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Microsoft

MS-720

Microsoft Teams Voice Engineer



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Question: 33

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

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

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

- A. From the Microsoft Teams admin center, remotely provision a new device.
- B. From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.
- C. From the device, instruct a local user to sign in by using the device itself.
- D. From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.
- E. From the device, instruct a local user to sign in from the web.

Answer: C,E

Question: 34

Topic 2, Contoso Case Study 2

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

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To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment and problem statements- If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

General Overview

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.

Physical Locations

Contoso has offices in Toronto, New York, and London. Contoso has a manufacturing facility in Vancouver.

Contoso has a global sales team that works remotely without a physical corporate office.

Active Directory Environment

The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019. Microsoft Office 365 Contoso has a Microsoft 365 subscription. All users are assigned Microsoft 365 F3 licenses. Contoso uses Microsoft Exchange Online for email.

Network Infrastructure

All the offices connect to each other by using a private WAN. The Toronto office has a 1 – Gbps internet circuit and the London office has a 100-Mbps internet circuit. Internet access for all the offices is provided through the Toronto and London offices.

The remote sales team users connect to the network by using VPN connections. The remote users use various connection types, including wireless and mobile.

Skype for Business Server traffic for the remote users is routed through the VPN connections.

Telephony

Contoso uses a centralized Skype for Business Server 2015 deployment configured for disaster recovery between the Toronto and London datacenters.

Each frontend pool connects to the PSTN through a pair of managed Session Border Controllers (SBCs) that provide Enterprise Voice and dial-in conferencing.

Contoso has a Skype for Business Server Survivable Branch Appliance (SBA) and a local SBC that connect to a Primary Rate Interface (PRI) in the Vancouver manufacturing facility.

Contoso has hybrid connectivity deployed between Skype for Business Server and Office 365.

All SBCs are Microsoft Teams-certified.

The returns department has an auto attendant that uses an ID of [\[email protected\]](#)

Planned Changes

Contoso plans to migrate all existing services from Skype for Business Server to Teams.

Direct Routing will be deployed for the existing SBCs.

Existing meeting rooms have Skype for Business Server video endpoints that are Skype for Business Server-certified. The endpoints are not Teams-certified.

You plan to use the video endpoints in Teams until the equipment is replaced with Microsoft Teams Rooms.

A limited pilot of the Teams migration and the Direct Routing deployment will occur in the Vancouver facility before deployment to the entire company.

Technical Requirements

Contoso identifies the following technical requirements:

- During the limited pilot, the media path must be optimized.
 - Media flow/ for the remote sales team users must be optimized. Contoso identifies the following technical requirements:
 - During the limited pilot, the media path must be optimized.
 - Media flow/ for the remote sales team users must be optimized.
 - All sales team users require inbound toll free audio conferencing-
 - Users in the Vancouver facility must be able to place emergency calls regardless of internet availability.
 - When users in the returns department dial out, the outbound calls must display Contoso and the department's phone number.
 - The video endpoints for the existing meeting rooms must be able to be used for both voice and video conferencing in Teams meetings. All sales team users require inbound toll free audio conferencing-
 - Users in the Vancouver facility must be able to place emergency calls regardless of internet availability.
 - When users in the returns department dial out, the outbound calls must display Contoso and the department's phone number.
 - The video endpoints for the existing meeting rooms must be able to be used for both voice and video conferencing in Teams meetings.

DRAG DROP

You need to migrate a Vancouver facility user named jsmith from Skype for Business Server to Teams.

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

Actions

Answer Area

Run the following command.

```
Move-CsUser -Identity  
jsmith@contoso.com -Target  
sipfed.online.lync.com
```

Run the following command.

```
Grant-CsOnlineVoiceRoutingPolicy  
-identity jsmith@contoso.com  
-PolicyName Vancouver
```

Assign the Microsoft 365 Phone
System license to jsmith.

Run the following command.

```
Set-CsOnlineUser  
-EnableEnterpriseVoice $true  
-identity jsmith@contoso.com
```

Assign the Microsoft 365 Audio
Conferencing license to jsmith.

