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Collaboration Communications Systems Engineer

Microsoft MS-721

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Topic Break Down

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QUESTION NO: 1

You have a Microsoft Teams Phone deployment.

You need to provide two users with the ability to share a single phone number for inbound and outbound calling.

What are two ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. call queues

B. call forwarding

C. group call pickup

D. call delegation

E. call park

ANSWER: A D

Explanation:

call queues can provide a shared inbound service number by associating a resource account and assigned telephone number with the queue, then adding the two users as call agents. Calls placed to that number are routed to the queue and offered to the configured agents. For outbound scenarios, a caller ID policy can assign the call queue resource account as the caller ID for the users, allowing calls placed by those users to present the shared service number. This makes call queues appropriate where the number represents a team, department, or service function rather than one particular person.

call delegation provides a shared-line arrangement centered on a user's number. A user can designate the other user as a delegate, enabling the delegate to answer calls to the delegator and to place calls on the delegator's behalf. Teams supports delegates using the delegator's line identity for outbound calling, while both parties can manage calls associated with that number. This is appropriate when the shared number belongs primarily to one person, such as an executive and assistant relationship. Microsoft's guidance for queue configuration and caller ID is available in Create a call queue, and delegation behavior is documented in Shared line appearance in Microsoft Teams.

QUESTION NO: 2

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:

Analog intercoms are not native Teams endpoints, so they require an analog-to-SIP connection and a supported route from that SIP environment to Teams Phone. Enabling Direct Routing to a Teams-certified SBC provides that route. The SBC is the supported integration boundary between Teams Phone and customer-managed telephony equipment; it terminates and routes SIP traffic while maintaining the required connectivity to Microsoft Teams.

Registering the ATAs with a Teams-certified SBC connects each analog intercom to the voice infrastructure. An analog telephone adapter converts the intercom's analog signaling to SIP, and the SBC can then apply the required dial plan and call routing before sending calls to or from Teams through Direct Routing. This architecture lets analog intercom endpoints participate in Teams-based calling without attempting to register the analog hardware as a Teams client.

Microsoft describes using an ATA or analog gateway connected through a certified SBC for analog devices, including intercoms and paging equipment, with Direct Routing providing Teams Phone connectivity. Review the configuration model in Configure analog devices for Teams Phone with Direct Routing and the SBC and connectivity requirements in Plan Direct Routing.

QUESTION NO: 3

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 SB

D. Create a configuration profile for IP phones.

E. Enable Direct Routing to a Teams-certified SB

ANSWER: C E

Explanation:

Analog intercoms require an analog telephony adapter (ATA) because they use analog signaling and cannot register as native Teams devices. Registering the ATAs with a Teams-certified Session Border Controller (SBC) establishes the local SIP connection that lets the ATA translate signaling between the analog intercom and the voice infrastructure. The ATA is the device that provides the physical analog interface required by the intercom.

Enabling Direct Routing to a Teams-certified SBC connects that SBC to Teams Phone. Direct Routing is the supported Teams Phone architecture for connecting customer-managed telephony equipment, including analog-device deployments that use an ATA, to Teams. The certified SBC provides the secure, supported SIP integration point and can route calls between Teams users and the analog intercom endpoints. Together, the ATA-to-SBC registration and the Direct Routing connection create the necessary call path from the analog device into Teams Phone. Microsoft documents the supported architecture and configuration considerations for analog devices in its Direct Routing analog devices guidance. For the Teams-to-SBC connectivity model and planning requirements, see Plan Direct Routing.

QUESTION NO: 4

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.

Your company uses Microsoft Teams Calling Plans.

The company acquires a small development team. Currently, users on the team have their own direct inward dial (DID) numbers that have PSTN capabilities.

You migrate the users to Teams.

You need to ensure that the users have phone numbers.

Solution: From the Microsoft Teams admin center, you place a new order for service numbers. Does this meet the goal?

A. Yes

B. No

ANSWER: B

Explanation:

No is correct because service numbers cannot be assigned as the personal PSTN telephone numbers required by individual Teams users. In Teams Calling Plans, each user who needs to make and receive PSTN calls requires a user (subscriber) phone number assigned to their Teams account, in addition to the appropriate licensing. User numbers are designed for direct assignment to people and include the DID capability needed for personal calling.

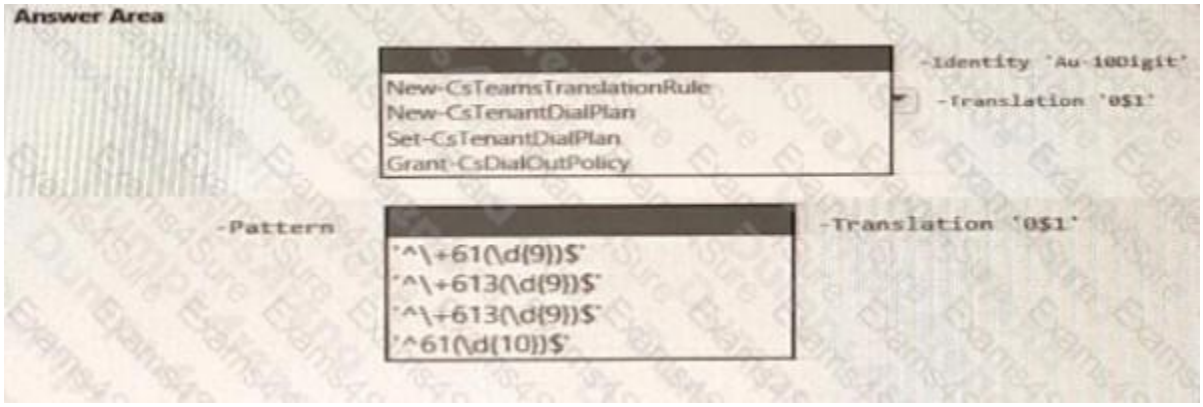
Service numbers have a different purpose. They are intended for shared organizational endpoints that can receive high call volumes, such as Auto Attendants, Call Queues, and Audio Conferencing bridges. Ordering service numbers therefore does not provide the acquired developers with individual, assignable phone numbers. To meet the requirement, the organization should obtain new user numbers or port the team's existing DID numbers to Microsoft's Calling Plan service, then assign those user numbers to the respective Teams users.

Microsoft documents the distinction between user and service numbers and their supported assignments in Different kinds of phone numbers used for Calling Plans. The process for acquiring and assigning appropriate numbers is covered in Get phone numbers for your users.

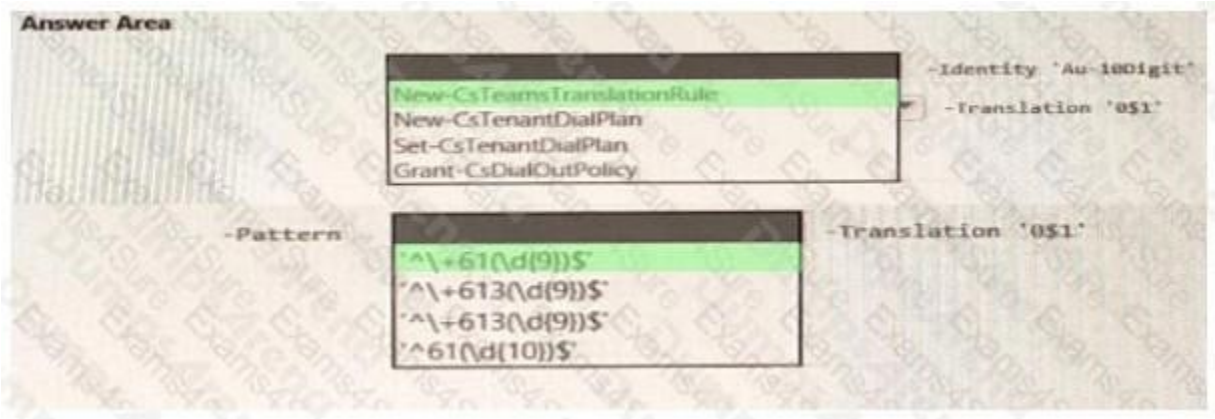
QUESTION NO: 5 - (HOTSPOT)

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 area. NOTE: Each correct selection is worth one point.



