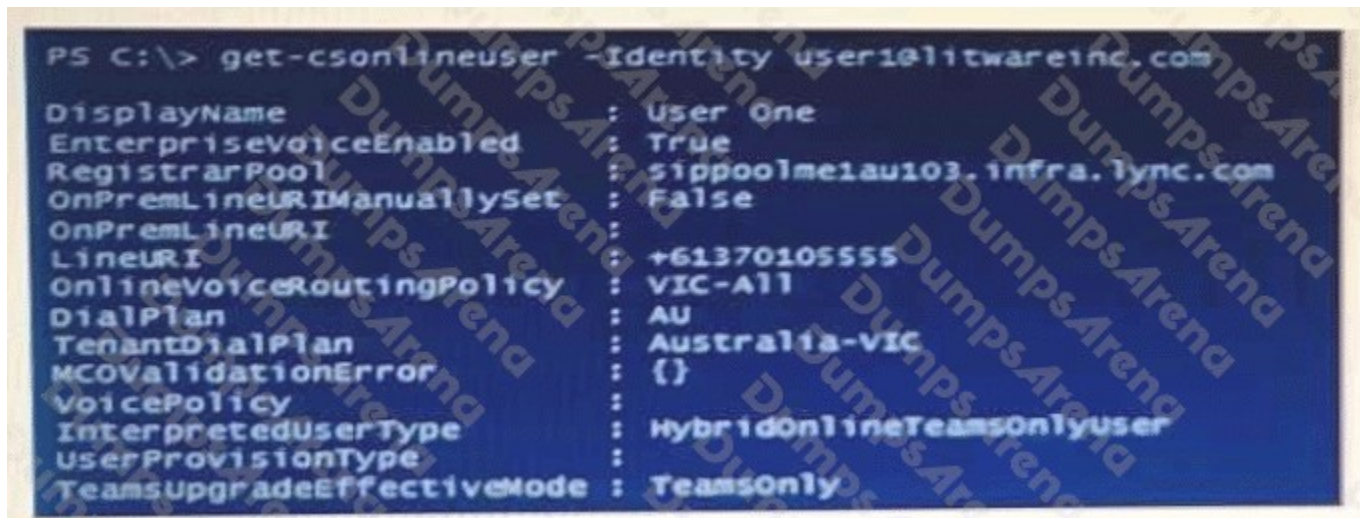
**Explanation:**

Deploy a highly available Session Border Controller (SBC) pair to each office is correct because the requirement is to make the Direct Routing design as resistant as possible to failures while still keeping calls local to each office. With a resilient SBC pair in Paris and another resilient SBC pair in London, each site can continue routing calls through its local telephony infrastructure even if an individual SBC at that site fails. This aligns with Microsoft's guidance that Direct Routing supports multiple SBCs and that voice routes can be configured to use SBCs for resilient call routing. See Microsoft's Direct Routing planning guidance at [Plan Direct Routing](#).

Configure voice routing policies for each office is also correct because users in Paris and London must have calls routed through their respective office. In Teams Phone Direct Routing, voice routing policies define which PSTN usages and voice routes are available to assigned users. By assigning office-specific voice routing policies, Paris users can be associated with routes that prefer the Paris SBCs, while London users can be associated with routes that prefer the London SBCs. Microsoft documents how voice routing policies, PSTN usages, and voice routes work together for Direct Routing at [Configure voice routing for Direct Routing](#).

