Vendor: Microsoft
Exam Code: MS-721
Exam Name: Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate
Certification: Microsoft Certifications
Total Questions: 248 Q&A (View Details)
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Question 1:
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 Device in the Microsoft Teams admin center, you select IP Phones, select the Configuration profiles tab, select Standard Phone Policy, and select Assigned devices.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Question 2:
DRAG DROP

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

You are migrating to Microsoft Teams Phone. A Direct Routing trunk is used for PSTN connectivity.

The company requires that phone number assortments be performed in Active Directory.

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

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

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

Select and Place:

From Microsoft Teams PowerShell, run the Set-CsOnlineApplicationInstance cmdlet and assign a phone number to the resource account.

From the Skype for Business Server Management Shell, run the New-CsHybridApplicationEndpoint cmdlet and specify the -LineURI parameter.

From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account.

Assign the resource account to the call queue during the call queue setup.

From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User license to the account.

From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**.

Correct Answer:

From Microsoft Teams PowerShell, run the Set-CsOnlineApplicationInstance cmdlet and assign a phone number to the resource account.

From the Microsoft 365 admin center, assign a Microsoft 365 Domestic Calling Plan license to the account.

From Org-wide settings in the Microsoft Teams admin center, select **Resource accounts**, and then select **Add**.

From the Skype for Business Server Management Shell, run the New-CsHybridApplicationEndpoint cmdlet and specify the -LineURI parameter.

From the Microsoft 365 admin center, assign a Microsoft 365 Phone System - Virtual User license to the account.

Assign the resource account to the call queue during the call queue setup.

Question 3:

You have a Microsoft Teams Phone deployment.

You implement Teams Rooms on Windows.

You need to apply a custom theme to the display of Team1 Rooms on Windows.

What should you configure?

A. a configuration profile

B. a SkvDeSettinas.xml file

C. a team template

D. a LayoutModification.xml file

Correct Answer: C

Reference: https://learn.microsoft.com/en-us/microsoftteams/rooms/custom-backgrounds

Question 4:
DRAG DROP

You have two users named User1 and User2.

You need to configure User2 as a call delegate for Uset1. The solution must meet the following requirements:

Minimize disruptions to User1.

Prevent User2 from placing cans on behalf of User1.

Prevent User2 from modifying the settings of User1.

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:

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.
Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.
From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.
From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.
For User2, set Permission to **Make and receive calls.**
From the Call delegation settings, select **Add people**, and then select the User2.
For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

Answer Area

Correct Answer:

From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.

From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.

For User2, set Permission to **Make and receive calls**.

From the Call delegation settings, select **Add people**, and then select the User2.

Answer Area

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

Question 5:

You have a Microsoft Teams deployment.

You have the users shown in the following table.

Name	Licensed for
User1	Microsoft 365 E5
User2	Microsoft 365 E3, Microsoft Teams Premium
User3	Microsoft 365 E5, Microsoft Teams Rooms Pro

You need to identify which users meet the following requirements:

Can assign watermarks to meetings.

Can configure end-to-end meeting encryption.

Which users should you identify?

A. User1 only

B. User2only

C. User3 only

D. User2 and User3 only

E. User1.User2. andUser3

Correct Answer: B

Question 6:

You have a Microsoft Teams Phone deployment.

You assign a Microsoft 365 E5 license lo a user named User1.

You need to enable User1 for Direct Routing.

Which PowerShell cmdlet should you run?

A. Set-CsCallingLineIdentity

B. Set-CsUser

C. Set-CsOnlineVoiceUser

D. Set-CsUserServicesPolicy

Correct Answer: A

Question 7:

You have a Microsoft Teams Phone deployment.

You have Teams devices located in meeting rooms and public areas.

You need to turn on Device lock for the devices.

What should you configure?

A. a calling policy

B. a setup policy

C. a Teams policy

D. a configuration profile

Correct Answer: D

Reference: https://sbcconnect.com.au/pages/physical-device-management.html

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Question 8:

You have a Microsoft 365 subscription that uses Microsoft Teams and contains the groups shown in the following table.

Name	Type
Research	Security
Marketing	Distribution

A user named User1 is a member of both Research and Marketing. You have the meeting policies shown in the following table.

Name	Custom
Global (Org-wide default)	No
Policy1	Yes
Policy2	Yes

You have group policy assignments for the meeting policies as shown in the following table.

Rank	Group	Assigned policy
1	Marketing	Policy2
2	Research	Policy1

Which policies are assigned to User1?

A. Policy1 only

B. Policy2 only

C. Global (Org-wide default) only

D. Policy1 and Global (Org-wide default)

E. Policy2 and Global (Org-wide default)

Correct Answer: D

Question 9:

Your network contains an on-premises Active Directory Domain Services (AD DS) domain named contoso.com.

You have a Microsoft 365 subscription.

You plan to implement Microsoft Teams Rooms shared room video conferencing.

You deploy 50 Teams Rooms on Windows devices and join each device to contoso.com.

You need to enable Direct Guest Join on all 50 devices. The solution must minimize administrative effort.

What should you do?

A. Run the Set-CsVideoInteropServiceProvider cmdlet.

B. From the Microsoft Teams admin center, configure a configuration policy.

C. From the Microsoft Teams admin center, modify the Guest access settings.

D. Deploy a SkypeSettings.xml file to each device by using Group Policy.

Correct Answer: B

Question 10:

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 team and a channel.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

Reference:
https://regroove.ca/stellark1/09/redirect-teams-auto-attendant-voicemail-to-a-channelupdated-method/

Question 11:

You are deploying a Teams Rooms on Windows device.

You need to enable public preview lo lest newly released beta features.

What should you do?

A. Create a new Teams update policy.

B. Create and then modify an XML file named SkypeSettings.xml.

C. Create and then modify an XML file named TeamsSettings.xml.

D. Create a new Team template.

Correct Answer: C

Question 12:
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. From the Microsoft Teams admin center, select Voice, select Voice routing policies and then select Add

B. Run theHew-CsTenentDialPlan cmdlet.

C. From the Microsoft Teams admin center, select Voice select Phone numbers, and then seleci Add

D. From the Microsoft Teams admin center, select Voice, select Calling policies, and then select Add

Correct Answer: D

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

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Question 13:
You have a Microsoft Teams Phone deployment.

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

What are two ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. call queues

B. call forwarding

C. group call pickup

D. call delegation

E. call park

Correct Answer: AC

Reference:
https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue
https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup

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Question 14:
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 ©contosoxom.

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.

Select and Place:

Press **CTRL+ALT+DELETE**	
Configure the Remote Desktop settings and sign out	
From Settings in the Microsoft Teams Rooms app, select **Windows settings**	
Select the Administrator account and enter the password	
From Settings in the Microsoft Teams Rooms app, select the **Account** tab	

Correct Answer:

	Configure the Remote Desktop settings and sign out
	Select the Administrator account and enter the password
From Settings in the Microsoft Teams Rooms app, select **Windows settings**	Press **CTRL+ALT+DELETE**
From Settings in the Microsoft Teams Rooms app, select the **Account** tab	

Question 15:

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

You are deploying Microsoft Teams Rooms.

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

You verify that Modern authentication is enabled in Teams Rooms.

What prevents you from signing in?

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

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

C. Teams Rooms must be domain joined first.

D. MFA is unsupported In reams Rooms.

Correct Answer: D