ANSWER:



Explanation:

The correct command uses **New-CsTeamsTranslationRule** because the requirement is to create a Teams Direct Routing translation rule that changes the dialed-number format before the number is sent toward the phone carrier. Translation rules are applied by Teams to transform calling or called numbers when the SBC or carrier requires a format other than the normalized E.164 representation used in Teams.

The pattern **'^\+61(\d{9})$'** is appropriate for the stated Australian number format. The caret and dollar-sign anchors ensure that the entire dialed value is evaluated. The escaped plus sign matches the literal E.164 prefix, **+61**, and **(\d{9})** captures the remaining nine digits of the national significant number. For a Melbourne number, this supports a normalized value such as **+61391234567**.

The replacement value **'0$1'** produces the carrier-facing domestic dialing format. It inserts the Australian trunk prefix **0** and then appends the digits captured by the first capture group. Consequently, **+61391234567** is translated to **0391234567**. That result conforms to the expected Australian national format for a Melbourne landline while preserving the underlying subscriber and area digits.

Microsoft documents that Teams translation rules use regular-expression patterns and translation values to manipulate telephone numbers for Direct Routing. The cmdlet creates the reusable rule, while the pattern and replacement define precisely how the E.164 number is converted for the carrier connection. See the Microsoft reference for New-CsTeamsTranslationRule and the Direct Routing guidance on translating phone numbers.

QUESTION NO: 6

You have a Microsoft 365 tenant that has Modern authentication enabled for an services Multi-factor authentication (MFA) is enforced for all users.

You are deploying Microsoft Teams Rooms.

The first time you attempt to sign in to a Teams Rooms, you receive an error message indicating that the device cannot sign in to Teams.

You verify that Modern authentication is enabled in Teams Rooms.

What prevents you from signing in?

A. The Microsoft Authenticates app is not configured for the Teams Rooms account-

B. The Teams Rooms account is not licensed for Microsoft intune.

C. Teams Rooms must be domain joined first.

D. MFA is unsupported in Teams Rooms.

ANSWER: D

Explanation:

MFA is unsupported in Teams Rooms. Teams Rooms devices sign in by using a dedicated resource account, which is intended to provide a persistent, unattended sign-in experience for the room. Although Teams Rooms supports modern authentication, modern authentication does not eliminate the need for an interactive second-factor challenge when an MFA policy applies. A Teams Rooms device cannot complete that interactive MFA prompt during its normal room-account sign-in flow. Therefore, enforcing MFA for every user, including the Teams Rooms resource account, prevents the initial sign-in and results in the device being unable to connect to Teams.

For a supported deployment, the room resource account must be excluded from policies that require interactive MFA, while the organization should protect that account with appropriately scoped Conditional Access controls and strong account-management practices. Microsoft's Teams Rooms authentication guidance specifically identifies the resource-account sign-in requirements and notes the MFA limitation. See Microsoft Teams Rooms authentication and Deploy Microsoft Teams Rooms.

QUESTION NO: 7 - (DRAG DROP)

DRAG DROP

You need to implement the planned change for the Intelligent Speaker in the Rome office.

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.



ANSWER:



Explanation:

Intelligent Speaker speaker attribution is implemented through a clear prerequisite sequence. First, configure and assign a meeting policy. Teams meeting policies control whether users can use transcription in meetings, and transcription must be permitted before Intelligent Speaker can produce attributed transcript content. Applying the policy before the meeting ensures that the users participating in the Rome office scenario are enabled for the required meeting capability.

Next, instruct the user to configure a digital voice profile. A digital voice profile is the enrollment data that enables Teams to recognize an in-room participant's voice when an Intelligent Speaker is used with Teams Rooms. This profile allows the service to associate spoken content with the appropriate participant in the meeting transcript. Microsoft documents the enrollment and use of voice profiles for Teams Rooms voice recognition in its Voice recognition for Microsoft Teams Rooms guidance.

Finally, join a Teams meeting and start a transcription. The Intelligent Speaker's recognition results are made available in the transcript, so transcription needs to be active during the live meeting for speakers to be identified and their spoken contributions labeled. This operational step comes after policy configuration and voice-profile enrollment because those prerequisites must already be available when the meeting begins. Microsoft's Configure transcription and captions for Teams meetings documentation confirms that transcription is governed by meeting policy and is initiated from the meeting

experience. The displayed ordering correctly follows this administrative setup, user enrollment, and live-meeting activation workflow.

QUESTION NO: 8

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-CsTenantDialPlan cmdlet.

ANSWER: C

Explanation:

Run the `Grant-CsTeamsSurvivableBranchAppliancePolicy` cmdlet. An SBA provides local PSTN calling continuity for Teams users when the branch site loses connectivity to the Microsoft 365 cloud. However, the user must be explicitly associated with the Teams Survivable Branch Appliance policy for the SBA at that site. Granting this policy identifies the SBA that can serve the user during a WAN or internet outage, allowing the user to register through the local SBA and place and receive supported PSTN calls while cloud connectivity is unavailable. The policy assignment is performed per user, so it is an essential configuration step when a new user is added at a location that relies on an SBA for survivability. Use the cmdlet with the user identity and the appropriate SBA policy identity, after confirming that the user has the necessary Teams Phone and PSTN connectivity configuration for normal operation. Microsoft documents the required user policy assignment and the supported survivability behavior in its SBA guidance. See Survivable Branch Appliance for Direct Routing and the Grant-CsTeamsSurvivableBranchAppliancePolicy cmdlet reference.

QUESTION NO: 9

You have a Teams Phone deployment.

You have a Survivable Branch Appliance (SBA) that has local PSTN connectivity. The SBA is deployed to a remote site. Which two features require internet connectivity to function? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. emergency calling

B. Teams-certified phones

C. media bypass

D. call queues

E. call forwarding

ANSWER: D E

Explanation:

call queues and **call forwarding** require internet connectivity because they depend on Teams Phone services hosted in Microsoft 365. A Survivable Branch Appliance provides a local fallback registration and call-control path when a remote site

loses its connection to Microsoft 365. Its purpose is to preserve basic inbound and outbound PSTN calling through the local SBC and PSTN connection for users at that site during the outage.

Call queues are cloud-managed call-routing applications. Their queue membership, presence-aware routing, attendant selection, overflow handling, and agent state are processed by the Teams service, so the SBA cannot provide that service independently while disconnected. Similarly, call forwarding is a Teams calling policy and user configuration processed through the cloud calling service. The forwarding destination and routing behavior therefore cannot be evaluated as a cloud feature when the site has no internet connection.

Microsoft documents that SBA resiliency is intended for PSTN calling during a WAN outage and that cloud-dependent calling capabilities, including call forwarding and call queues, are unavailable until connectivity to Microsoft 365 is restored. See Survivable Branch Appliance and Plan Direct Routing.