**QUESTION NO: 32**

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@11twareinc.com
DisplayName           : User One
EnterpriseVoiceEnabled : True
RegistrarPool        : sippoolme1au103.infra.lync.com
OnPremLineURIManuallySet : False
OnPremLineURI        :
LineURI               : +61370105555
OnlineVoiceRoutingPolicy : VIC-All
DialPlan              : AU
TenantDialPlan        : Australia-VIC
MCOValidationErrors   : {}
VoicePolicy           :
InterpretedUserType   : HybridOnlineTeamsonlyuser
UserProvisionType     :
TeamsUpgradeEffectiveMode : Teamsonly
```

User1 reports that when an external caller attempts to call the phone number or User1, the external caller receives an error message.

User 1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point. A)

```
Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber "+61370105555"
```

B)

```
Set-CsOnlineVoiceUser user1@litwareinc.com -TelephoneNumber $null
```

C)

```
Set-CsUser user1@litwareinc.com -OnPremLineURI "tel:+61370105555"
```

D)

```
Set-CsUser user1@litwareinc.com -EnterpriseVoiceEnabled $false
```

E)

```
Grant-CsOnlineVoiceRoutingPolicy -Identity user1@litwareinc.com -PolicyName $null
```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

**ANSWER: A D**

**Explanation:**

The correct commands are the ones that assign User1 a valid Direct Routing phone number from the SBC-allocated range and configure the user so that the assigned number is used for Teams Phone calling. In a Teams Phone Direct Routing deployment, inbound call routing depends on Microsoft Teams being able to match the called number to a Teams user. The number must be assigned to the user in E.164 format, such as +61370105XXX for the stated range, and it must be associated with Direct Routing. That assignment also provides the user's LineURI/phone number, which is the normal source for the outbound caller ID when no separate caller ID policy overrides it. Microsoft's current guidance is to use phone number assignment cmdlets such as [Set-CsPhoneNumberAssignment](#) for Teams Phone number assignment, while older Direct Routing configurations commonly used voice user settings such as [Set-CsOnlineVoiceUser](#). Once the user has the correct Direct Routing number from the allocated range and the Teams Phone voice configuration is aligned with that number, external callers can be routed to the user and outbound calls can present the expected caller ID.

**QUESTION NO: 33 - (DRAG DROP)**

**DRAG DROP**

Your company has an on-premises deployment of Microsoft Skype for Business Server 2015 with CU8 that is configured for hybrid connectivity

You are migrating to Microsoft Teams Phone. A Direct Routing trunk is used for PSTN connectivity. The company requires that phone number assortments be performed in Active Directory.

You plan to create a call queue that will service users both on-premises and in the cloud.

You need to create and assign a resource account for the call queue. The call queue must be able to teach users regardless of which platform they are on.

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.

**Actions**

- From Microsoft Teams PowerShell, run the `Set-CsOnlineApplicationInstance` cmdlet and assign a phone number to the resource account.
- From the Skype for Business Server Management Shell, run the `New-CsHybridApplicationEndpoint` cmdlet and specify the `-LineURI` parameter.
- From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**.
- From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account.
- From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User.
- Assign the resource account to the call queue during the call queue setup.

**Answer Area**

### ANSWER:

**Actions**

- From Microsoft Teams PowerShell, run the `Set-CsOnlineApplicationInstance` cmdlet and assign a phone number to the resource account.
- From the Skype for Business Server Management Shell, run the `New-CsHybridApplicationEndpoint` cmdlet and specify the `-LineURI` parameter.
- From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**.
- From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account.
- From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User.
- Assign the resource account to the call queue during the call queue setup.

**Answer Area**

- From the Skype for Business Server Management Shell, run the `New-CsHybridApplicationEndpoint` cmdlet and specify the `-LineURI` parameter.
- From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User.
- Assign the resource account to the call queue during the call queue setup.

