



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

Microsoft Teams Voice Engineer

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### QUESTION 1

You need to implement Local Media Optimization.

- 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 2

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

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

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### QUESTION 3

You have a Teams Phone deployment. The deployment has a single Session Border Controller (SBC) that uses Direct Routing.

Users report that outbound PSTN calls fail.

You need to identify the quantity of specific SBC SIP errors.



What should you review in the Microsoft Teams admin center?

- A. Endpoint Reports in Microsoft Call Quality Dashboard
- B. the network effectiveness ratio on the usage tab for the SBC
- C. the Jitter tab in Network parameters
- D. Quality of Experience Reports in Microsoft Call Quality Dashboard

Correct Answer: A

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#### QUESTION 4

Your company has offices in Paris and London.

You are migrating from an on-premises PBX telephony solution to a Microsoft Teams Phone deployment that uses Direct Routing. You plan to use the existing telephony carrier.

The new solution will provide telephony services to users in both offices.

You need to recommend a solution that is the most resistant to possible failures. The solution must ensure that calls are routed through each user's respective office.

Which two actions should you include in the recommendation? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. Deploy one Session Border Controller (SBC) to each office. Configure the SBCs as a high-availability pair.
- B. Deploy a highly available Session Border Controller (SBC) pair to each office.
- C. Configure voice routing policies for each office.
- D. Configure a single voice routing policy for all users.

Correct Answer: AC

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#### QUESTION 5

Your company has a Microsoft Teams Phone deployment.

You plan to deploy auto attendants and call queues.

The support desk requires that its auto attendant be able to forward calls after hours to local mobile phone numbers.

You need to identify which licenses to assign to auto-attendant. The solution must minimize costs. Which two licenses should you identify? Each correct answer presents part of the solution.



NOTE: Each correct selection is worth one point.

- A. Microsoft 365 Phone System
- B. Microsoft 365 Domestic Calling Plan
- C. Microsoft 365 Phone System - Virtual User
- D. Office 365 E3
- E. Microsoft 365 E5
- F. Microsoft 365 Domestic and International Calling Plan

Correct Answer: BC

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