



**Exam Code: MS-721**

**Exam Name: Collaboration Communications Systems Engineer**

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## Exam A

### QUESTION 1

Your company has an office in Seattle.

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

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

You need to get a new default dial-in number that has a local 718 area code. You will NOT define additional location information in Teams.

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

NOTE: Each correct selection is worth one point.

- A. Get a Dedicated conference bridge (Toll) number.
- B. Search for new numbers by using a 718 area code.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Search for new numbers by using New York.

**Correct Answer: A, D**

**Section:**

### QUESTION 2

HOTSPOT

Your company is migrating from a legacy PBX system to Microsoft Teams.

The phone number range is +1-423-555-1xxx. The PBX system uses four-digit dialing internally.

Extensions are the last four digits of the number.

You need to ensure that you can use four-digit dialing for your numbers in Teams. The solution must minimize administrative effort. How should you configure the normalization rule? To answer, select the appropriate options in the answer area

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

**Hot Area:**

**Answer Area**

Pattern: `^\d(4))$`  
`^(1\d(3))$`

Translation: `+1423555$1`  
`+14235551$3`  
`+14235551\d?3`  
`+14235551\d(3)`

Translation: `^\d(4))$`  
`^(1\d(3))$`  
`+1423555$1`  
`+14235551$3`  
`+14235551\d?3`  
`+14235551\d(3)`

Answer Area:

**Answer Area**

Pattern: `^\d(4))$`  
`^(1\d(3))$`

Translation: `+1423555$1`  
`+14235551$3`  
`+14235551\d?3`  
`+14235551\d(3)`

Translation: `^\d(4))$`  
`^(1\d(3))$`  
`+1423555$1`  
`+14235551$3`  
`+14235551\d?3`  
`+14235551\d(3)`

Section:

Explanation:

**QUESTION 3**

You have a Microsoft Teams Phone deployment that is used in the United States. You need to ensure that emergency calls placed to 9911. What should you configure?

- A. a dial plan normalization rule
- B. an emergency calling policy
- C. an emergency call routing policy

D. an outbound PSTN number translation rule

**Correct Answer: C**

**Section:**

**QUESTION 4**

You are migrating users from Microsoft Skype for Business to Microsoft Teams.  
You plan to create an auto attendant that can be used by all the users during the migration.  
You need to create the resource account for the auto attendant. What should you use?

- A. the Resource accounts node in the Microsoft Teams admin center
- B. the Users node in the Microsoft 365 admin center
- C. the New-CsHybridApplicationEndpoint cmdlet
- D. the New-CsOnlineApplicationEndpoint cmdlet
- E. the New-CsOnlineApplicationInstance cmdlet

**Correct Answer: A**

**Section:**

**QUESTION 5**

You port phone numbers from a legacy earner to Microsoft Teams Phone to use with Microsoft Teams Calling Plans.  
You attempt to assign a number to a resource account that will be used by an auto attendant, but the number does NOT appear on the list of available numbers.  
You need to ensure that you can assign the number to the resource account.  
What should you do?

