**MS-900.70q**

**MS-900**

https://vceplus.com/ **Microsoft 365**

**Fundamentals**

**Sections**
1. Understand cloud concepts
2. Understand core Microsoft 365 services and concepts

3. Understand security, compliance, privacy, and trust in Microsoft 365
4. Understand Microsoft 365 pricing and support

**Exam A**

**QUESTION 1**
You are the Microsoft 365 administrator for a company.

The company runs SharePoint Server and Exchange Server in an on-premises datacenter. The site collection for the finance department is currently encrypted using third-party software.

You need to move as many services to Microsoft 365 as possible.

What should you do?

A. Migrate all SharePoint data and Exchange mailboxes to Microsoft 365.
B. Leave SharePoint data for finance department users on-premises. Migrate all other SharePoint data and Exchange mailboxes to Microsoft 365.
C. Leave mailboxes for finance department users on-premises. Migrate all other SharePoint data and Exchange mailboxes to Microsoft 365.
D. Leave SharePoint data and mailboxes for finance department users on-premises. Migrate all other SharePoint data and Exchange mailboxes to Microsoft 365.

**Correct Answer:** A
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 2**
A company has an Exchange Server environment. The company plans to migrate to the cloud.

You need to recommend a cloud model that meets the following requirements:

▪ Upgrade the existing email environment
▪ Minimize server and application maintenance

Which model should you recommend?
A. Platform as a service (PaaS)
B. Windows as a service (WaaS)
C. Software as a service (SaaS)
D. Infrastructure as a service (IaaS)

**Correct Answer:** C
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**
References: https://www.cmswire.com/cms/information-management/cloud-service-models-iaas-saas-paas-how-microsoft-office-365-azure-fit-in-021672.php

**QUESTION 3**
**This question requires that you evaluate the underlined text to determine if it is correct.**

Microsoft 365 is a Platform as a service (PaaS).

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

A. Infrastructure as a service (IaaS)
B. Windows as a service (WaaS)
C. Software as a service (Saas)
D. No change is needed

**Correct Answer:** C
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**
Explanation:

Microsoft 365 is SaaS, which provides an online version of MS Office Suite (Office Web Apps) along with SharePoint Server, Exchange Server and Lync Server.

References: https://www.cmswire.com/cms/information-management/cloud-service-models-iaas-saas-paas-how-microsoft-office-365-azure-fit-in-021672.php

**QUESTION 4**
A company plans to migrate to Microsoft 365. Corporate devices run Windows 7 or Windows 10.
You must upgrade all devices to use Office 365 ProPlus and minimize costs.

You need to standardize corporate device deployments.

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

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

A.  Implement Windows AutoPilot
B.  Deploy policies by using Configuration Manager
C.  Upgrade all devices to Windows 10
D.  Deploy policies by using Microsoft Intune
E.  Instruct users to download and install a Windows Installer package for Office 365 ProPlus

**Correct Answer:** ACD
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 5**
A company assigns a Microsoft 365 license to each employee.

You need to install Microsoft Office 365 ProPlus on each employee device.

Which three methods can you use? Each correct answer presents a complete solution.

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

A.  Use System Center Configuration Manager (SCCM) to deploy Office 365 ProPlus from a local distribution source.
B.  Use System Center Configuration Manager (SCCM) to deploy Office 365 ProPlus from an Office Windows Installer (MSI) package.

C. Download the Office 365 ProPlus Windows Installer (MSI) package. Install Office 365 ProPlus from a local distribution source.
D. Use the Office Deployment Tool (ODT) to download installation files to a local distribution source. Install Office 365 ProPlus by using the downloaded files.
E. Enable users to download and install Office 365 ProPlus from the Office 365 portal.

**Correct Answer:** BDE
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/deployoffice/teams-install https://docs.microsoft.com/en-

us/deployoffice/deploy-office-365-proplus-from-the-cloud https://docs.microsoft.com/en-us/deployoffice/deploy-

office-365-proplus-with-system-center-configuration-manager https://docs.microsoft.com/en-

us/deployoffice/deploy-office-365-proplus-from-a-local-source

**QUESTION 6**
**This question requires that you evaluate the underlined text to determine if it is correct.**

When you enable external access by using the Microsoft 365 admin portal, <u>data is available to anonymous users</u>.

Review the underlined text. If it makes the statement correct, select "No change is needed". If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change needed.
B. the Everyone group is applied to all shares with full control
C. you must configure Active Directory Federation Services (AD FS)
D. users can send sharing invitations for specific content

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/sharepoint/external-sharing-overview

**QUESTION 7**
You are the Microsoft 365 administrator for a company. You deploy Windows 10 to all devices by using Windows Autopilot.

You need to ensure that employees can install Microsoft Office 365 ProPlus on their devices.

What are two possible ways to achieve this goal? Each correct answer presents a part of a solution.

**NOTE:** Each correct selection is worth one point.
A. Use the self-install option on the Office 365 dashboard
B. Download and install the Office ProPlus Windows Installer (MSI) package
C. Enable auto-deployment of Office 365 apps for all devices
D. Update the Windows AutoPilot deployment profile to include the Office 365 apps

**Correct Answer:** BD
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References:
https://docs.microsoft.com/en-us/deployoffice/deploy-office-365-proplus-from-a-local-source

https://docs.microsoft.com/en-us/microsoft-365/business/add-autopilot-devices-and-profile

**QUESTION 8**
You are the Microsoft 365 administrator for a company.

You need to customize a usage report for Microsoft Yammer.