QUESTION NO: 10

You have a Microsoft Teams Phone deployment that uses Teams Calling Plans. Direct Routing, and Operator Connect services. You need to enable PSTN services for 100 new users. The solution must minimize administrative effort.

Which cmdlet should you run?

A. Set-CsOnlineVoiceUser

B. Set-CsUscr

C. Set-CsIPPhonePolicy

D. Set-CsPhoneNumberAssignment

ANSWER: D

Explanation:

`Set-CsPhoneNumberAssignment` is the appropriate cmdlet because it is the Teams PowerShell command used to assign, change, or remove a Teams phone number for a user. PSTN enablement requires assigning each licensed user a phone number associated with the applicable connectivity model. The cmdlet supports the required phone-number types: `CallingPlan`, `DirectRouting`, and `OperatorConnect`. This makes it suitable for an environment that uses all three PSTN connection options.

For 100 users, administrative effort is minimized by using a PowerShell script that reads identities, phone numbers, and number types from a CSV file, then runs `Set-CsPhoneNumberAssignment` for each record. This provides a consistent, automatable bulk process while retaining the information needed to assign the correct number and PSTN service to every user. Users must also have the appropriate Teams Phone licensing before they can place and receive PSTN calls. Microsoft documents the cmdlet and its supported number types in Set-CsPhoneNumberAssignment and provides the related operational guidance in Assign, change, or remove a phone number for a user.

QUESTION NO: 11

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 connectivity through a certified Session Border Controller uses Teams Direct Routing. To make and receive PSTN calls with Direct Routing, each enabled user needs a Teams Phone license (formerly called Phone System), in addition to a Teams license. Teams Phone provides the cloud PBX capability that supports call control and PSTN calling features, while the SBC supplies the connection between Microsoft Teams and the organization's PSTN carrier or telephony infrastructure. Microsoft 365 E5 and Office 365 E5 include Teams Phone for eligible users, so either suite provides the required calling entitlement without assigning a separate Teams Phone add-on. The organization must still configure Direct Routing, including the SBC and voice routing policies, before users can place PSTN calls. Microsoft documents the user licensing requirement for Direct Routing in its planning guidance and lists Teams Phone as included with the E5 enterprise suites in its licensing guidance. See Plan Direct Routing and Microsoft Teams add-on licensing.

QUESTION NO: 12

You have a hybrid deployment of Microsoft Teams and Skype for Business Server.

You are migrating a user who requires Microsoft Teams Phone features and PSTN calling through Direct Routing.

You need to ensure that Teams provides the user's calling experience after the migration.

Which coexistence mode should you assign to the user?

A. TeamsOnly

B. Islands

C. Skype for Business with Teams collaboration

D. Skype for Business with Teams collaboration and meetings

ANSWER: A

Explanation:

TeamsOnly is the appropriate coexistence mode. In TeamsOnly mode, Teams becomes the user's primary client for chat, calling, meetings, and presence. This mode is required for users to receive the full Teams Phone calling experience, including PSTN calling through Direct Routing.

Other coexistence modes preserve elements of the Skype for Business experience and are intended for staged migrations or interoperability scenarios. They do not provide the same complete Teams calling experience as TeamsOnly mode. For more information, see Microsoft Teams and Skype for Business coexistence and interoperability.

QUESTION NO: 13

QUESTION NO: {QUESTION_NO}{QUESTIONTOPIC}

A. You are enabling users for Direct Routing.

B. You already assigned licenses to the users.

C. You need to complete the user setup.

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

E. NOTE: Each correct selection is worth one point.

Answer: AE

Explanation:

Reference:

https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users

https://docs.microsoft.com/en-us/microsoftteams/direct-routing-voice-routing

A. You are enabling users for Direct Routing.

B. You already assigned licenses to the users.

C. You need to complete the user setup.

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

E. NOTE: Each correct selection is worth one point.

F. Set-CsPhoneNumberAssignment

G. Grant-CsOnlineVoiceRoutingPolicy

ANSWER: F G

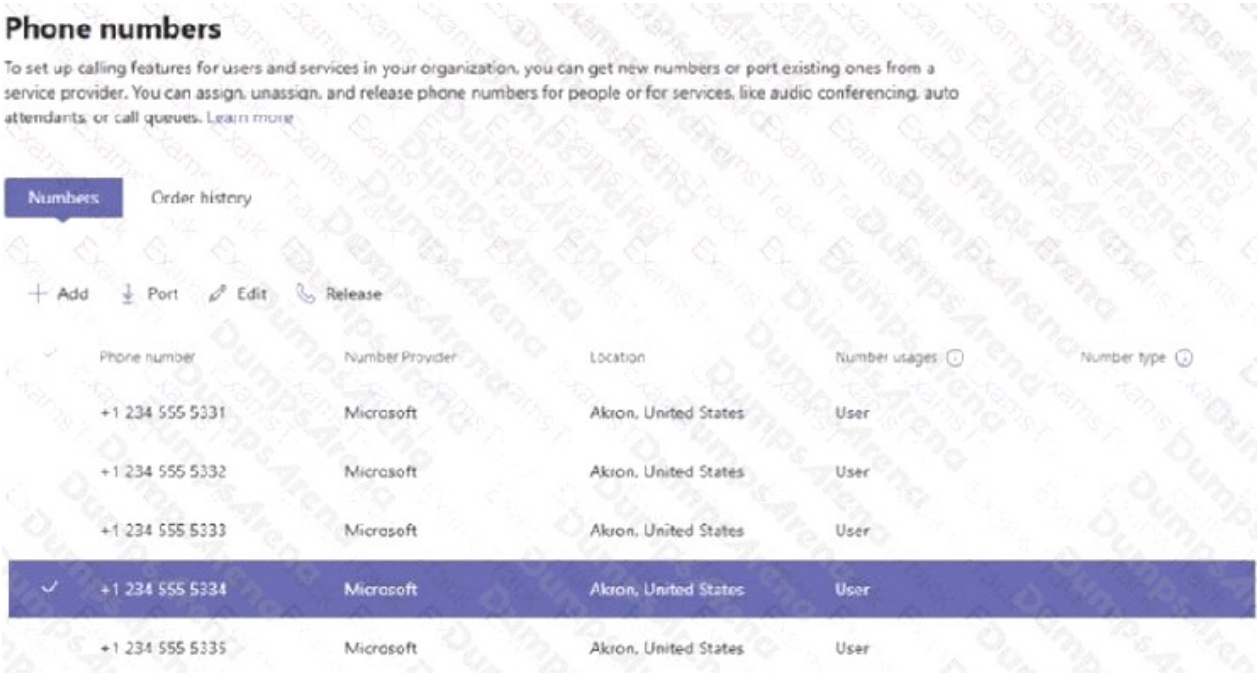
Explanation:

For a licensed user to place and receive PSTN calls through Teams Direct Routing, the account needs both a Direct Routing phone-number assignment and a voice-routing policy assignment. **Set-CsPhoneNumberAssignment** assigns the user's telephone number with the `DirectRouting` phone-number type. This establishes the user's PSTN number in Teams and associates it with the organization's Direct Routing configuration. The cmdlet can be used with parameters such as `-Identity`, `-PhoneNumber`, and `-PhoneNumberType DirectRouting` when configuring the user.