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

**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

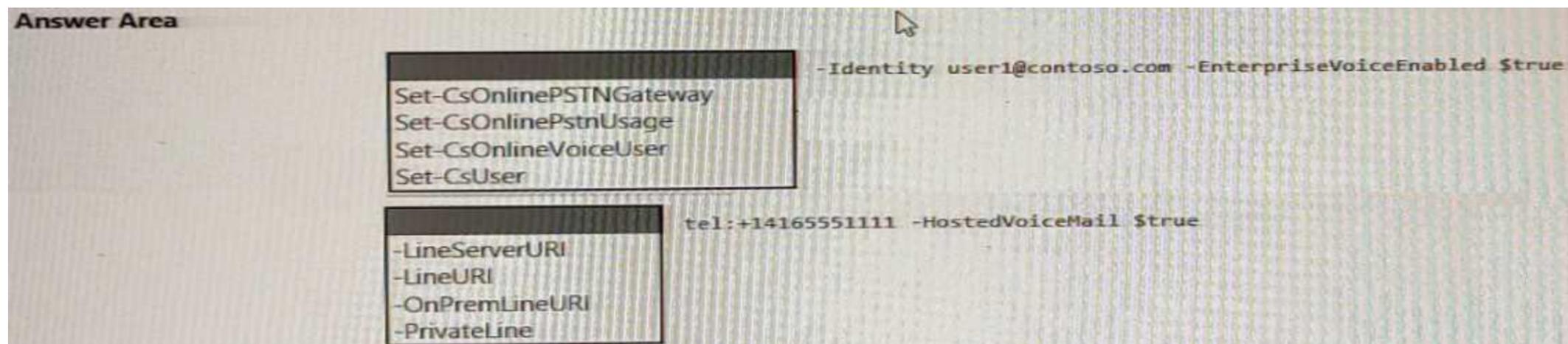
<https://docs.microsoft.com/en-us/powershell/module/skype/setcsonlineapplicationinstance?view=skype-ps>

**QUESTION 6**

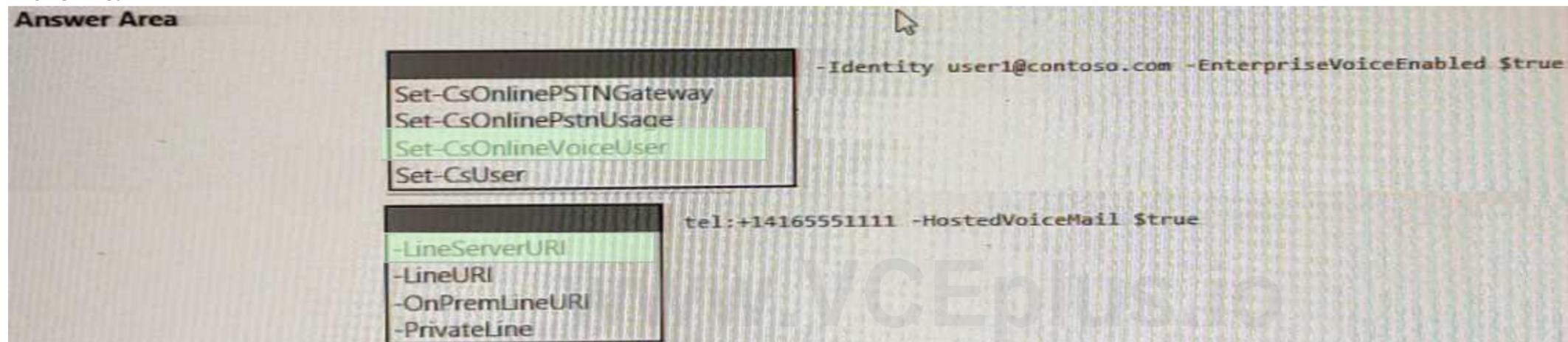
**HOTSPOT**

You have a Microsoft Teams Phone deployment.  
You have a cloud-only user named user1@contoso.com.  
You need to enable a Direct Routing phone number for user1@contoso.com.  
How should you complete the PowerShell script? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Hot Area:**



Answer Area:



Section:

Explanation:

**QUESTION 7**

You have a Microsoft Teams Phone deployment.

You need to ensure that a user named user1@contoso.com can call international phone numbers by using Direct Routing.

Which type of policy should you use?

- A. a caller ID policy
- B. a calling policy
- C. a teams policy
- D. a voice routing policy

**Correct Answer: D**

Section:

**QUESTION 8**

DRAG DROP

From Voice in the Microsoft Teams admin center, you select Operators and add an operator.

You need to enable users for Microsoft Teams Phone.

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

Select and Place:

**Actions**

**Answer Area**

Acquire phone numbers.

Assign phone numbers to users.