Answer:

Actions	Answer Area
<div>Run the following command.</div> <div>Move-CsUser -Identity jsmith@contoso.com -Target sipfed.online.lync.com</div>	<div>Assign the Microsoft 365 Phone System license to jsmith.</div>
<div>Run the following command.</div> <div>Grant-CsOnlineVoiceRoutingPolicy -identity jsmith@contoso.com -PolicyName Vancouver</div>	<div>Run the following command.</div> <div>Move-CsUser -Identity jsmith@contoso.com -Target sipfed.online.lync.com</div>
<div>Assign the Microsoft 365 Phone System license to jsmith.</div>	<div>Run the following command.</div> <div>Grant-CsOnlineVoiceRoutingPolicy -identity jsmith@contoso.com -PolicyName Vancouver</div>
<div>Run the following command.</div> <div>Set-CsOnlineUser -EnableEnterpriseVoice \$true -identity jsmith@contoso.com</div>	
<div>Assign the Microsoft 365 Audio Conferencing license to jsmith.</div>	

Explanation:

Table

Description automatically generated with medium confidence

Question: 35

You are deploying Microsoft Teams Phone.

You have offices in the United States, the United Kingdom, Brazil, India, and China.

You will use Direct Routing for all the locations.

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

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

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

Answer: A,B

Explanation:

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

Question: 36

DRAG DROP

You have a Microsoft Teams Phone deployment.

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

Which four actions should you perform in sequence to minimize user call disruption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order. NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions	Answer Area
Create a voice route that has a dialed number pattern of <code>"^+1(\d{10})\$"</code> .	
Create a dial plan.	
Assign a dial plan to user1.	
In the global dial plan, create a normalization rule that has a pattern of <code>"^+1(\d{10})\$"</code> .	
Assign a voice routing policy to user1.	
Create a voice routing policy.	
Add a PSTN usage record named Record1.	

Answer:

Actions	Answer Area
Create a voice route that has a dialed number pattern of <code>"^+1(\d{10})\$"</code> .	Create a voice routing policy.
Create a dial plan.	Assign a dial plan to user1.
Assign a dial plan to user1.	In the global dial plan, create a normalization rule that has a pattern of <code>"^+1(\d{10})\$"</code> .
In the global dial plan, create a normalization rule that has a pattern of <code>"^+1(\d{10})\$"</code> .	
Assign a voice routing policy to user1.	
Create a voice routing policy.	
Add a PSTN usage record named Record1.	

Question: 37

Topic 1, Litware Case Study 1

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Overview

Litware, Inc. is an online retailer.

Litware is replacing its telephony platform with Microsoft Teams Phone.

Currently, all users are assigned Microsoft 365 E3 licenses.

Telephony Environment

The existing telecommunications system has several third-party IP-PBXes at the corporate and warehouse sites-Currently, the PBXes are linked through the corporate WAN and an inter-office dial plan is in place.

A unique PSTN direct inward dial (DID) is assigned to each user. The last five digits of each DID are used as an extension.

Litware piloted Microsoft Skype for Business Server Enterprise Voice, but has since decided to migrate directly to Teams Phone. During the pilot, a response group was created, and the response group is still in use. Agents in the response group use Skype for Business Server-certified handsets.

Locations

Litware has global retail stores and datacenters-

The telephony topology contains the following four types of sites:

Corporate sites

The corporate sites contain information workers who collaborate by using the Teams desktop client and SharePoint Online.

The reception desk at each corporate site has an analog intercom with an integrated door control. Each intercom

connects to an existing PBX by using an FXS Analog Telephony Adapter (ATA).

SIP trunks are delivered directly to the site by using a resilient WAN that connects directly to the on-site PBX solution.

Warehouse sites

The warehouse sites are critical to the business. Users at these sites use either the Teams desktop client or the Teams mobile client.

Each warehouse has a public announcement (PA) system that connects to the PBX by using a SIP ATA along with the sites' existing ISDN trunks.

Currently, users at the company's warehouse in Georgia can call the PA system by dialing 123456.

All calls to emergency services from the warehouses are played over the warehouses' PA system automatically.

WAN connectivity at the warehouses can be unreliable, so local PSTN connectivity is preferred as compared to centrally hosted connectivity. Retail sites

Each retail site has only one or two desk phones and a specialized point of sale (POS) computer that cannot run the desktop or web versions of the Teams client. Users at the retail sites have the Teams app and an associated data plan installed on their mobile device. Currently, each retail site uses a managed SD-WAN appliance to connect to both the internet and the corporate WAN. The users report that in the event of an internet outage at the retail sites, they can use their mobile devices, which have strong reception.