Which two tools can you use? Each correct answer presents a complete solution.

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

A. Microsoft SQL Server Analysis Services
B. Microsoft SQL Server Reporting Services
C. Microsoft Power BI in a browser
D. Microsoft Power BI Desktop
E. Microsoft Visual Studio

**Correct Answer:** CD
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References:
**QUESTION 9**
You are the Microsoft 365 administrator for an organization.

A group of employees and users outside the company must be able to collaborate on a project in real time by using a whiteboard.

In the Microsoft 365 admin portal, which Office 365 product should you configure?

A. Microsoft Yammer
B. Microsoft Office Delve
C. Microsoft SharePoint Online
D. Microsoft Teams

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/microsoftteams/manage-whiteboard

**QUESTION 10**
You need to reduce the amount of time that the IT team spends on user support.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

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

A. Enable Microsoft Office 365 Customer Lockbox
B. Upgrade all client devices to Windows 10
C. Use Windows AutoPilot to deploy devices
D. Deploy Microsoft MyAnalytics to devices
E. Deploy Microsoft Office 365 Professional Plus to all client devices

**Correct Answer:** ACE

**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://social.technet.microsoft.com/wiki/contents/articles/35748.office-365-what-is-customer-

lockbox-and-how-to-enable-it.aspx https://docs.microsoft.com/en-us/windows/deployment/windows-

autopilot/windows-autopilot https://www.microsoft.com/en-us/microsoft-365/blog/2015/03/19/office-365-proplus-

it-control-and-management-update/

**QUESTION 11**
You are the Microsoft 365 administrator for a company.

You install Microsoft Office 365 ProPlus on five devices. You deactivate the Microsoft Office 365 ProPlus license on one device.

Which task can you perform on the deactivated device?

A. Start a new document from a template
B. Create a document
C. Co-author a document
D. View a document
E. Leave a comment in a document
F. Set properties on a document

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
Explanation:
When you deactivate a Microsoft Office 365 ProPlus license, Office 365 ProPlus remains installed on the computer, but you can only view and print documents. All features for editing or creating new documents are disabled.

References: https://docs.microsoft.com/en-us/deployoffice/overview-of-licensing-and-activation-in-office-365-
proplus

**QUESTION 12**
HOTSPOT

A company plans to transition from supporting servers on-premises to using Microsoft 365 services.

You need to determine which Microsoft 365 workload is appropriate to replace each on-premises service.

Which workloads should you use? To answer, select the appropriate options in the answer area.
**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Correct Answer:**

**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 13**
Your company has a Microsoft Office 365 subscription.

You need to co-author files with other users.

Which tool should you use?

A. Microsoft SharePoint Online
B. Microsoft Skype for Business Online
C. Microsoft Office Delve
D. Microsoft Exchange Online

**Correct Answer:** A
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 14**

You are the Microsoft 365 administrator for a company.

You install Microsoft Office 365 ProPlus on five devices. You deactivate device.

Which task can you perform on the deactivated device?

A. Print a document.
B. Leave a comment in a document.
C. Start a new document from a template.
D. Set properties on a document.
E. Create a document
F. Edit a document
G. Co-author a document

**Correct Answer:** A
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://blogs.technet.microsoft.com/office_resource_kit/2014/01/17/office-365-proplus-multiple-devices-and-deactivation/

**QUESTION 15**
You are the Microsoft 365 administrator for a company.

Users in the IT department must receive new Office 365 preview features before the features are deployed to other users in the company.

You need to ensure only the users in the IT department receive preview features.

Which two actions should you perform? Each correct answer represents part of the solution. (Choose two.)

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

A. Instruct users to navigate to http://insider.office.com and sign up for Office Insider.
B. Instruct users to update Office ProPlus.
C. In the organizational profile, set the update preference to **Targeted release for selected users**.
D. Instruct users to uninstall Office ProPlus and then reinstall the software.
E. In the organizational profile, set the update preference to **Standard release**.

**Correct Answer:** AC
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References:
https://insider.office.com/en-us/ https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide

**QUESTION 16**
A company has a Microsoft 365 subscription. You deploy Windows 10 devices by using Windows Autopilot.

You need to ensure that team members can access data that is stored in OneDrive for Business when team members are at remote sites.

What should you do?

A. Enroll team members in Microsoft Azure AD multi-factor authentication.
B. Add the devices to Microsoft 365 using the Devices tile.
C. Enroll devices in Microsoft Intune.
D. Instruct team members to sign in to their devices using their Microsoft Azure AD credentials.

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 17**
You are a Microsoft 365 administrator for a company.

Microsoft plans to release a new feature for Microsoft Excel.

You need to ensure that the feature becomes available for employees to install as soon as possible.

To which release channel should you subscribe?

A. Microsoft release
B. Standard release

C. Office 365 team release

D. Targeted release

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide

**QUESTION 18**
DRAG DROP

You are the Microsoft 365 administrator for a company.

You need to identify the different features of MyAnalytics and Workspace Analytics.

What are the different features? To answer, drag the appropriate applications to the correct features. Each application 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.