Run the `Set-CsUser` cmdlet.

Run the `New-CsOnlineNumberPortInOrder` cmdlet.

Run the `New-CsHybridTelephoneNumber` cmdlet.

Create valid emergency addresses.



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Correct Answer:

### Actions

- 
- 
- Run the `Set-CsUser` cmdlet.
- Run the `New-CsOnlineNumberPortInOrder` cmdlet.
- Run the `New-CsHybridTelephoneNumber` cmdlet.
- 

### Answer Area

- Acquire phone numbers.
- Create valid emergency addresses.
- Assign phone numbers to users.
- 



**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/operator-connect-configure>

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**QUESTION 9**

**HOTSPOT**

You have a dial plan named DPI.

You need to assign DPI to a new Microsoft Teams user named User1. You must verify that the appropriate dial plan and the associated normalization rules are assigned to User1.

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

NOTE: Each correct selection is worth one point.

**Hot Area:**

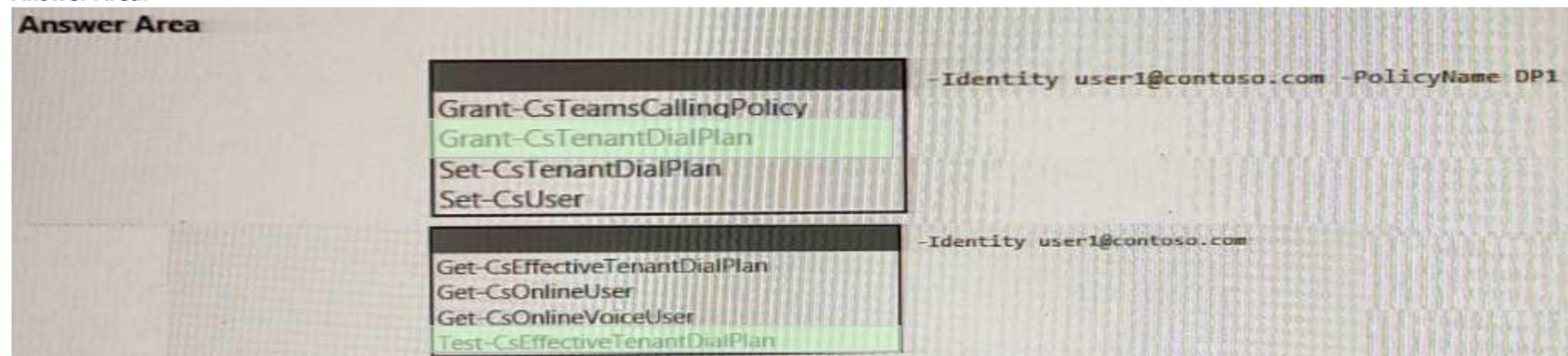
**Answer Area**

```

Grant-CsTeamsCallingPolicy -Identity user1@contoso.com -PolicyName DP1
Grant-CsTenantDialPlan
Set-CsTenantDialPlan
Set-CsUser

Get-CsEffectiveTenantDialPlan -Identity user1@contoso.com
Get-CsOnlineUser
Get-CsOnlineVoiceUser
Test-CsEffectiveTenantDialPlan
    
```

Answer Area:



Section:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans>

**QUESTION 10**

HOTSPOT

You are deploying Microsoft Teams Calling Plans to three users as shown in the following table.

Name	License	Phone number	Reported issue
User1	Office 365 E3 Microsoft 365 Phone System Microsoft 365 Domestic Calling Plan	Unassigned	There is no dial pad in the Teams client.
User2	Office 365 E5 Microsoft 365 Domestic Calling Plan	Assigned	The user cannot dial four-digit numbers but can dial E.164 numbers.
User3	Office 365 E3 Microsoft 365 Domestic Calling Plan	Assigned	The dial pad in the Teams client recently disappeared.

You need to resolve the issues.