Grant-CsOnlineVoiceRoutingPolicy assigns the applicable online voice routing policy to that user. The policy supplies the PSTN usages that are evaluated for outbound calls; those usages connect to the configured voice routes and Session Border Controllers. Assigning the policy is therefore the user-level step that enables Teams to select the organization's intended Direct Routing path for outbound PSTN dialing. Together, phone-number assignment and voice-routing-policy assignment complete the core Teams PowerShell configuration required after licensing. Microsoft documents these user enablement steps in Enable users for Direct Routing and describes the policy, PSTN usage, voice route, and SBC relationship in Configure voice routing for Direct Routing.

QUESTION NO: 14

Exhibit



You are deploying Microsoft Teams Calling Plans.

You port all phone numbers to Microsoft Teams Phone as shown in the exhibit (Click the Exhibit tab.)

You need to assign. The number -1-234-555-5334 to an auto attendant.

What should you do first?

A. Get an auto attendant toll number.

B. Assign the number to the resource account of the auto attendant.

C. Open a Microsoft support case to initiate an inventory type change.

D. Create a port order for a user number.

ANSWER: C

Explanation:

Open a Microsoft support case to initiate an inventory type change. The exhibit identifies -1-234-555-5334 as a user (subscriber) number, while an auto attendant is a service application that must be assigned a service number through its resource account. Before the number can be associated with the auto attendant's resource account, its inventory classification must therefore be changed from user to service. Microsoft documents that number type changes for Calling Plan and Operator Connect numbers require a support request; the number must be unassigned before the change can be processed. After Microsoft changes the inventory type, the organization can assign the number to the resource account associated with the auto attendant in the Teams admin center. This preserves the existing ported number while making it eligible for use by the service application. See Manage phone numbers for your organization and Create a Microsoft Teams auto attendant.

QUESTION NO: 15

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. NOTE: Each correct selection is worth one point.

A. Set-CsOnlineVoiceUser

B. Grant-CsOnlineVoiceRoutingPolicy

C. Set-CsUser

D. Grant-CsVoicePolicy

E. Set-CsUSerPstnSettings

ANSWER: B C

Explanation:

For the classic Teams Direct Routing user-enablement workflow, **Set-CsUser** is used to configure the user as Enterprise Voice enabled. Enterprise Voice must be enabled before the user can use PSTN calling through the organization's Direct Routing deployment. Depending on the organization's configuration and migration state, this user configuration can also include the user's on-premises line URI and hosted voicemail settings. This establishes the voice-enabled user state required for Direct Routing.

Grant-CsOnlineVoiceRoutingPolicy assigns the Online Voice Routing Policy to that user. The policy links the user to the PSTN usages that determine the voice routes and Session Border Controllers available for outbound calls. Consequently, it is the user-level policy assignment that allows Teams to select the organization's configured Direct Routing path when the user makes a PSTN call. Licensing provides entitlement to Teams Phone capabilities, while Enterprise Voice configuration and the Online Voice Routing Policy complete the Direct Routing-specific user configuration. Microsoft documents the user configuration parameters in Set-CsUser and documents policy assignment in Grant-CsOnlineVoiceRoutingPolicy.

QUESTION NO: 16

You have a Microsoft Teams Phone deployment.

You have Teams devices located in meeting rooms and public areas. You need to turn on Device lock for the devices.

What should you configure?

A. a calling policy

B. a setup policy

C. a Teams policy

D. a configuration profile

ANSWER: D

Explanation:

A configuration profile is the appropriate configuration to use because Device lock is a setting applied to the Teams device itself. In the Teams admin center, configuration profiles provide a centralized method for defining device settings and assigning those settings to selected Teams-certified devices. This allows an administrator to create a consistent security configuration for phones or shared devices deployed in meeting rooms and public spaces, rather than configuring each device individually.

Device lock helps protect a device that is unattended in a shared location by requiring the device to be unlocked before it can be used again. An administrator can configure the applicable lock behavior in a profile and assign that profile to the relevant device inventory. Configuration profiles are intended for settings that control the operational behavior of Teams devices, including Teams phones and shared-area devices, and support applying common settings at scale.

Microsoft describes device management and the use of configuration profiles through the Teams admin center in its Manage Teams devices guidance. Additional device-specific administration information is available in the Microsoft Teams phones documentation.

QUESTION NO: 17

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 SBC for media bypass.

E. Configure the SBC for call forking.

F. Enable ForwardPAI on the online voice gateway.

ANSWER: A B D

Explanation:

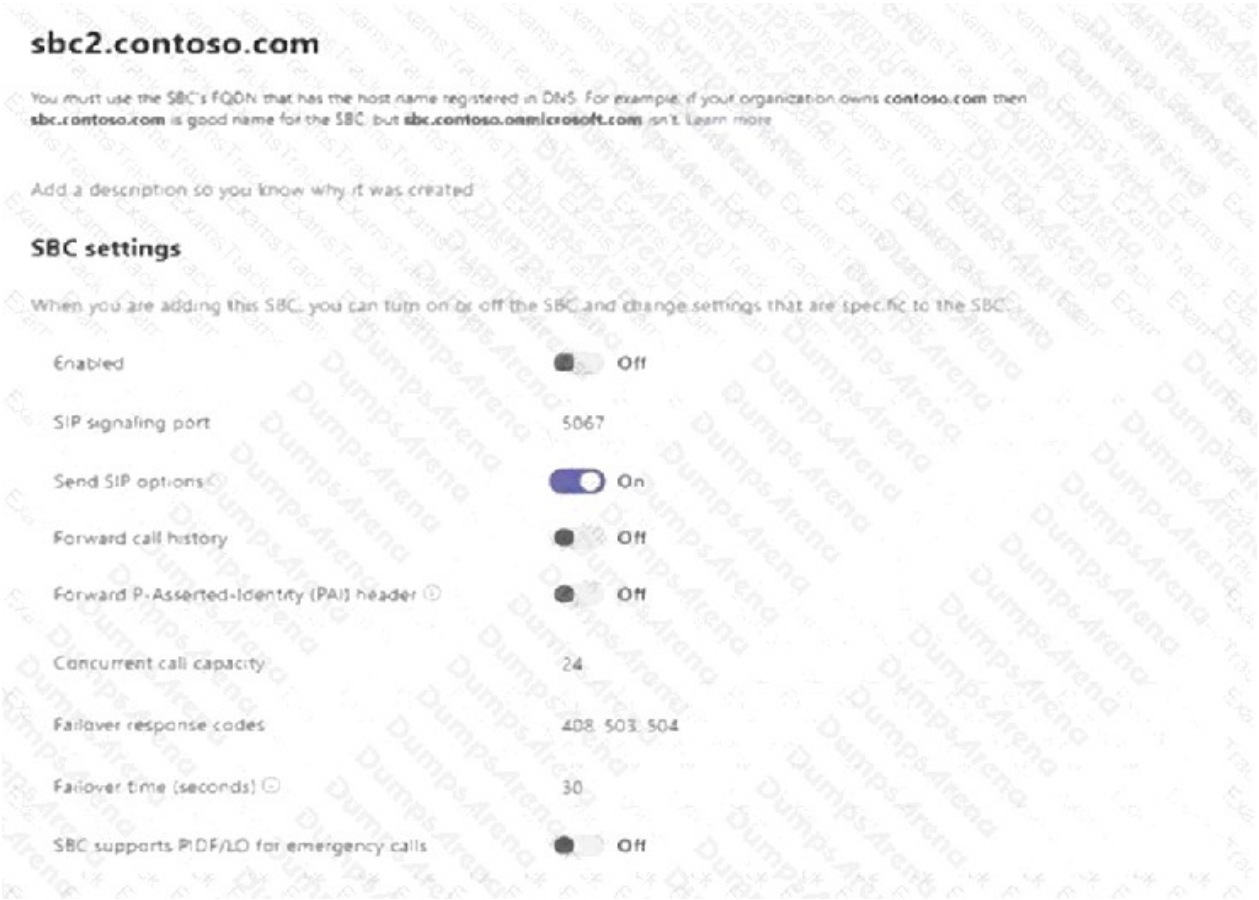
To prepare a Teams Survivable Branch Appliance (SBA), register an application in Azure Active Directory (Azure AD), run the `New-CsTeamsSurvivableBranchAppliance` cmdlet, and configure the SBC for media bypass. An SBA needs a Microsoft Entra ID application identity as part of its connection and authentication configuration with the Microsoft 365 tenant. The appliance must also be represented in the Teams tenant. The `New-CsTeamsSurvivableBranchAppliance` PowerShell cmdlet creates that SBA configuration, including the appliance fully qualified domain name and its association with the appropriate Teams site configuration. This allows Teams to recognize the appliance as a survivability component for the branch location.