**Select and Place:**

**Correct Answer:**

Answer Area

| Applications | Feature | Application |
|---|---|---|
| MyAnalytics | Included in office 365 E5 license | MyAnalytics |
| Workspace Analytics | Can be purchased only as an add-on license | Workspace Analytics |
| | Provides employee work and collaboration metrics | MyAnalytics |
| | Permits upload of custom organizational data | Workspace Analytics |
| | Provides team work and collaboration metrics | Workspace Analytics |

**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://products.office.com/en-za/business/compare-more-office-365-for-business-plans

https://techcommunity.microsoft.com/t5/MyAnalytics/Microsoft-Workplace-Analytics/td-p/84884

https://docs.microsoft.com/en-us/office365/servicedescriptions/workplace-analytics-service-

description https://docs.microsoft.com/en-us/workplace-analytics/setup/upload-organizational-data

**QUESTION 19**
Your company is evaluating the differences between deployments of Office 365 ProPlus and Office 2016.

You need to determine the installation features of each deployment.
.

Which installation feature is unique to Office 365 ProPlus?

A. Installation can be completed by using Click-to-Run.
B. Installation can be completed by using System Center Configuration Manager.
C. Installation is available in both 32-bit and 64-bit versions.
D. Installation is on the user's local computer.

**Correct Answer:** A
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 20**
You use Microsoft 365 Usage Analytics.

You need to know the number of users who are active today and were also active last month.

Which adoption metric should you use?

A. MoMReturningUsers
B. EnabledUsers
C. ActiveUsers
D. CumulativeActiveUsers

**Correct Answer:** A

**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/admin/usage-analytics/active-user-in-usage-reports?view=o365-worldwide

**QUESTION 21**
You are a Microsoft 365 administrator for a company. You use products that are in private preview, public preview, or general availability (GA).

You need to determine at which phases you can receive support from the Microsoft 365 admin center.
For which product phase or phases can you receive support?

A. GA, private preview, and public preview
B. GA and private preview only
C. GA only
D. GA and public preview only
E. public preview and private preview only

**Correct Answer:** C
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
Reference:
https://www.rmsource.com/blogsite/Pages/Microsoft-Azure---Public-Preview-Release-Status.aspx

**QUESTION 22**
You need to ensure that all users in your tenant have access to the earliest release of updates in Microsoft 365. You set the organizational release preference to Standard release.

Select the correct answer if the underlined text does not make the statement correct. Select "No change is needed" if the underlined text makes the statement correct.

A. Targeted release for entire organization
B. No change is needed
C. Targeted release for select users
D. First release

**Correct Answer:** A
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
Explanation:
Standard release is the default setting. It implements updates on final release rather than early release.

First release is now called Targeted release. Targeted release is the early release of updates for early feedback. You can choose to have individuals or the entire organization receive updates early.
https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide

## QUESTION 23
You are the Microsoft 365 administrator for a company.

You install Microsoft Office 365 ProPlus on five devices. You deactivate the Microsoft Office 365 ProPlus license on one device.

Which task can you perform on that device?

A. Leave a comment in a document.
B. Co-author a document.
C. Create a document
D. Print a document
E. Set properties on a document.
F. Start a new document from a template.

**Correct Answer:** D
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
Explanation:
When you deactivate a Microsoft Office 365 ProPlus license, Office 365 ProPlus remains installed on the computer, but you can only view and print documents. All features for editing or creating new documents are disabled.

References: https://docs.microsoft.com/en-us/deployoffice/overview-of-licensing-and-activation-in-office-365-proplus

## QUESTION 24

You are the desktop administrator for an organization.

You need to ensure that Office 365 ProPlus is installed on all employee computers.

Which three tools can you use to deploy Office 365 ProPlus? Each correct answer presents a complete solution.

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

A. Microsoft Intune
B. System Center Operations Manager
C. Windows Installer (MSI) package
D. System Center Configuration Manager
E. Office Deployment Tool

**Correct Answer:** ADE
**Section: Understand core Microsoft 365 services and concepts**
**Explanation**

**Explanation/Reference:**
Explanation:
Microsoft Intune allows you to to deploy Office 365 ProPlus applications to Windows 10 devices from the cloud.

System Center Configuration Manager allows you to deploy Office 365 ProPlus to client computers from a local source, using your Configuration Manager distribution points.

The Office Deployment Tool (ODT) allows you to deploy Office 365 ProPlus to client computers from the Office Content Delivery Network (CDN) or from a shared folder on your network.

References:
https://techcommunity.microsoft.com/t5/enterprise-mobility-security/deploying-office-365-proplus-with-microsoft-intune/ba-p/250292 https://docs.microsoft.com/en-

us/DeployOffice/deploy-office-365-proplus-from-the-cloud https://docs.microsoft.com/en-us/DeployOffice/deploy-office-365-proplus-from-a-local-source

**QUESTION 25**
**This question requires that you evaluate the underlined text to determine if it is correct.**

You use Microsoft Intune for device management. You must determine how many devices run each operating system.

You must launch Intune and navigate to the <u>Mobile Apps</u> blade.

Select the correct answer if the underlined text does not make the statement correct. Select "No change is needed" if the underlined text makes the statement correct.

A. Device configuration
B. Device compliance
C. No change is needed
D. Devices

**Correct Answer:** D
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/intune/device-inventory

**QUESTION 26**
You are the Microsoft 365 administrator for a company.

You need to ensure that users receive a warning message if they select links in emails that might be unsafe.

What should you do?

A. Use Windows PowerShell to install the latest antimalware engine updates
B. Enable Microsoft Office 365 Advanced Threat Protection
C. Use the Microsoft Exchange Admin Center to configure a new spam-filter policy
D. Use the Microsoft Exchange Admin Center to create a new antimalware policy

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/securitycompliance/atp-safe-links

**QUESTION 27**
You are a Microsoft 365 administrator for a company. Employees use Microsoft Office 365 ProPlus to create documents.