What should you assign to each user? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

User1:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURIvalue
User2:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURIvalue
User3:	<input type="checkbox"/> A calling policy <input type="checkbox"/> A dial plan <input type="checkbox"/> A Microsoft 365 Domestic Calling Plan license <input type="checkbox"/> A Microsoft 365 Phone System license <input type="checkbox"/> A phone number <input type="checkbox"/> An OnPremLineURIvalue

Answer Area:

## Answer Area

User1:  ▼

- A calling policy
- A dial plan
- A Microsoft 365 Domestic Calling Plan license
- A Microsoft 365 Phone System license
- A phone number
- An OnPremLineURIvalue

User2:  ▼

- A calling policy
- A dial plan
- A Microsoft 365 Domestic Calling Plan license
- A Microsoft 365 Phone System license
- A phone number
- An OnPremLineURIvalue

User3:  ▼

- A calling policy
- A dial plan
- A Microsoft 365 Domestic Calling Plan license
- A Microsoft 365 Phone System license
- A phone number
- An OnPremLineURIvalue

Section:

Explanation:

### QUESTION 11

You need to prevent a specific user from calling international phone numbers from within a Microsoft Teams meeting. What should you do?

- A. Assign a domestic-only calling plan to the user.
- B. Assign a tenant dial plan to the user.
- C. Disable Enterprise Voice for the user
- D. Assign a dial-out policy to the user.

E. Remove Communications Credits from

**Correct Answer: D**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/outbound-calling-restriction-policies>

**QUESTION 12**

You have a Microsoft Teams Phone deployment.

You have two users that must receive calls for one another. When a call is received by one user, the other user must only receive a visual notification.

What should you use?

- A. a calling policy
- B. call delegation
- C. group call pickup
- D. call part and retrieve
- E. call forwarding

**Correct Answer: C**

**Section:**

**QUESTION 13**

You have a Microsoft Lync Server 2013 deployment.

Some users use Enterprise Voice.

You plan to migrate to Microsoft Teams.

You need to design a migration solution. The solution must minimize the impact on end users during the migration.

What should you include in the solution?

- A. Migrate all users directly from Lync Server 2013 to Teams.
- B. Migrate the Enterprise Voice users from Lync Server 2013 to Microsoft Skype for Business Server 2019. and then migrate the Enterprise Voice users to Teams.
- C. Migrate all other users directly from Lync Server 2013 to Teams.
- D. Perform an in-place upgrade from Lync Server 2013 to Microsoft Skype for Business Server 2015, and then migrate all users to Teams.

**Correct Answer: D**

**Section:**

**QUESTION 14**

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

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

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

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

Does this meet the goal?

- A. Yes
- B. No

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**Correct Answer: A**

**Section:**

**QUESTION 15**

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

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

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

Solution: From Devices in the Microsoft Teams admin center, you select IP Phones, find the reported phones, and review the Configuration profile column.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: A**

**Section:**

**QUESTION 16**

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

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

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

Solution: From Devices in the Microsoft Teams admin center, you locate each affected phone and review the settings on the Details tab.

Does this meet the goal?

A. Yes

B. No

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**Correct Answer: B**

**Section:**

**QUESTION 17**

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

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

Solution: You run New-CsTeamsMeetingPolicy and set the -IPVideoHode parameter to disabled.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: A**

**Section:**

**QUESTION 18**

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams. When the users are at a specific corporate site, you need to prevent the users from adding video during calls.

Solution: You run New-csTeamsMeetingPolicy and set the-AllowIPvideo parameter to SFalse.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: B**  
**Section:**

**QUESTION 19**

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams. When the users are at a specific corporate site, you need to prevent the users from adding video during calls. Solution: You run New-CsTeamsNetworkRoamingPolicy and set the -AllowiPvideo parameter to \$False. Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**  
**Section:**

**QUESTION 20**

Your company has a main office in Dallas. The company has a Microsoft Teams Phone deployment. Currently, the default audio conferencing bridge is set to a phone number that has a Miami area code. In the Microsoft Teams admin center, you get a number in the Dallas area code. You need to assign the new Dallas number as the default audio conferencing bridge. What should you configure in the Microsoft Teams admin center?