Media bypass is required in the SBA design because the SBA provides local call-control survivability during an outage of connectivity to Microsoft 365, but it does not process or relay call media. Configuring the Session Border Controller (SBC) for media bypass enables supported local media flows between Teams clients and the SBC while the SBA maintains local signaling functionality. Together, the Entra application registration, SBA tenant object, and SBC media-bypass configuration establish the required identity, control-plane, and local media elements for branch-site survivability. See Microsoft's Survivable Branch Appliance guidance and Direct Routing media bypass planning guidance.

QUESTION NO: 18 - (SIMULATION)

You have a Teams Phone deployment that contains a Session Border Controller (SBC) named SBC1.

You deploy a second SBC named SBC2 that is configured as shown in the following exhibit.



You discover that SBC2 fails to receive SIP Options packets from Microsoft SIP gateways and you notice that calls take a long time to connect.

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

NOTE: Each correct selection is worth one point.

Answer Area

SIP options are NOT received because **[answer choice]**

- SBC2 is disabled
- PIDF/LO is disabled
- SBC2 does NOT support PAI
- a failover response code of 200 must be set

Calls take a long time to connect because **[answer choice]**

- PIDF/LO is disabled
- the calls fail over to SBC1
- SBC2 does NOT support PAI
- a failover response code of 200 must be set

ANSWER: See the explanation for the answer

Explanation:

Selections:

In the SBC2 configuration, the **Enabled** toggle is set to **Off**. Microsoft SIP gateways therefore do not send SIP OPTIONS to SBC2. Calls that would use SBC2 must be routed/fail over to SBC1, which adds connection delay.

QUESTION NO: 19 - (HOTSPOT)

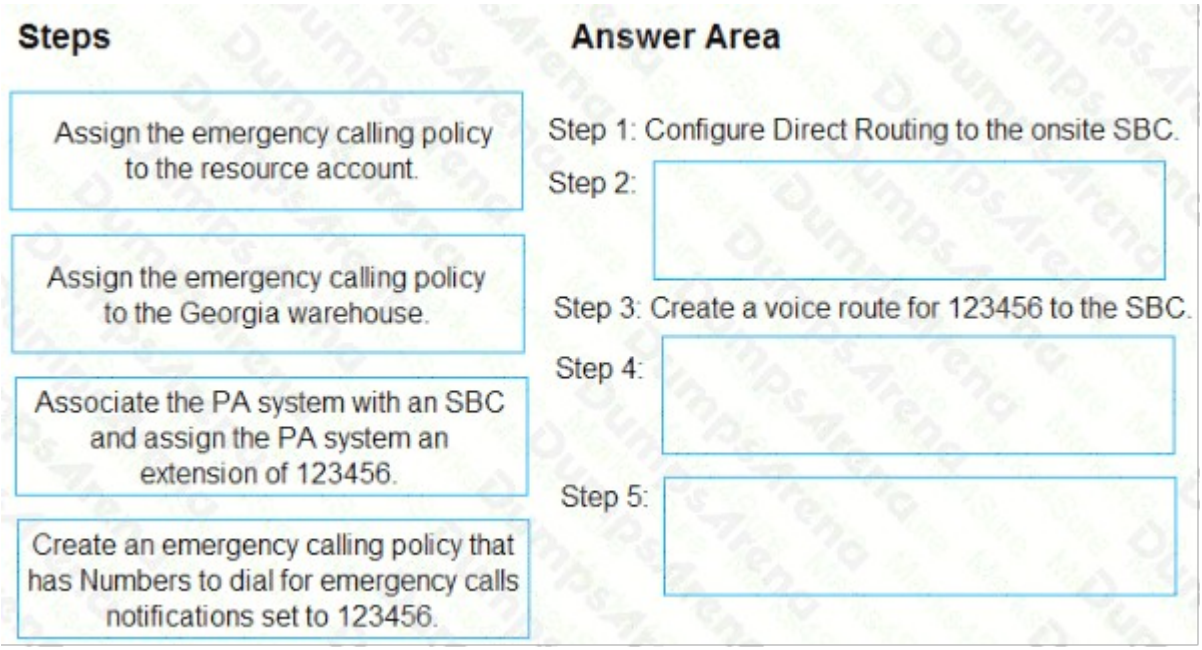
HOTSPOT

You are replacing the on-site PBX at the Georgia warehouse with Teams.

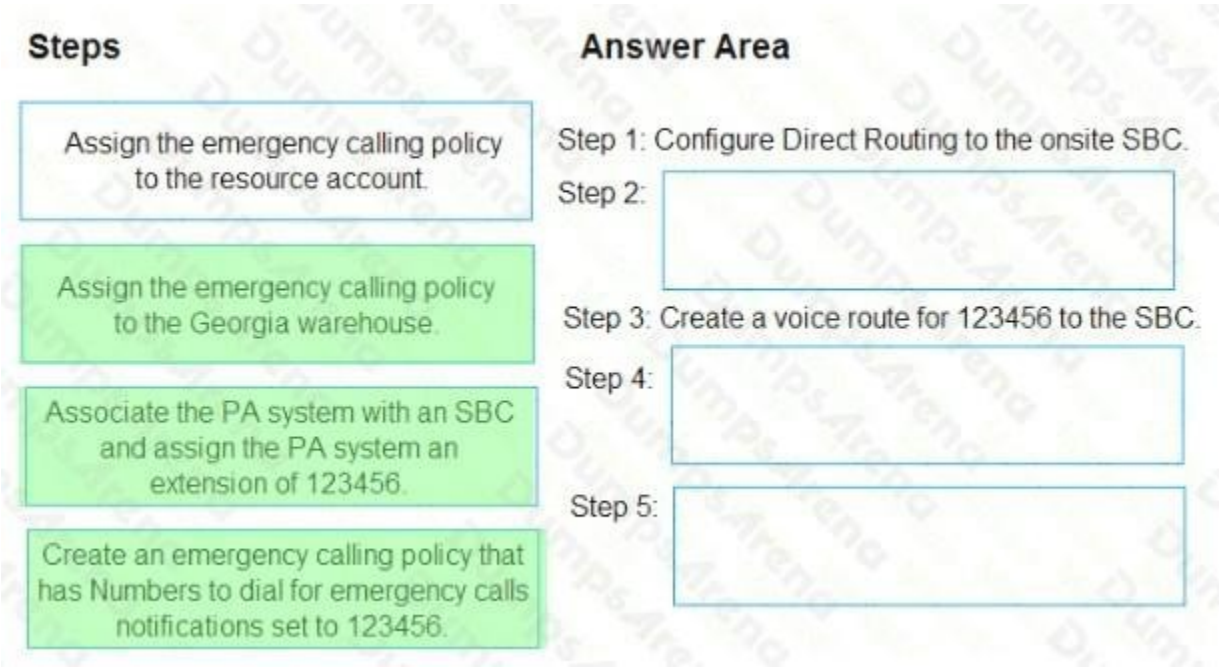
You need to maintain the functionality of the PBX after migrating to Teams.