You need to implement document classification and protection by using Microsoft Azure Information Protection.

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

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

A.  Add an Azure subscription to your Microsoft 365 tenant
B.  Install the Azure Information Protection client
C.  Create a custom Azure Information Protection policy with the Confidential label
D.  Enable the default Azure Information Protection policy
E.  Install the Rights Management Service client

**Correct Answer:** AD
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/azure/information-

protection/requirements https://docs.microsoft.com/en-us/azure/information-

protection/configure-policy-default

**QUESTION 28**
A company deploys Microsoft Azure AD. You enable multi-factor authentication.

You need to inform users about the multi-factor authentication methods that they can use.

Which of the following methods is **NOT** a valid multi-factor authentication method in Microsoft 365?

A.  Receive an automated call on the desk phone that includes a verification code
B.  Insert a small card in to a desktop computer and provide a PIN code when prompted
C.  Receive a call on a mobile phone and select the pound sign (#) when prompted
D.  Receive an SMS text message that includes a verification code

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**

References:
http://techgenix.com/multifactor-authentication-office-365/

**QUESTION 29**
You are a Microsoft 365 administrator for a company.

Several users report that they receive emails which have a PDF attachment. The PDF attachment launches malicious code.

You need to remove the message from inboxes and disable the PDF threat if an affected document is opened.

Which feature should you implement?
A. Microsoft Exchange Admin Center block lists
B. Sender Policy Framework
C. Advanced Threat Protection anti-phishing
D. zero-hour auto purge
E. DKIM signed messages with mail flow rules

**Correct Answer:** C
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/securitycompliance/atp-anti-phishing

**QUESTION 30**
DRAG DROP

You are a Microsoft 365 administrator for a company.

A customer submits a data subject request (DSR) to delete customer information in compliance with General Data Protection Regulation (GDPR). You must place legal holds on related data whenever possible.

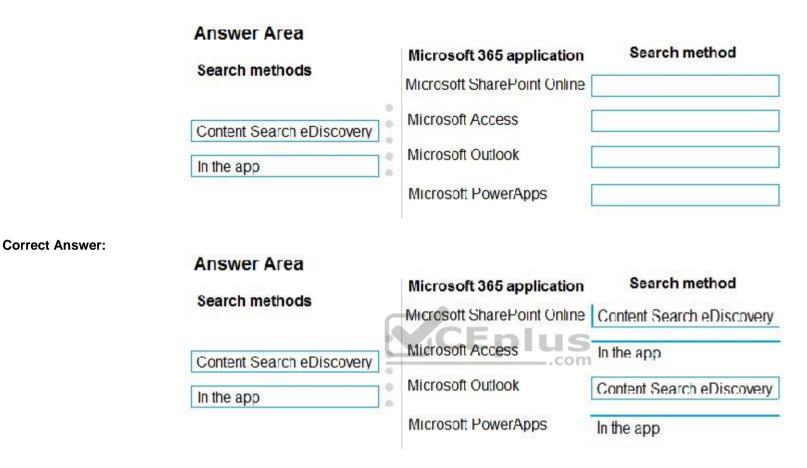You need to respond to the request by searching for the customer's data in various Microsoft 365 tools.

How should you search for the data? To answer, drag the appropriate search methods to the correct Microsoft 365 applications. Each search 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.

**Select and Place:**

**Answer Area**

Search methods

Microsoft 365 application | Search method
--- | ---
Microsoft SharePoint Online |
Microsoft Access |
Microsoft Outlook |
Microsoft PowerApps |

Content Search eDiscovery

In the app

**Correct Answer:**

**Answer Area**

Search methods

Microsoft 365 application | Search method
--- | ---
Microsoft SharePoint Online | Content Search eDiscovery
Microsoft Access | In the app
Microsoft Outlook | Content Search eDiscovery
Microsoft PowerApps | In the app

Content Search eDiscovery

In the app

**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/microsoft-365/compliance/gdpr-dsr-office365#part-1-responding-to-dsrs-for-customer-data

**QUESTION 31**
You are the Microsoft 365 administrator for a company.

All staff must use Microsoft Outlook to access corporate email. When users access Outlook on mobile devices, they must use a PIN to open the application.

You need to implement a Microsoft Intune policy to enforce the security requirements.
Which policy should you use?

A. device compliance
B. device configuration
C. app protection
D. app configuration

**Correct Answer:** C
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/intune/app-protection-policy

**QUESTION 32**
A company deploys Exchange Online and SharePoint Online.

You must audit and assessment report for the Microsoft 365 cloud services that the company uses.

You need to provide the required documents.

Which Microsoft site should you use to obtain this information?

A. Compliance Manager
B. Service Trust Portal
C. Office 365 Security and Compliance Center
D. Azure portal

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://servicetrust.microsoft.com/ViewPage/TrustDocumentsV3?docTab=7f51cb60-3d6c-11e9-b2af-7bb9f5d2d913_FAQ_and_White_Papers

**QUESTION 33**

**This question requires that you evaluate the underlined text to determine if it is correct.**
A company needs to protect documents and emails by automatically applying classifications and labels. You must minimize costs.

You should implement Microsoft Azure Information Protection for Microsoft Office 365.

Review the underlined text. If it makes the statement correct, select No change is needed. If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change needed.
B. Azure Information Protection Premium P2
C. Azure Information Protection Premium P1
D. Microsoft 365 E3

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Reference:
https://azure.microsoft.com/en-us/pricing/details/information-protection/

**QUESTION 34**
A company plans to migrate to Microsoft 365.

You need to advise the company about how Microsoft provides protection in a multitenancy environment.