- A. the Conference bridges node under Meetings
- B. the Networks & locations node under Locations
- C. the Phone numbers node under Voice
- D. the Auto attendants node under Voice

**Correct Answer: A**  
**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audioconferencing-bridge>

**QUESTION 21**

Your company has offices in 10 countries. The company has a tenant dial plan configured for each country. The company recently opened an office in a new country. You need to create a new tenant dial plan that meets the unique dialing requirements of the new country. What should you do?

- A. Run the New-CsOnlineVoiceRoutingPolicy cmdlet.
- B. From the Microsoft Teams admin center, select Voice, select Dial plan, and then select Add.
- C. From the Microsoft Teams admin center, select Locations, select Network topology, and then select Add.
- D. Run the Sec-CsTenancDialPlan cmdlet.

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**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans>

**QUESTION 22**

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

You create a new Teams user named User1.

You need to enable User1 as an agent in a call queue.

What should you do first?

- A. Assign a dial plan to User1.
- B. Assign a phone number to User1.
- C. Enable hosted voicemail for User1.
- D. Enable Enterprise Voice for User1.

**Correct Answer: D**

**Section:**

**Explanation:**

Reference:

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

**QUESTION 23**

You have a Microsoft Teams Phone deployment.

You are configuring emergency services for Direct Routing.

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

What should you configure in the Microsoft Teams admin center?

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

**Correct Answer: A**

**Section:**

**Explanation:**

Reference:

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

**QUESTION 24**

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution.

You plan to migrate all users to Microsoft Teams Calling Plans.

You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user.

What should you do first?

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- A. From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- B. Schedule a port order for the phone numbers of all the users.
- C. From the Microsoft Teams admin center, order phone numbers for all the users.
- D. Migrate all the users to Teams.

**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phonenumbers-to-teams>

#### QUESTION 25

Your company hires a new employee in Lisbon.

You assign a Microsoft 365 E3 license to the employee.

The employee must schedule meetings that will include customers in Lisbon. The customers will dial in to the meetings by using PSTN.

You need to ensure that the employee can send meeting invitations that include a dial-in conferencing bridge. The bridge must be set to a local number in Lisbon instead of the company's default dial-in conferencing bridge number.

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

NOTE: Each correct selection is worth one point.

- A. From Users in the Microsoft Teams admin center, edit the Audio conferencing settings of the employee.
- B. From the Microsoft Teams admin center, modify the settings of the default conferencing bridge.
- C. From the Microsoft 365 admin center, assign an Auto Conferencing add-on license to the employee.
- D. From the Microsoft 365 admin center, set the usage location of the employee to Portugal.

**Correct Answer: B, C**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/audio-conferencing-in-office-365>

<https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audioconferencing-bridge>

#### QUESTION 26

HOTSPOT

You have a Microsoft Teams Phone deployment.

You have a dial plan that contains the following normalization rule:

Pattern: ^8?(\d{7})\$

Translation: +1330\$1

How will the phone numbers be normalized? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

5551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212

85551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212

Answer Area:

5551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212

85551212:  ▼

+1330
+13305551212
+133085551212
5551212
85551212

Section:  
Explanation:

**QUESTION 27**

You have a Microsoft Teams Phone deployment that uses Direct Routing. The deployment has the following configurations:

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Direct Routing Session Border Controller (SBC) public IP subnet: 198.51.100.0/24  
Teams client external IP subnet: 203.0.113.0/24  
Teams client internal IP subnet: 192.168.0.0/24  
You need to configure the network topology to support emergency call routing.  
Which network range should you add to the trusted IP addresses?