Which sequence of steps should you perform? To answer, drag the appropriate steps to the correct locations. Each step 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.



ANSWER:



Explanation:

Direct Routing must be configured first because it provides the Teams calling connection to the onsite Session Border Controller. The SBC is the point at which Teams can route calls to the surviving onsite telephony infrastructure, including a

paging or public-address endpoint. With that connection available, the PA system can be associated with the SBC and given extension 123456. This makes the PA destination addressable through the onsite telephony path.

Next, a voice route for 123456 must send calls through the SBC. In Teams Direct Routing, voice-routing configuration determines which dialed numbers are routed to the connected SBC. Configuring the route for the PA extension ensures that a Teams call placed to the notification number can reach the onsite PA system. Microsoft describes the Direct Routing architecture and call-routing model in its Teams Direct Routing documentation.

After the extension and route are available, create an emergency calling policy whose emergency-call notification number is 123456. Emergency calling policies provide the notification behavior used when an emergency call is made, including calling an internal notification endpoint. The PA extension must be established before it is used as that notification destination, so the policy is created after the Direct Routing and voice-routing configuration.

Finally, assign the emergency calling policy to the Georgia warehouse. Applying the policy at that location ensures emergency calls originating from the warehouse use the configured notification behavior and trigger the PA notification path. This preserves the local emergency notification functionality while Teams replaces the onsite PBX. Microsoft documents emergency notification configuration and assignment in Manage emergency calling policies in Microsoft Teams.

QUESTION NO: 20

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

ANSWER: C

Explanation:

The call delegation settings are the appropriate setting to modify. Teams Phone supports delegation, which enables a designated user to receive and handle calls on another user's behalf. For a short, planned absence, User2 can be configured as User1's delegate and User1's delegate call handling can be set so that calls are forwarded to the delegate. This directs calls made to User1's Teams Phone number to User2 without changing number assignments, voice-routing configuration, or user licensing.

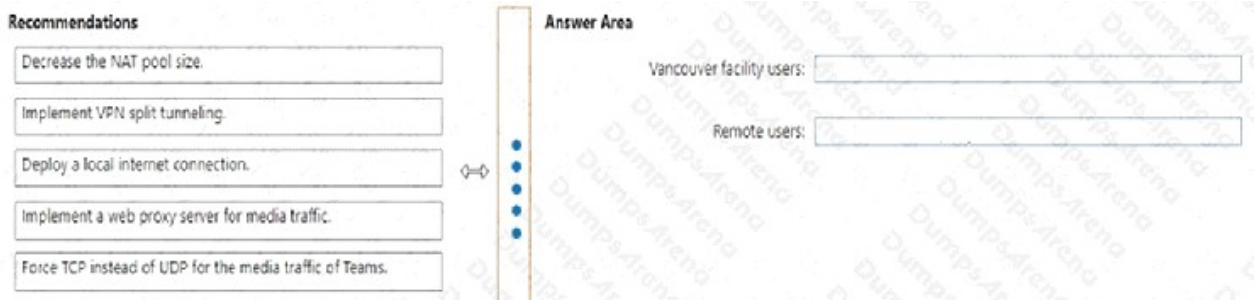
This is a low-administration approach because it is a user-level calling configuration and can be reversed when User1 returns. The delegation relationship also preserves the intended relationship between the original called user and the person handling the call, rather than permanently moving User1's phone number or altering organization-wide call treatment. Microsoft documents that Teams users can add delegates and configure how incoming calls are handled, including forwarding calls to delegates. Administrators can manage these calling settings when required for the user. See Manage user call settings in Microsoft Teams and Shared line appearance and delegation in Microsoft Teams.

QUESTION NO: 21 - (SIMULATION)

You need to recommend network design changes that must be implemented before the Skype for Business Server to Microsoft Teams migration.

What should you recommend for the Vancouver facility users and the remote sale team users? To answer, drag the appropriate recommendation to the correct users. Each recommendation may be used once, more than once, or not at all. Vou may need to drag the split bar between panes or scroll to view content

NOTE: Each correct selection is worth one point.



ANSWER: See the explanation for the answer

Explanation:

Recommendations:

Teams media should use the nearest available local Internet egress rather than being backhauled through another corporate location. For users working remotely on VPN, split tunneling lets Microsoft Teams media traffic go directly to Microsoft 365 rather than traversing the VPN, improving media quality and reducing VPN capacity usage.

QUESTION NO: 22 - (DRAG DROP)

DRAG DROP

Your company has a main office in New York and a branch office in Calgary. All offices connect to each other by using a dedicated WAN.

You have a Microsoft Teams Phone deployment.

You need to recommend a Direct Routing solution that meets the following requirements:

If a Session Border Controller (SBQ fails in the New York office, PSTN services must remain available through a local PSTN egress in New York. The Calgary office must prioritize a local PSTN egress and ensure that PSTN services remain available in the event of a local SBC outage.

The number of SBCs must be minimized.

What should you recommend for each office? To answer, drag the appropriate components to the correct offices. Each component 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.



ANSWER:



Explanation:

New York should use a local redundant SBC pair. The requirement specifically requires PSTN services to remain available through a *local* PSTN egress in New York if an SBC fails at that office. Two SBCs deployed locally and connected to the New York PSTN service provide that resilience. If one SBC becomes unavailable, the remaining local SBC can continue to route calls to the local carrier connection. This preserves both the local egress requirement and service continuity for New York users.

Calgary should use a single SBC. Its local SBC provides the preferred route for calls that need PSTN access, so users normally egress through the Calgary PSTN connection. For resiliency, Teams Direct Routing can use prioritized voice routes so that, if Calgary's local SBC is unavailable, calls can traverse the dedicated WAN and use the resilient SBC deployment in New York. This keeps PSTN calling available without requiring a second SBC in Calgary.

This design uses the fewest SBCs that still meets every stated availability requirement: two local SBCs in New York for mandatory local egress resiliency, plus one local SBC in Calgary for normal local egress. Voice routing priorities and SBC failover enable the alternative New York path when Calgary's SBC cannot be used. Microsoft describes SBC resiliency and failover planning in its Direct Routing planning guidance, and explains how prioritized PSTN usage records and voice routes determine the selected route in Configure voice routing for Direct Routing.

QUESTION NO: 23

You are deploying Microsoft Teams Rooms on Windows.

Modern authentication is enabled for the tenant. A Conditional Access policy requires multifactor authentication (MFA) for all users.

You need to configure the Teams Rooms resource accounts to support reliable device sign-in.

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

NOTE: Each correct selection is worth one point.

A. Exclude the resource accounts from Conditional Access policies that require MFA.

B. Configure the resource account passwords not to expire.

C. Assign Microsoft Intune licenses to each resource account.

D. Require the resource accounts to register Microsoft Authenticator.

E. Enable security defaults for the resource accounts.

ANSWER: A B

Explanation:

Teams Rooms resource accounts must be excluded from Conditional Access policies that require MFA. Although Teams Rooms supports modern authentication, the room account sign-in flow cannot complete an interactive MFA challenge. Requiring MFA for the room account prevents the device from signing in.

