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 configure the call queue to use a Microsoft 365 group.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

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

QUESTION 2

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 Users in the Microsoft Teams admin center, you locate each affected user and review the settings on the Voice tab.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 3

Your company uses Microsoft Teams Calling Plans.

The company acquires a small development team. Currently, users on the team have their own direct inward dial (DID) numbers that have PSTN capabilities.

You migrate the users to Teams.

You need to ensure that the users have phone numbers.

Solution: From the Microsoft Teams admin center, you place a new order for service numbers.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers

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QUESTION 4

Your company has an office in Adelaide.

The company has a Microsoft Teams Phone deployment.

You acquire a new service number that has the local Adelaide area code.

You need to update the default conferencing toll number for only the users in the Adelaide office.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Configure a customization policy.

B. Assign the policy to the Adelaide office users.

C. Assign the number to a resource account.

D. Configure an audio conferencing policy.

E. Modify the Assigned phone number setting for each Adelaide office user.

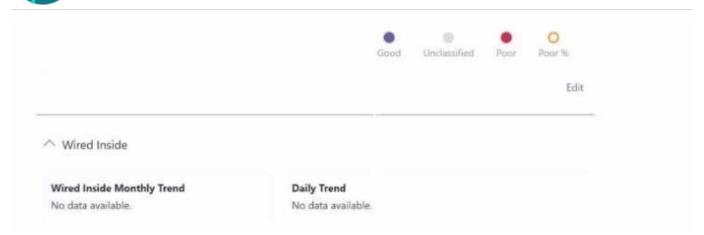F. Modify the global (Org-wide default} audio conferencing policy.

Correct Answer: CD

QUESTION 5

You have a Teams Phone deployment.

When you review the Server - Client summary reports in Teams, you discover that Wired inside data is unavailable as shown in the following exhibit.

You need to review the monthly and daily trends in the reports. What should you do?

A. From the Microsoft Teams admin center, upload reporting labels.

B. From the Microsoft Teams admin center, configure the network topology.

C. From the Microsoft Call Quality Dashboard, upload the Endpoint data file.

D. From the Microsoft Call Quality Dashboard, upload the Building data file.

Correct Answer: C