What are three ways that Microsoft provides protection? Each correct answer presents part of the solution. (Choose three.)

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

A. Customer content at rest is encrypted on the server by using BitLocker.
B. Microsoft Azure AD provides authorization and role-based access control at the tenant layer.
C. Customer content at rest is encrypted on the server by using transport-layer security (TLS).
D. Microsoft Azure AD provides authorization and role-based access control at the transport layer.
E. Mailbox databases in Microsoft Exchange Online contain only mailboxes from a single tenant.
F. Mailbox databases in Microsoft Exchange Online contain mailboxes from multiple tenants.

**Correct Answer:** ABC

**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/securitycompliance/office-365-tenant-isolation-overview

**QUESTION 35**
You are the Microsoft 365 administrator for a company.

Your company plans to open a new office in the United Kingdom.

You need to provide penetration test and security assessment reports for the new office.

Where can you locate the required reports?

A. Data Governance page of the Security and Compliance portal
B. Compliance Manager page of the Services Trust portal
C. Data Loss Prevention page of the Security and Compliance portal
D. Regional Compliance page of the Services Trust portal

**Correct Answer:** D
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**


**QUESTION 36**
You are the Microsoft Office 365 administrator for a company.

You need to perform security and compliance reviews before new updates are distributed to the entire company.

What should you implement?

A. standard releases
B. Microsoft 365 Enterprise Test Lab
C. targeted releases
D. FastTrack

**Correct Answer:** C
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Reference: https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide

## QUESTION 37
A company has a Microsoft 365 subscription that includes Office apps.

A user has identified a new issue while working with an app. When the user attempts to create a support request, the following message displays:

```
You don't have permission to access this page or perform this action.
```

You need to determine the cause of the error message.

What is the cause?

A. The user account is disabled.
B. The user does not have a license assigned for the app.
C. The user account is not a member of the global admin role.
D. The company does not have Premier support.

**Correct Answer:** C
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**


## QUESTION 38
Your company purchases Microsoft 365 Enterprise and Azure AD P2 licenses.

You need to provide identity protection against malicious login attempts.

What should you implement?

A. Azure AD Identity Protection

B. Azure AD Privileged Identity Management
C. Azure Information Protection
D. Azure Identity and Access Management

**Correct Answer:** A
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References:
https://docs.microsoft.com/en-us/azure/active-directory/identity-protection/overview

**QUESTION 39**
**This question requires that you evaluate the underlined text to determine if it is correct.**

A company needs to protect documents and emails by automatically applying classifications and labels. You must minimize costs.

You should implement Information Rights Management.

Review the underlined text. If it makes the statement correct, select No change is needed. if the statement is incorrect, select the answer choice that makes the statement correct.

A. No change needed.
B. Azure Information Protection Premium P2
C. Azure Information Protection Premium P1
D. Microsoft 365 E3

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References:
https://azure.microsoft.com/en-us/pricing/details/information-protection/

**QUESTION 40**
A company deploys Microsoft Azure AD. You run the Identity Secure Score report. The report displays five security items.

Which three security items on the report have the most impact on the score? Each correct answer presents a complete solution.

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

A. Enable policy to block legacy authentication.
B. Enable user risk policy.
C. Require multi-factor authentication for all users.
D. Delete/block accounts not used in last 30 days.
E. Do not expire passwords.

**Correct Answer:** ABC
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 41**
A company deploys Microsoft Azure AD. You enable multi-factor authentication.

You need to inform users about the multi-factor authentication methods that they can use.

Which of the following methods is **NOT** a valid multi-factor authentication method in Microsoft 365?

A. Receive an automated call on the desk phone that includes a verification code.
B. Use the Microsoft Authenticator mobile application to receive a notification and authenticate.
C. Receive a call on a phone.
D. Enter a Windows 10 PIN code when prompted.

**Correct Answer:** D
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 42**
You deploy Enterprise Mobility + Security E5 and assign Microsoft 365 licenses to all employees.

Employees must not be able to share documents or forward emails that contain sensitive information outside the company.

You need to enforce the file sharing restrictions.

What should you do?

A. Use Microsoft Azure Information Protection to define a label. Associate the label with an Azure Rights Management template that prevents the sharing of files or emails that are marked with the label.
B. Create a Microsoft SharePoint Online content type named **Sensitivity**. Apply the content type to other content types in Microsoft 365. Create a Microsoft Azure Rights Management template that prevents the sharing of any content where the Sensitivity column value is set to Sensitive.
C. Use Microsoft Azure Information Rights Protection to define a label. Associate the label with an Active Directory Rights Management template that prevents the sharing of files or emails that are marked with the label.
D. Create a label named **Sensitive**. Apply a Data Layer Protection policy that notifies users when their document contains personally identifiable information (PII).

**Correct Answer:** A
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**


**QUESTION 43**
DRAG DROP

A company plans to migrate to a hybrid cloud infrastructure.

You need to determine where to manage the different features after the hybrid deployment is complete.

Match each item to the location where it will be managed. To answer, drag the appropriate item from the column on the left to its location on the right. Each item may be used once, more than once, or not at all.
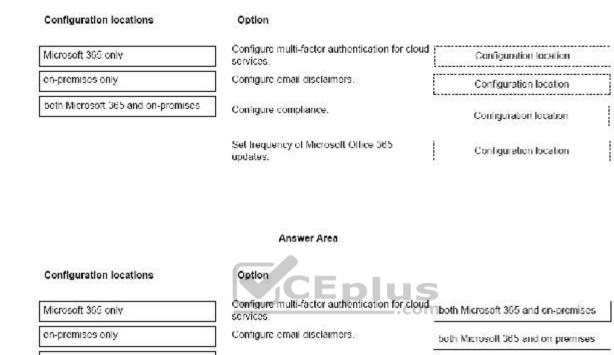
**NOTE:** Each correct selection is worth one point.