You should also configure the room account password not to expire. Teams Rooms devices use the dedicated resource account for unattended sign-in, and an expired password can interrupt the room's ability to authenticate. The account should be protected by compatible Conditional Access controls and a strong unique password. For more information, see Configure accounts for Microsoft Teams Rooms and Microsoft Teams Rooms authentication.

QUESTION NO: 24

You need to implement the planned changes for the lunchroom device in the Toronto office.

What should you use?

A. hot desking

B. call hold

C. a calling policy

ANSWER: A

Explanation:

hot desking is the appropriate feature for a Teams phone located in a shared lunchroom. Hot desking lets an employee temporarily sign in to a shared device with their own Microsoft Teams account. During that session, the employee receives a personalized Teams calling experience, including their identity, contacts, call history, meetings, and applicable calling settings. This is useful when a device is available to many people but should not remain permanently associated with a single user.

When the employee signs out, or when the configured inactivity timeout is reached, the phone returns to its shared-device state and becomes available for the next person. This supports a common-area deployment while still allowing users to access their own Teams calling capabilities for a limited period. Microsoft documents hot desking as a feature for Teams phones in shared workspaces, with administrators able to configure the sign-in and timeout behavior through Teams device settings. See Hot desking on Microsoft Teams phones and Set up common area phones for Microsoft Teams.

QUESTION NO: 25

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 the settings that define the audio devices used by a Microsoft Teams Rooms system during meetings. The conferencing microphone is the room's input device: it captures voices and other in-room audio for remote participants. The conferencing speaker is the meeting-output device: it plays audio received from remote participants into the room. Configuring both settings ensures that the boardroom uses the intended certified audio hardware for the Teams meeting media path after the planned device change.

Teams Rooms supports configuration of room peripherals and relies on its device settings to identify the hardware that should provide meeting audio. These selections are especially important where a room has multiple connected audio endpoints, because the conferencing experience needs an explicitly configured microphone input and speaker output rather than an ambiguous operating-system-level default. Microsoft's Teams Rooms guidance describes configuring room-device peripherals and managing Teams Rooms devices. See Configure Microsoft Teams Rooms and Manage Microsoft Teams Rooms.

QUESTION NO: 26

You have a Microsoft Teams Phone deployment that uses Direct Routing. You connect a new Session Border Controller (SBC).

You need to verify that all the voice features work as expected for calls that traverse the SBC What should you use?

A. the SIP Tester client script

B. Microsoft 365 network connectivity test tool

C. Microsoft Teams Network Assessment Tool

D. Microsoft Remote Connectivity Analyzer

ANSWER: A

Explanation:

The SIP Tester client script is the appropriate tool because it is designed to validate Microsoft Teams Direct Routing calling through a Session Border Controller. After connecting a new SBC, an administrator must confirm that the SBC and Teams can establish and handle the SIP call flows required for Direct Routing. The SIP Tester client script supports this functional validation by placing test calls through the SBC and checking the voice capabilities configured for the connection. This provides an end-to-end validation of the Direct Routing path, rather than only assessing network quality or general service reachability.

Testing with the SIP Tester client script is particularly useful during SBC deployment, configuration changes, and troubleshooting because it helps establish that calls routed through the newly connected SBC behave as intended before the SBC is relied on for production calling. Microsoft's Direct Routing deployment guidance describes connecting and validating an SBC, while its operational guidance covers monitoring Direct Routing call activity after deployment. See Connect your SBC to Direct Routing and Monitor and troubleshoot Direct Routing.

QUESTION NO: 27

You are planning a Microsoft Teams deployment for a new branch office.

You need to estimate the network bandwidth that the office will require for Teams meetings, calling, and collaboration before the office is deployed.

What should you use?

A. Microsoft Teams Network Planner

B. Microsoft Call Quality Dashboard

C. Microsoft 365 network connectivity test tool

D. Microsoft Remote Connectivity Analyzer

ANSWER: A

Explanation:

Microsoft Teams Network Planner is the appropriate tool because it estimates the network bandwidth required for Teams workloads based on an office location, the expected number of users, and the anticipated usage of meetings, calling, video, and content sharing. The tool provides bandwidth estimates that can be used during deployment planning to determine whether the branch internet connection has sufficient capacity.

Network Planner is intended for capacity planning rather than troubleshooting existing call quality. It helps administrators model the expected network impact of Teams at a location before users begin using the service. For more information, see Network Planner for Microsoft Teams.

QUESTION NO: 28

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

You create an auto attendant that must transfer after-hours calls to an external mobile phone number.

You need to configure the associated resource account to place the external PSTN call through the Direct Routing infrastructure.

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

NOTE: Each correct selection is worth one point.

A. Assign a Teams Phone Resource Account license to the resource account.

B. Assign a Direct Routing phone number to the resource account.

C. Assign an online voice routing policy to the resource account.

D. Assign a Teams Rooms Pro license to the resource account.

E. Assign a meeting policy that allows anonymous users.

F. Configure an emergency calling policy for the resource account.

ANSWER: A B C

Explanation:

The resource account requires a Teams Phone Resource Account license so that it can be enabled for Teams Phone voice applications without assigning a full user license. To place calls through Direct Routing, the resource account also requires a Direct Routing phone number assignment.

An online voice routing policy must be assigned to the resource account. The policy provides the PSTN usages and voice routes used by Teams to select the appropriate Session Border Controller for the outbound transfer. Together, the resource account license, Direct Routing number, and voice routing policy enable the auto attendant to transfer calls to the external mobile number. See Manage resource accounts in Microsoft Teams and Configure voice routing for Direct Routing.

QUESTION NO: 29

You have a Teams Phone deployment that has users in Canada and the United States.

You have a Session Border Controller (SBQ in Calgary and an SBC In New York City. Both SBCs are connected to Direct Routing. You plan to implement toll bypass for the users in Canada. The solution must meet the following requirements:

• Prioritize the New York City SBC for calls to numbers in the United States.

• Leverage the Calgary SBC for resiliency if the New York City SBC is unavailable.

You create a PSTN usage named Canada and associate this policy to a voice routing policy.

Which two voice routes should you create with the Canada PSTN usage? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Create a wildcard voice route that has a priority of 2 and references the gateway in Calgary.

B. For only United Slates numbers, create a voice route that has a priority of 2 and references the gateway in Calgary.

C. Create a wildcard voice route that has a priority of 1 and references the gateway in New York City.

D. For only United Slates numbers, create a voice route that has a priority of 1 and references the gateway in New York City.

ANSWER: B D

Explanation:

For only United States numbers, create a voice route that has a priority of 1 and references the gateway in New York City. This route meets the primary-routing requirement because Teams evaluates routes associated with a PSTN usage by priority, beginning with the lowest numerical priority value. Limiting the route's number pattern to United States destinations ensures that the Canada PSTN usage provides the intended toll-bypass path only for calls to those destinations. The New York City SBC is therefore selected as the preferred Direct Routing gateway for matching outbound calls.

For only United States numbers, create a voice route that has a priority of 2 and references the gateway in Calgary. Using the same United States number scope and the next priority establishes an alternate route for the same call type. If the preferred New York City SBC cannot be used, Teams can select the Calgary SBC through the subsequent matching route, providing the required resiliency while preserving destination-specific routing. A voice route combines a number pattern, one or more SBC gateways, a priority, and PSTN usages; assigning both routes to the Canada usage makes them available to users who receive the voice routing policy containing that usage. See Configure voice routing for Direct Routing and Plan Direct Routing.