- A. 52.112.0.0/14
- B. 198.51.100.0/24
- C. 203.0.113.0/24
- D. 192.168.0.0/24

**Correct Answer: C**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-your-network-topology>

#### QUESTION 28

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.

**Correct Answer: A, B, D**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-survivable-branch-appliance>

#### QUESTION 29

HOTSPOT

You need to assign the correct licenses to a sales team manager in the New York office who is scheduled to migrate from Skype for Business Server to Teams.  
Which three licenses should you assign? To answer, select the licenses in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

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United States 

**Licenses (0)**

**Common Area Phone**  
24 of 25 licenses available

**Communications Credits**  
Unlimited licenses available

**Microsoft 365 Audio Conferencing**  
1378 of 1451 licenses available

**Microsoft 365 Domestic Calling Plan**  
30 of 30 licenses available

**Microsoft 365 Phone System**  
4 of 70 licenses available

**Microsoft 365 Phone System – Virtual User**  
12 of 25 licenses available

**Office 365 E3**  
1 of 2 licenses available

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Answer Area:

United States 

### Licenses (0)

**Common Area Phone**  
24 of 25 licenses available

**Communications Credits**  
Unlimited licenses available

**Microsoft 365 Audio Conferencing**  
1378 of 1451 licenses available

**Microsoft 365 Domestic Calling Plan**  
30 of 30 licenses available

**Microsoft 365 Phone System**  
4 of 70 licenses available

**Microsoft 365 Phone System – Virtual User**  
12 of 25 licenses available

**Office 365 E3**  
1 of 2 licenses available

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#### Section:

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/what-are-communications-credits>

#### QUESTION 30

You need to configure a toll-free dial in bridge for Teams meetings. The solution must meet the technical requirements.

Which three prerequisites must be met before you can assign the toll-free bridge to Teams meeting organizers? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Purchase Communications Credits.
- B. Assign a phone number to a resource account.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Purchase a Microsoft 365 Domestic and International Calling Plan license.

- F. From the meeting policy, set Allow dial -in users to bypass the lobby to On.
- G. Assign a phone number to the bridge.

**Correct Answer: A, D, G**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams>

### QUESTION 31

You need to validate the limited pilot based on the technical requirements.  
What should you use?

- A. Microsoft 365 network connectivity test tool
- B. self-help diagnostics for Teams
- C. the test -CsTeamsShiftsConnectionValidflte cmdlet
- D. the Teams device usage report in the Microsoft Teams admin center

**Correct Answer: A**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/enterprise/assessing-networkconnectivity?view=o365-worldwide>

### QUESTION 32

You are deploying Microsoft Teams Phone.  
You have offices in the United States, the United Kingdom, Brazil, India, and China.  
You will use Direct Routing for all the locations.  
You need to create a network topology for roaming bandwidth policies.  
Which two actions should you perform? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

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

**Correct Answer: A, B, E**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-your-network-topology>

### QUESTION 33

You create a network region Region1 in Microsoft Teams.

You are adding a network site to Region1. The site has a 1.5-Mb connection. You need to ensure that all users at the site have a good voice experience. What should you do?

- A. Create and assign a Teams Network Roaming Policy that has IP video disabled.
- B. Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.
- C. Run the Microsoft 365 network connectivity test tool.
- D. Tag all traffic with a DSCP value of 46.

**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-gb/powershell/module/skype/newcsteamsnetworkroamingpolicy?view=skype-ps>

**QUESTION 34**

DRAG DROP

Your company has offices in Seattle.

You deploy Microsoft Teams Phone. You have three Session Border Controller (SBCs) named SBC1, SBC2, and SBC3.

You need to configure voice routing to meet the following requirements:

All calls to area codes 425 and 206 must attempt to go to SBC1, and if SBC1 is unavailable, fail over to SBC2.

All other calls to the United States and Canada must go out through SBC2.

International calls must go out through SBC2 or SBC3.