### Explanation:

In this hybrid Skype for Business Server and Teams Phone scenario, the resource account needs to be created in a way that supports the on-premises directory-based phone number assignment requirement. The correct first step is to use the Skype for Business Server Management Shell and run **New-CsHybridApplicationEndpoint** with the **-LineURI** parameter. That creates the hybrid application endpoint/resource account object for the cloud call queue while assigning the telephone number from the on-premises Active Directory side, which matches the company's requirement. Microsoft documents this cmdlet for creating hybrid application endpoints used by Teams auto attendants and call queues in Skype for Business hybrid deployments: [New-CsHybridApplicationEndpoint](#).

After the account exists and synchronizes, the resource account that will use a PSTN phone number must be licensed. In the older naming used by many exam items, this is the **Microsoft 365 Phone System - Virtual User** license; Microsoft now refers to this as the Teams Phone Resource Account license. This license is required for resource accounts that need phone numbers for auto attendants or call queues, as described in Microsoft's resource account guidance: [Manage resource accounts in Microsoft Teams](#).

Once the hybrid resource account has been created with its LineURI and licensed, it can be attached to the call queue during call queue configuration. Assigning it at that point lets the call queue receive calls through the resource account and route calls appropriately for users in both Teams and the Skype for Business hybrid environment. Microsoft's call queue setup documentation also shows that resource accounts are associated with call queues as part of the call queue configuration process: [Create a call queue in Microsoft Teams](#).

### QUESTION NO: 34

You have a Microsoft Teams Phone deployment that uses Direct Routing.

You plan to use Microsoft Power BI to analyze Call Quality Dashboard (CQD) data for the deployment.

You download the Power BI query templates for CQD from the Microsoft Download Center.

You need to use Power BI Desktop to review reports about PSTN calls that go through Direct Routing.

What should you do first?

- A. From Microsoft Call Quality Dashboard download the current Tenant Data Upload file
- B. Publish the template to the Power BI service.
- C. Install the Power BI Connector for CQD.
- D. Install the Microsoft Power Platform connector.

**ANSWER: C**

**Explanation:**

Install the Power BI Connector for CQD is correct because the downloaded CQD Power BI query templates rely on the dedicated Microsoft Call Quality connector before Power BI Desktop can open and refresh those template reports against CQD data. Microsoft's guidance for CQD Power BI query templates states that, before using the PBIT files, you must install the Power BI Connector for Microsoft CQD by copying the included MicrosoftCallQuality.pqx custom connector file into the appropriate Power BI Desktop custom connectors folder. After the connector is installed, Power BI Desktop can use it as a data source to authenticate to the tenant's Call Quality Dashboard and retrieve the relevant Teams call quality data, including information needed for Direct Routing and PSTN call analysis. This connector installation is therefore the prerequisite first step after downloading the templates and before attempting to use, publish, or refresh the reports. See Microsoft's documentation for [CQD Power BI query templates](#) and the related [Call Quality Dashboard guidance](#).

**QUESTION NO: 35**

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 are optimizing a network to better support voice and collaboration workloads in Microsoft Teams.

When the users are at a specific corporate site, you need to prevent the users from adding video during calls.

Solution: You run New-CsTeamsMeetingPolicy and set the -IPVideoMode parameter to DISABLED. Does this meet the goal?

- A. Yes
- B. No

**ANSWER: B**

**Explanation:**

No is correct because the requirement is tied to users being at a specific corporate site, which requires a location-based Teams policy behavior rather than only a general meeting policy configuration. Microsoft Teams supports this scenario by using a Teams network roaming policy, created with New-CsTeamsNetworkRoamingPolicy, where AllowIPVideo can be set to false. That policy is then associated with a tenant network site, so the setting is applied dynamically when the Teams client is connected from that defined network location. This is the intended mechanism for changing video and bandwidth behavior based on the user's current network site.

A Teams network roaming policy can override supported Teams meeting policy settings, including AllowIPVideo and MediaBitRateKb, for clients connected to the assigned network site. This allows administrators to prevent IP video only when users are at the specified corporate site while allowing other policy behavior elsewhere. Microsoft documents the New-

CsTeamsNetworkRoamingPolicy cmdlet and its AllowIPVideo parameter in the Teams PowerShell reference: [New-CsTeamsNetworkRoamingPolicy](#). Microsoft also documents assigning roaming policy settings to tenant network sites through network site configuration: [Set-CsTenantNetworkSite](#).