



# MS-720<sup>Q&As</sup>

Microsoft Teams Voice Engineer

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### QUESTION 1

You are enabling users for Direct Routing.

You already assigned licenses to the users.

You need to complete the user setup.

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

- A. Grant-CsOnlineVoiceRoutingPolicy
- B. Set-CsOnlineVoiceUser
- C. Set-CsUserPstnSettings
- D. Grant-CsVoicePolicy
- E. Set-CsUser

Correct Answer: AB

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### QUESTION 2

You are planning a Microsoft Teams Phone deployment that will use Direct Routing. You need to allow traffic from Microsoft 365 to a Session Border Controller (SBC). Which IP address ranges should you allow through the firewall?

- A. 132.245.0.0/16 and 40.104.0.0/15
- B. 10.10.0.0/24 and 10.11.0.0/24
- C. 8.8.8.8/32 and 4.4.2.2/32
- D. 52.112.0.0/14 and 52.120.0.0/14

Correct Answer: D

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

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### QUESTION 3

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline.

What should you do?

- A. Add a webhook.
- B. Create a live events policy.



- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

Correct Answer: A

**QUESTION 4**

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

**Call park policies**

Call park lets people put a call on hold and transfer it to other people within your organization. Call park policies let you control which users are call park enabled and make other call park setting changes for them. You can use the Global (Org-wide default) policy and customize it or create one or more custom policies and assign them to users. [Learn more](#)

Call park policies summary		User statistics	
1	0	0	50
Default policy	Custom policies	Custom policies	Default policies

Manage policies | Group policy assignment

+ Add | Edit | Duplicate | Delete | Reset Global policy | 1 item

Name	Description	Custom policy	Call park
Global (Org-wide default)		No	Yes

You have a Microsoft 365 group named Help Desk.

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

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

NOTE: Each correct selection is worth one point.

- A. Assign Policy2 to all users.
- B. In the Global (Org-wide default) policy, set Allow call park to Off.



- C. Create a new call park policy named Policy2 and set Allow call park to Off.
- D. Assign Policy1 to the Help Desk group.
- E. Assign the Global (Org-wide default) policy to the users in the Help Desk group.
- F. Create a new call park policy named Policy1 and set Allow call park to On

Correct Answer: BDF

Reference: <https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>

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#### QUESTION 5

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

Example: Voice routing with multiple PSTN usages.

The voice routing policy created in Example 1 (Voice routing with one PSTN usage) only allows calls to phone numbers in the US and Canada--unless the

Microsoft Calling Plan license is also assigned to the user.

In the example that follows, you can create the "No Restrictions" voice routing policy. The policy reuses the "US and Canada" PSTN usage created in Example 1, as well as the new "International" PSTN usage.

Reference:

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

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