



MS-721^{Q&As}

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QUESTION 1

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

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

QUESTION 2

Your company has an office in Atlanta.

The company has a Microsoft Teams Phone deployment that contains a toll-free phone number.

You notice that the Atlanta office has significantly high toll-free dial-in usage for meetings.

You need to disable the toll-free number for meetings organized by users in the Atlanta office.

Which type of policy should you configure from the Microsoft Teams admin center?

A. meeting

B. calling

C. audio conferencing

D. voice routing

Correct Answer: C

Reference: <https://learn.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/disabling-tollfree-numbers-for-specific-users>

QUESTION 3

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.

Select and Place:

Steps

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.

Answer Area

Step 1: Configure Direct Routing to the onsite SBC.

Step 2:

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

Step 4:

Step 5:

Correct Answer:

Steps

Assign the emergency calling policy to the resource account.

Answer Area

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.

QUESTION 4



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 5

You are deploying Microsoft Teams Calling Plans.

You port all phone numbers to Microsoft Teams Phone as shown in the exhibit (Click the Exhibit tab.)

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues. [Learn more](#)

Numbers | Order history

+ Add | Port | Edit | Release

✓	Phone number	Number Provider	Location	Number usages ⓘ	Number type ⓘ
	+1 234 555 5331	Microsoft	Akron, United States	User	
	+1 234 555 5332	Microsoft	Akron, United States	User	
	+1 234 555 5333	Microsoft	Akron, United States	User	
✓	+1 234 555 5334	Microsoft	Akron, United States	User	
	+1 234 555 5335	Microsoft	Akron, United States	User	

You need to assign the number +1-234-555-5334 to an auto attendant. What should you do first?

A. Get an auto attendant toll number.

B. Assign the number to the resource account of the auto attendant.

C. Open a Microsoft support case to initiate an inventory type change.



D. Create a port order for a user number.

Correct Answer: D

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