How should you complete the PowerShell script? To answer, drag the appropriate values to the correct targets. Each value 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:

**Values**

- 
- 
- 
- 
- 
- 

**Answer Area**

```
New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern
'^\+1(425|206)(\d{7})$'
-OnlinePstnGatewayList 

New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern
'^\+1(\d{10})$'
-OnlinePstnGatewayList 

New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern
'^\+(?!1)\d+'
-OnlinePstnGatewayList 
```

**Correct Answer:**

### Values

'sbc1.contoso.com'
'sbc3.contoso.com'
'sbc1.contoso.com', 'sbc3.contoso.com'

### Answer Area

```
New-CsOnlineVoiceRoute -Identity 'Redmond' -NumberPattern
'^\+1(425|206)(\d{7})$'
-OnlinePstnGatewayList 'sbc1.contoso.com', 'sbc2.contoso.com'

New-CsOnlineVoiceRoute -Identity 'US and Canada' -NumberPattern
'^\+1(\d{10})$'
-OnlinePstnGatewayList 'sbc2.contoso.com'

New-CsOnlineVoiceRoute -Identity 'All other calls' -NumberPattern
'^\+(?!1)\d+'
-OnlinePstnGatewayList 'sbc2.contoso.com', 'sbc3.contoso.com'
```

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/powershell/module/skype/new-csonlinevoicroute?view=skypeps>

**QUESTION 35**

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 Granc-CsTeamsSurvivableBranchAppliancePolicy cmdlet.
- D. Run the Granc-CsTenancDialPlan cmdlet.

**Correct Answer: C**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-survivable-branch-appliance>

**QUESTION 36**

You have a Microsoft Teams Phone deployment.

You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI).

You plan to migrate to Direct Routing by using the existing PSTN services.

What should you install upstream of the PBX?

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

D. a Session Border Controller (SBC) in Azure

**Correct Answer: A**

**Section:**

**QUESTION 37**

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

**Correct Answer: D**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-survivable-branch-appliance>

**QUESTION 38**

You have a Microsoft Teams Phone deployment.

You need to implement Local Media Optimization for Direct Routing users at a site.

Users at the site frequently perform the following actions:

Park calls.

Place calls on hold.

Transfer calls to other users.

Escalate calls to conference calls.

Which action will be affected by implementing Local Media Optimization?

A- Park calls.

- A. Transfer calls to other users.
- B. Escalate calls to conference calls.
- C. Place calls on hold.

**Correct Answer: C**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization#known-issues>

**QUESTION 39**

You have a Microsoft Teams Phone deployment.

You need to implement PSTN connectivity by using Direct Routing.

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

NOTE: Each correct selection is worth one point.

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

**Correct Answer: B, C, E**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

#### QUESTION 40

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You need to create a new call queue to route calls to support agents. The support agents must be able to see their call queue history and the shared transcribed voicemail. The solution must minimize administrative effort.

Solution: You configure the call queue to use a Microsoft 365 group.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: A**

**Section:**

**Explanation:**

Reference:

<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>

#### QUESTION 41

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You need to create a new call queue to route calls to support agents. The support agents must be able to see their call queue history and the shared transcribed voicemail. The solution must minimize administrative effort.

Solution: You set the routing method for the call queue to Attendant routing.

Does this meet the goal?

- A. Yes
- B. No

**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>**QUESTION 42**

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You need to create a new call queue to route calls to support agents. The support agents must be able to see their call queue history and the shared transcribed voicemail. The solution must minimize administrative effort.

Solution: You redirect calls for the call queue to a shared voicemail box.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: B****Section:****Explanation:**

Reference:

<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>**QUESTION 43**

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 create a new port order.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: A****Section:****Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phonenumbers-to-teams>**QUESTION 44**

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: You run the New-CsHybridTelephoneNumber cmdlet.

Does this meet the goal?

A. Yes

B. No

**Correct Answer: B**

**Section:**

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