



# MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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**QUESTION 1**

DRAG DROP

A company wants to use the Microsoft Call Quality Dashboard (CQD) to monitor and investigate calls.

You need to provide guidance on how to use the CQD.

Which action can you perform by using the CQD? To answer, drag the appropriate responses to the statements. Each response 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:

Responses	Answer Area	
	Statement	Response
Yes	Identify the root cause of a specific issue	Response
No	Review data streams from phone systems.	Response
	Review usage information and trends	Response

Correct Answer:

Responses	Answer Area	
	Statement	Response
Yes	Identify the root cause of a specific issue	No
No	Review data streams from phone systems.	No
	Review usage information and trends	Yes

Reference: <https://docs.microsoft.com/en-us/microsoftteams/quality-of-experience-review-guide>

**QUESTION 2**



You need to resolve the chat notification issue.

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

NOTE: Each correct selection is worth one point.

- A. Reinstall Microsoft Teams.
- B. On the Microsoft Teams Settings Notifications page, enable notifications.
- C. In Registry Editor, navigate to Computer\HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Office\Teams. Create a registry key named ChatNotifications and set the value to 1.
- D. In the Windows settings Notifications and Actions menu, enable notifications.
- E. Update Microsoft Teams to the latest version.

Correct Answer: BDE

Reference: <https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d> <https://support.microsoft.com/en-us/windows/change-notification-and-action-settings-in-windows-10-8942c744-6198-fe56-4639-34320cf9444e>

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### QUESTION 3

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

- A. Teams Communications Administrator
- B. Teams Communications Support Specialist
- C. Teams Communications Support Engineer
- D. Teams Service Administrator

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

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### QUESTION 4

A company uses Microsoft Teams.

Users from a private channel named PrivateChannell report that guest users have access to the private channel message thread.

You need to ensure that guest users have access to the files in PrivateChannell, but no access to the message thread.

Which two actions should you perform? Each correct answer presents part of the solution,



NOTE: Each correct selection is worth one point.

- A. Add the guest users to the member\\'s group in the private channel SharePoint site.
- B. Remove the guest users from PrivateChannell.
- C. Disable the chat in the guest access policy in Microsoft Teams admin center.
- D. Add the guest users to the visitor\\'s group in the private channel SharePoint site.

Correct Answer: AC

### QUESTION 5

A company assigns Microsoft 365 E5 licenses to its users.

A user reports that the Microsoft Teams dial pad is missing.

You run the Get-csonlineuser PowerShell cmdlet. You observe the results shown in the following exhibit:

```
EnterpriseVoiceEnabled : False
SipProxyAddress        : sip:bq@qwasqq.com
SipAddress              : qwasqq.com
TeamsUpgradeEffectiveMode : SfbWithTeamsCollabAndMeetings
MCOValidationErrors    : {}
UsageLocation           : GB
ProvisioningStamp       :
ProvisioningCounter     : 0
LineServerURI           :
LineURI                 :
VoicePolicy             : BusinessVoice
VoiceRoutingPolicy      :
```

You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

- A. Run the following PowerShell cmdlet: Set-CsOlineVoiceuser -identity -LocationID- telephonenumber
- B. Assign a voice routing policy.
- C. In the Teams admin center, change the coexistence mode to Teams only
- D. Change the value of the Usagelocation option to US.
- E. Run the following PowerShell Cmdlet Set-CsUser -Identity - EnterpriseVoiceEnabled \$True



Correct Answer: BCE

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