**Select and Place:**

Answer Area

| Configuration locations | | Option | |
|---|---|---|---|
| Microsoft 365 only | | Configure multi-factor authentication for cloud services. | Configuration location |
| on-premises only | | Configure email disclaimers. | Configuration location |
| both Microsoft 365 and on-premises | | Configure compliance. | Configuration location |
| | | Set frequency of Microsoft Office 365 updates. | Configuration location |

**Correct Answer:**

Answer Area

| Configuration locations | | Option | |
|---|---|---|---|
| Microsoft 365 only | | Configure multi-factor authentication for cloud services. | both Microsoft 365 and on-premises |
| on-premises only | | Configure email disclaimers. | both Microsoft 365 and on premises |
| both Microsoft 365 and on-premises | | Configure compliance. | Microsoft 365 only |
| | | Set frequency of Microsoft Office 365 updates. | on premises only |

**Section: Understand security, compliance, privacy, and trust in Microsoft 365
Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/securitycompliance/go-to-the-securitycompliance-center

https://docs.microsoft.com/en-us/exchange/security-and-compliance/mail-flow-rules/disclaimers-signatures-footers-or-

**QUESTION 44**

You manage a local Active Directory Domain Services environment. Your company purchases an Enterprise E1 license for all users.

You need to implement self-service password reset. You want to achieve this goal while minimizing costs.

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

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

A.  Upgrade your subscription to Azure AD Premium P2.
B.  Deploy Azure AD Connect.
C.  Deploy Azure Information Protection.
D.  Upgrade your subscription to Azure AD Premium P1.

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**


**QUESTION 45**

You are a Microsoft 365 administrator for a company.

What are two ways that you can ensure data security? Each correct answer presents a complete solution.

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

A.  service-level encryption using customer-provided key
B.  tenant-dedicated Microsoft Azure AD encryption using customer-provided key
C.  single-tenant infrastructure partitions for sensitive data
D.  data transfer using transport-layer security (TLS)

**Correct Answer:** AD
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 46**
You are a Microsoft 365 administrator for a company.

You need to identify security vulnerabilities by using the Office 365 Attack Simulator.

Which three attack simulations are available? Each correct answer presents a complete solution.

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

A. Brute-force password
B. Cross-site scripting
C. Password-spray
D. Denial-of-service
E. Display name spear-phishing

**Correct Answer:** ACE
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/attack-simulator

**QUESTION 47**
Your organization plans to deploy Microsoft 365 in a hybrid scenario.

You need to ensure that employees can use a smart card for authentication.

Which hybrid identity solution should you implement?

A. password hash synchronization with single-on
B. Active Directory Federation Services (AD FS)
C. PingFederate and federation integration
D. pass-through authentication and single sign-on

**Correct Answer:** B

**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/azure/security/azure-ad-choose-authn

### QUESTION 48
You need to ensure that the process by which users sign in to Microsoft 365 confirms the identity of the user.

Which feature should you use?

A. mobile application management (MAM)
B. Advanced Threat Protection (ATP)C. Multi-Factor Authentication (MFA)



https://vceplus.com/

D. data loss prevention (DLP) policies

**Correct Answer:** C
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Explanation:

Multi-Factor Authentication (MFA) is a two-step identity verification system that can be used to authenticate users.

Reference: https://docs.microsoft.com/en-us/azure/active-directory/authentication/concept-mfa-howitworks

**QUESTION 49**

You are a Microsoft 365 administrator for a company.

You need to ensure that company documents are marked as confidential. You must prevent employees from sharing documents with people outside the company.

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. Validate outbound emails by using DomainKeys identified Mail (DKIM)
B. Create sensitive information types
C. Configure Secure/Multipurpose Internet Mail Extensions (S/MIME) settings for Outlook
D. Create a data-loss prevention policy
E. Apply sensitivity labels to documents

**Correct Answer:** BE
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Explanation:
B: Sensitive information types can also be used with the Azure Information Protection scanner to classify and protect files on premises. Sensitive information types define how the automated process recognizes specific information types such as health service numbers and credit card numbers.

E: With sensitivity labels you can classify and help protect your sensitive content. Protection options include labels, watermarks, and encryption.

Reference:
https://docs.microsoft.com/en-us/microsoft-365/compliance/protect-information

**QUESTION 50**

You are the Microsoft 365 administrator for a company.

An employee requests personal data under General Data Protection Regulation (GDPR) guidelines.

You need to retrieve data for the employee.

What should you do?

A. Create a data subject request case.
B. Create a retention policy.

C. Create a data-loss prevention policy.

D. Create a GDPR assessment.

**Correct Answer:** A

**Section: Understand security, compliance, privacy, and trust in Microsoft 365**

**Explanation**

**Explanation/Reference:**

References: https://docs.microsoft.com/en-us/microsoft-365/compliance/gdpr-dsr-office365

## QUESTION 51

A company has a Microsoft 365 subscription. Employees use personal devices to access company data in the cloud.

You need to restrict employees from copying data to personal OneDrive folders.

What should you use?