Planned Changes

Litware plans to implement the following changes:

- Maintain the existing emergency call PA integration.
- Replace the existing IP-PBX solutions by using Teams Phone.
- Consolidate all its PSTN trunks by using region-specific datacenters, wherever possible. During the planned deployment of Teams Phone, Litware will open a new retail site in the United Kingdom that will have five users. Litware does not have any existing telephony in the United Kingdom. Management at the new retail site wants to use Microsoft Teams Calling Plans for the users.

You are opening a new warehouse site in Melbourne. The new warehouse will connect to a phone carrier by using a Session Border Controller (SBC). Dialing rules are an area code of two digits beginning with a zero followed by a subscriber number of eight digits. For example, an E.164 number of +61370105550 will be translated to 03 7010 5550, and +61255505550 will be translated to 02 5550 5550.

Technical Requirements

Litware identifies the following technical requirements:

- Minimize the amount of voice traffic over the WAN.
- Whenever possible, use natively supported Teams solutions.
- Avoid replacing existing analog device adapters and SIP phones.

- Assign a Microsoft 365 Phone System license to all the users listed in a CSV file.
- Ensure that the retail sites can place and receive calls in the event of a WAN failure.
- Assign a phone number of +61370105550 to a user named User1. User1 is located at a corporate site.
- Ensure that the warehouse sites maintain calling in the event of an internet outage or Teams service failure.
- Provide users at the United Kingdom retail site with phone numbers. The users must only be allowed to make in-country calls.
- Replace the response group from the Skype for Business Server Voice Enterprise pilot with a call queue. The agents must be able to use their existing handset.

DRAG DROP

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

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

Which sequence of steps should you perform? To answer, drag the appropriate steps to the correct locations. Each step may be used once, more than once, or not at all You may need to drag the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

Steps	Answer Area
Assign the emergency calling policy to the resource account.	Step 1: Configure Direct Routing to the onsite SBC.
Assign the emergency calling policy to the Georgia warehouse.	Step 2: <div></div>
Associate the PA system with an SBC and assign the PA system an extension of 123456.	Step 3: Create a voice route for 123456 to the SBC.
Create an emergency calling policy that has Numbers to dial for emergency calls notifications set to 123456.	Step 4: <div></div>
	Step 5: <div></div>

Answer:

Steps

Answer Area

Assign the emergency calling policy to the resource account.

Assign the emergency calling policy to the Georgia warehouse.

Associate the PA system with an SBC and assign the PA system an extension of 123456.

Create an emergency calling policy that has Numbers to dial for emergency calls notifications set to 123456.

Step 1: Configure Direct Routing to the onsite SBC.

Step 2: Associate the PA system with an SBC and assign the PA system an extension of 123456.

Step 3: Create a voice route for 123456 to the SBC.

Step 4: Create an emergency calling policy that has Numbers to dial for emergency calls notifications set to 123456.

Step 5: Assign the emergency calling policy to the Georgia warehouse.

Explanation:

Graphical user interface, text, application, chat or text message

Description automatically generated

Question: 38

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

You need to implement Local Media Optimization.

In the Microsoft Teams admin center, you configure the external trusted IP addresses and define the network regions, network sites, and network subnets.

What should you do next?

- A. Define a voice route.
- B. Assign Session Border Controllers (SBCs) to sites.
- C. Create a trunk translation rule.
- D. Modify the default emergency calling policy

Answer: B

Explanation:

Reference: <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization-configure>

Question: 39

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

You connect a new Session Border Controller (SBC).

You need to verify that all the voice features work as expected for calls that traverse the SBC

What should you use?

- A. the SIP Tester client script
- B. Microsoft 365 network connectivity test tool
- C. Microsoft Teams Network Assessment Tool
- D. Microsoft Remote Connectivity Analyzer

Answer: C

Question: 40

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

What should you include in the recommendation?

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

Answer: C

Explanation:

Reference: <https://docs.microsoft.com/en-us/microsoftteams/pstn-connectivity>



SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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