QUESTION NO: 30

Your company uses Microsoft Teams live events for online employee training sessions.

During the last live event, there were 100 attendees in a remote office. The attendees reported connectivity issues.

You discover that the internet connection at the remote office was saturated.

You need to minimize the impact of live events on the internet links of the remote office.

What should you do?

A. Configure a network roaming policy.

B. From Meeting policies, modify Media bit rate (KBs).

C. Configure Quality of Service (QoS).

D. Configure a video distribution provider eCDN.

ANSWER: D

Explanation:

Configure a video distribution provider eCDN. An enterprise content delivery network is designed for situations in which many users at the same physical site watch the same live video stream. Rather than having every attendee download a separate stream across the remote office's internet connection, eCDN distributes the stream efficiently within the local network. This substantially reduces the required WAN or internet bandwidth while preserving the viewing experience for attendees.

For a training event with 100 users at one remote office, this local redistribution directly addresses the identified bottleneck: saturation of that office's internet link. Microsoft eCDN supports peer-assisted delivery, in which a limited number of streams enter the site and viewers can receive video data from nearby endpoints. This approach is particularly appropriate for large-scale internal broadcasts and live events where many participants consume identical media simultaneously. The network should still permit the required service traffic and local peer connectivity so that eCDN can form an effective distribution mesh. Microsoft documents eCDN as a solution for optimizing live and on-demand video delivery within enterprise networks. See Microsoft eCDN documentation and Teams live events documentation.

QUESTION NO: 31

You are deploying Microsoft Skype for Business 3PIP phones to remote sites for use with Microsoft Teams.

You need to sign each 3PIP phone in to Teams.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. From the Microsoft Teams admin center, remotely provision a new device.

B. From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.

C. From the device, instruct a local user to sign in by using the device itself.

D. From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.

E. From the device, instruct a local user to sign in from the web.

ANSWER: C E

Explanation:

“From the device, instruct a local user to sign in by using the device itself” is a supported interactive sign-in approach for a compatible Skype for Business 3PIP phone that has been configured for Teams. A user physically present at the remote site can use the phone interface to authenticate with the account assigned to that phone. This allows the device to obtain the user context required to register and operate with Teams.

“From the device, instruct a local user to sign in from the web” is also supported. In this flow, the phone presents a web sign-in experience, typically including a code or URL. The user completes authentication in a browser on another device, which is especially practical when the phone keypad or touchscreen is inconvenient for entering credentials. The sign-in is then associated with the phone and the device can complete its Teams registration. Both methods are user-driven interactive authentication methods appropriate for deploying phones at remote locations. Microsoft’s Teams device guidance is available at Teams phones, and Microsoft’s guidance for configuring supported SIP and desk-phone devices, including browser-based sign-in flows, is available at Configure SIP Gateway.

QUESTION NO: 32

You have a Microsoft Teams Phone deployment. You are deploying a new remote site.

You have a Session Border Controller (SBC) that has an E1/T1 Primary Rate Interface (PRI) deployed to the remote site.

You plan to deploy a Survivable Branch Appliance (SBA) to ensure PSTN connectivity. Which type of endpoints is supported by the SBA?

A. call queues in Microsoft Teams

B. audio conferencing in Microsoft Teams

C. Microsoft Teams panels

D. Microsoft Teams Windows desktops

ANSWER: D

Explanation:

Microsoft Teams Windows desktops is correct because a Survivable Branch Appliance supports Teams desktop clients for branch-site calling resiliency. An SBA is deployed with a certified Session Border Controller in a Direct Routing configuration and provides local survivability when the branch loses connectivity to the Microsoft Teams service. During such an outage, a supported Teams client at the branch can register with the SBA and continue to make and receive PSTN calls through the local SBC. In this scenario, the SBC’s E1/T1 PRI provides the local connection to the PSTN, while the SBA supplies the local call-control capability needed to maintain essential telephony service for users at the remote site. Windows desktop Teams clients are specifically among the endpoint types supported for SBA survivability. The functionality is designed for basic PSTN calling continuity, rather than cloud-dependent collaboration features, so it is important to plan local network connectivity between the client, SBA, SBC, and PSTN circuit. Microsoft also requires that the SBC and SBA deployment follow the supported Direct Routing survivability architecture and certified-device guidance. See Plan for Survivable Branch Appliance in Teams and Plan Direct Routing for Teams.

QUESTION NO: 33

Your company currently allows call park lot all PSIN users. The call pack policies are configured as shown in the exhibit. (Click the Exhibit tab.)

You have a Microsoft 365 group named Help Desk.

You need to ensure that only the Help Desk group can use call park. The solution must minimize the number of policies and administrative effort.

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

NOTE: Each correct selection is worth one point.

A. Assign Policy2 to all users.

B. In the Global (Org-wide default) policy, set Allow call park to Off.

C. Create a new call park policy named Policy2 and set Allow call park to Off.

D. Assign Policy1 to the Help Desk group.

E. Assign the Global (Org-wide default) policy to the users in the Help Desk group.

F. Create a new call park policy named Policy1 and set Allow call park to On

ANSWER: B D F

Explanation:

Set **Allow call park** to **Off** in the Global (Org-wide default) policy to establish a tenant-wide baseline that prevents call parking for users who do not receive a more-specific policy. This avoids having to individually assign a blocking policy to every user outside the Help Desk group. Next, create a single custom call park policy named Policy1 with **Allow call park** set to **On**. That policy is the exception to the global baseline and grants the required capability. Finally, assign Policy1 to the Help Desk Microsoft 365 group. Group policy assignment applies the policy to the group's members, minimizing ongoing administration because membership changes are managed in the group rather than through separate per-user policy assignments. Together, the disabled global policy and the enabled group-assigned policy ensure that the Help Desk users can park and retrieve calls while all other users remain governed by the disabled default. Microsoft documents call park configuration and its call park policy controls at Call park and retrieve in Microsoft Teams. For policy assignment behavior and assigning policies to groups, see Assign policies to users and groups.

QUESTION NO: 34

You have a Teams Phone deployment.

You are designing a meeting space that contains a Teams certified conference phone. You need to configure the phone to meet the following requirements:

Show the calendar on the display by default Support one-touch join for Teams meetings

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

A. Create and assign a Teams IP phone policy

B. Assign a Microsoft Teams Rooms Pro license to the phone

C. Assign a Shared Device license to the phone

D. Create and assign an Audio Conferencing policy

E. Enable the Cloud Video Interop for Teams service

ANSWER: A C

Explanation:

Create and assign a Teams IP phone policy because certified Teams phones use this policy to control their sign-in experience and phone-specific behavior. For a conference phone in a shared meeting space, the policy supports configuring the device as a shared/common-area style device rather than as a personal phone. This configuration enables the meeting-oriented experience in which the signed-in resource account's calendar is displayed and scheduled Teams meetings can be joined directly from the device.

Assign a Shared Device license to the phone's resource account because Microsoft Teams Shared Devices is the licensing model for shared Teams devices, including common-area and meeting-space phones. The resource account must have the appropriate shared-device entitlement to sign in and use Teams Phone capabilities on the shared conference phone. When that account is configured with a mailbox/calendar and the appropriate Teams IP phone policy, the phone can retrieve its meeting schedule and expose the one-touch join experience for Teams meetings.

Microsoft's shared-phone deployment guidance describes licensing and configuring common-area/shared Teams phones: Set up common area phones for Microsoft Teams. The available Teams IP phone policy settings and assignment model are documented in the Set-CsTeamsIPPhonePolicy reference.