A. Information Rights Management

B. Microsoft Azure Security Center

C. Office 365 Advanced Threat Protection

D. Intune App Protection

**Correct Answer:** D

**Section: Understand security, compliance, privacy, and trust in Microsoft 365**

**Explanation**

**Explanation/Reference:**

References: https://docs.microsoft.com/en-us/intune/app-protection-policy

## QUESTION 52

You are the network administrator of a company.

The Microsoft 365 tenant contains sensitive information. Employees must verify their identities when they sign into Microsoft 365 by providing information in addition to their Azure AD password.

You need to select the tools that employees can use to verify their identities.

Which two tools should you select? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.
A. Customer Lockbox for Office 365
B. Microsoft Security Center
C. Windows Hello for Business
D. Microsoft Authenticator

**Correct Answer:** CD
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Explanation:
Two-step authentication can be implemented by using Windows Hello for Business or Microsoft Authenticator.

References:
https://docs.microsoft.com/en-us/windows/security/identity-protection/hello-for-business/hello-manage-in-organization https://support.microsoft.com/en-us/help/4026727/microsoft-account-how-to-use-the-microsoft-authenticator-app

**QUESTION 53**
You need to move videos to a Microsoft 365 tenant and ensure that the contents are automatically transcribed.

Which Microsoft 365 service should you use?

A. Yammer
B. Stream
C. Flow

**Correct Answer:** B
**Section: Understand security, compliance, privacy, and trust in Microsoft 365**
**Explanation**

**Explanation/Reference:**
Explanation:
Microsoft Stream is used for video services, and includes deep search within automatic audio transcription.

References: https://docs.microsoft.com/en-us/stream/office-365-video-feature-breakdown

**QUESTION 54**
HOTSPOT
For each of the following statements, select Yes if the statement is true. Otherwise, select No.

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

**Hot Area:**

## Answer Area

|  | Yes | No |
| --- | --- | --- |
| Licensing through a Cloud Solution Provider (CSP) allows you to purchase nonperpetual software for on-premises use. | O | O |
| Licensing through a Cloud Solution Provider (CSP) allows you to receive a discount based on volume. | O | O |
| Licensing through a Cloud Solution Provider (CSP) allows you to receive technical support on your Microsoft services from a certified partner. | O | O |

**Correct Answer:**

## Answer Area

| | Yes | No |
|---|---|---|
| Licensing through a Cloud Solution Provider (CSP) allows you to purchase nonperpetual software for on-premises use. | O | **O** |
| Licensing through a Cloud Solution Provider (CSP) allows you to receive a discount based on volume. | **O** | O |
| Licensing through a Cloud Solution Provider (CSP) allows you to receive technical support on your Microsoft services from a certified partner. | **O** | O |

**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**

**QUESTION 55**
A company plans to purchase Microsoft 365.

You need to give management an overview of the Microsoft 365 pricing model.

Which of the following describes how the company will be billed for Microsoft 365?

A. The company will be charged according to the amount of computing resources it uses each month across all users.
B. The company will make a single payment for Microsoft 365, after which it owns the license for Microsoft 365 and can use it in an unlimited fashion.
C. The company will be charged annually for a single Microsoft 365 license that can be shared among all employees.
D. The company will be charged according to the number of user licenses required.

**Correct Answer:** D
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**


**QUESTION 56**
You are the Microsoft 365 administrator for a company.

You need to track scheduled maintenance events in Microsoft 365 admin center.

Where can you track these events?

A. Reports
B. Support
C. Service Health
D. Message Center

**Correct Answer:** D
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**


**QUESTION 57**
You are the Office 365 administrator for a company.

You encounter a problem in your tenant. You launch the Microsoft 365 admin center and select **Create a new service request**.

You need to get help resolving your problem through the admin center.

Which three actions can you perform from the admin center? Each correct answer presents a complete solution.

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

A. Receive a Microsoft technical support phone number to speak with a Microsoft support technician.
B. Request a Microsoft service technician to contact you by using email.
C. Use the query text box to type information about your problem and receive links to help documentation.
D. Schedule a time for a Microsoft service technician to call you.
E. Chat with a live Microsoft service engineer.
**Correct Answer:** ACD

**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**

**QUESTION 58**
You are the Microsoft 365 administrator for a company.

Which two admin roles can purchase more licenses? Each correct answer presents a complete solution.

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

A. service administrator
B. user management administrator
C. global administrator
D. billing administrator

**Correct Answer:** CD
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/admin/subscriptions-and-billing/buy-licenses?view=o365-worldwide

**QUESTION 59**
A company plans to purchase Microsoft 365 Enterprise licenses.

Which two options can you use? Each correct answer presents a complete solution.

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

A. through a Cloud Solution Provider (CSP)
B. from the Microsoft website using a corporate credit card
C. from the Microsoft retail store
D. with an Enterprise Agreement (EA) subscription from Microsoft

**Correct Answer:** AD

**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/microsoft-365/business/get-microsoft-365-business

https://www.microsoft.com/en-us/licensing/licensing-programs/enterprise?activetab=enterprise-

tab%3aprimaryr2

**QUESTION 60**
Your company plans to purchase a Microsoft 365 subscription.

The company requires intranet and team sites.

You need to select a Microsoft 365 subscription that provides the required features.

Which two subscriptions can you use? Each correct answer presents a complete solution.

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

A. Office 365 Home
B. Office Business Premium
C. Office 365 Business
D. Office 365 Business Essentials

**Correct Answer:** BD
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://products.office.com/en-gb/compare-all-microsoft-office-products?activetab=tab:primaryr2

**QUESTION 61**
You use Microsoft Business Products.

When you try to create a support request, you receive the following message:

```
You don't have permission to access this page or perform this action.
```

You need to determine the cause of the error message.
What is the cause?

A. Your password is expired
B. Your account is disabled
C. Your company does not have Premier support
D. Your account is not a member of the global admin role

**Correct Answer:** D
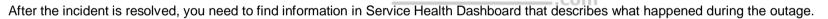**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/admin/add-users/about-admin-roles?view=o365-worldwide

## QUESTION 62
A company experiences a Microsoft 365 outage that affects an entire region.

You check the Service Health Dashboard and observe that the service is healthy.

After the incident is resolved, you need to find information in Service Health Dashboard that describes what happened during the outage.

What should you use?

A. Message Center
B. incident closure summary
C. Post-Incident Review (PIR)
D. service request

**Correct Answer:** C
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-platform-service-description/service-health-and-continuity

## QUESTION 63

DRAG DROP

Your company uses Microsoft 365 with a business support plan.

You need to identify Service Level Agreements (SLAs) from Microsoft for the support plan.

What response can you expect for each event type? To answer, drag the appropriate responses to the correct event types. Each response 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.

**Select and Place:**

**Answer Area**

| Response | Event type | Response |
|---|---|---|
| continuously with a one-hour response time | Critical | |
| during business hours with no commitment for response time | High | |
| continuously with no commitment for response time | Noncritical | |
| continuously with a next-day response time | | |

**Correct Answer:**

**Answer Area**

| Response | Event type | Response |
|---|---|---|
| continuously with a one-hour response time | Critical | continuously with a one-hour response time |
| during business hours with no commitment for response time | High | during business hours with no commitment for response time |
| continuously with no commitment for response time | Noncritical | during business hours with no commitment for response time |
| continuously with a next-day response time | | |

**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**

References:

**QUESTION 64**

A company is a Microsoft 365 reseller. The company does not provide managed services or direct customer support.

You need to provide licenses for customers and earn commissions for each license sold.

What should you do?

A. Buy licenses for customers by using the Microsoft admin portal.
B. Sign up as a Cloud Solution Provider direct reseller.
C. Sign up as a Cloud Solution Provider indirect reseller.
D. Buy licenses for customers from a Microsoft Authorized distributor.

**Correct Answer:** D
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**


**QUESTION 65**

A company has a Microsoft 365 subscription and a Microsoft Azure support plan.

You need to implement only Azure services for which Microsoft provides technical support.

Which two types of services and features can you implement? Each correct answer presents part of the solution.

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

A. general availability
B. targeted release
C. public preview
D. private preview

**Correct Answer:** AC
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
**QUESTION 66**
A company that has 50 employees plans to purchase a Microsoft 365 Business subscription.

Which two payment methods are available? Each correct answer presents a complete solution. (Choose two.)

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

A. PayPal
B. automatic bank transferC. Enterprise Agreement
D. credit card or debit card

**Correct Answer:** BD
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:** References: https://docs.microsoft.com/en-us/office365/admin/subscriptions-and-billing/pay-for-your-subscription?view=o365-worldwide

**QUESTION 67**
A small advertising company has 250 employees.

You need to migrate all users to Microsoft 365 and meet the following requirements:

▪ Provide a user-centric licensing solution for all users.
▪ Manage devices from a single location. ▪
Minimize licensing costs.

Which licensing model should you use?

A. Microsoft 365 Business
B. Microsoft 365 Education
C. Microsoft 365 Enterprise E3
D. Microsoft 365 Enterprise E5

**Correct Answer:** A
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://products.office.com/en-za/compare-all-microsoft-office-products?tab=2

https://docs.microsoft.com/en-us/microsoft-365/business/support/microsoft-365-business-faqs

**QUESTION 68**
You are the Microsoft 365 administrator for a company.

A user experiences an issue with SharePoint Online.

You need to resolve the issue.

Which two options can you use? Each correct answer presents a complete solution. (Choose two.)

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

A. Go to the SharePoint admin and create a support request.
B. Contact Microsoft technical support by telephone.
C. Create a new service request from the Microsoft 365 admin center.
D. Create a service request from the SharePoint portal.

**Correct Answer:** BC
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://www.thewindowsclub.com/microsoft-support-chat-phone-number

https://blogs.technet.microsoft.com/praveenkumar/2013/07/17/how-to-create-service-requests-to-contact-office-365-

support/

**QUESTION 69**
You are the Microsoft 365 administrator for a company.

Your company wants to learn more about what happens if the availability terms of the Microsoft Office 365 services are not met.

Where can you find this information?
A. Service Level agreement
B. Microsoft Services agreement
C. Microsoft Cloud agreement

D.  Microsoft Products and Services agreement

E.  Microsoft Enterprise agreement

**Correct Answer:** A
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-platform-service-description/service-level-agreement

**QUESTION 70**
A company is purchasing a Microsoft 365 subscription to replace the current on-premises IT infrastructure.

You need to identify the impacts of subscribing to Microsoft 365.

Which three outcomes can the company expect? Each correct answer presents a complete solution. (Choose three.)

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

A.  Predictable Microsoft licensing costs

B.  Increased Exchange Server Client Access License (CAL) costs

C.  Increased Windows Server Client Access License (CAL) costs

D.  Increased service scalability

E.  Decreased on-premises infrastructure maintenance

**Correct Answer:** ADE
**Section: Understand Microsoft 365 pricing and support**
**Explanation**

**Explanation/Reference:**