Vendor: Microsoft

Exam Code: MS-721

Exam Name: Collaboration Communications Systems
Engineer

Version: DEMO

QUESTION 1
Case Study 1 - Litware, Inc
Overview
Litware, Inc. is an online retailer.
Litware is replacing its telephony platform with Microsoft Teams Phone.
Currently, all users are assigned Microsoft 365 E3 licenses.

Existing Environment
Telephony Environment
The existing telecommunications system has several third-party IP-PBXes at the corporate and warehouse sites. Currently, the PBXes are linked through the corporate WAN and an inter-office dial plan is in place.

A unique PSTN direct inward dial (DID) is assigned to each user. The last five digits of each DID are used as an extension.

Litware piloted Microsoft Skype for Business Server Enterprise Voice, but has since decided to migrate directly to Teams Phone. During the pilot, a response group was created, and the response group is still in use. Agents in the response group use Skype for Business Server-certified handsets.

Locations
Litware has global retail stores and datacenters.
The telephony topology contains the following four types of sites:

Corporate sites
The corporate sites contain information workers who collaborate by using the Teams desktop client and SharePoint Online.

The reception desk at each corporate site has an analog intercom with an integrated door control. Each intercom connects to an existing PBX by using an FXS Analog Telephony Adapter (ATA).

SIP trunks are delivered directly to the site by using a resilient WAN that connects directly to the on-site PBX solution.

You need to recommend a PSTN solution for the Teams Phone deployment at the retail sites. The solution must meet the technical requirements.

What should you include in the recommendation?

 A. Teams Calling Plans
 B. Direct Routing without media bypass
 C. Operator Connect
 D. Direct Routing with media bypass

Answer: C
Explanation:
Management at the new retail site wants to use Microsoft Teams Calling Plans for the users.
https://docs.microsoft.com/en-us/microsoftteams/pstn-connectivity

QUESTION 2
Case Study 2 - Contoso

Overview

General Overview
The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.

Physical Locations
Contoso has offices in Toronto, New York, and London. Contoso has a manufacturing facility in Vancouver.

Contoso has a global sales team that works remotely without a physical corporate office.

Existing Environment
Active Directory Environment
The network contains an Active Directory forest named contoso.com that syncs to Microsoft 365 by using Azure AD Connect. Domain controllers run Windows Server 2019.

Microsoft Office 365
Contoso has a Microsoft 365 subscription. All users are assigned Microsoft 365 E3 licenses.

Contoso uses Microsoft Exchange Online for email.

Network Infrastructure
All the offices connect to each other by using a private WAN. The Toronto office has a 1-Gbps internet circuit and the London office has a 100-Mbps internet circuit. Internet access for all the offices is provided through the Toronto and London offices.

The remote sales team users connect to the networks by using VPN connections. The remote users use various connection types, including wireless and mobile.

Skype for Business Server traffic for the remote users is routed through the VPN connections.

Telephony
Contoso uses a centralized Skype for Business Server 2015 deployment configured for disaster recovery between the Toronto and London datacenters.

Each frontend pool connects to the PSTN through a pair of managed Session Border Controllers (SBCs) that provide Enterprise Voice and dial-in conferencing.

Contoso has a Skype for Business Server Survivable Branch Appliance (SBA) and a local SBC that connects to a Primary Rate Interface (PRI) in the Vancouver manufacturing facility.

Contoso has hybrid connectivity deployed between Skype for Business Server and Office 365.

All SBCs are Microsoft Teams-certified.

The returns department has an auto attendant that uses an ID or returns.aa@contoso.com.

Hotspot Question

You need to assign the correct licenses to a sales team manager in the New York office who is scheduled to migrate from Skype for Business Server to Teams.
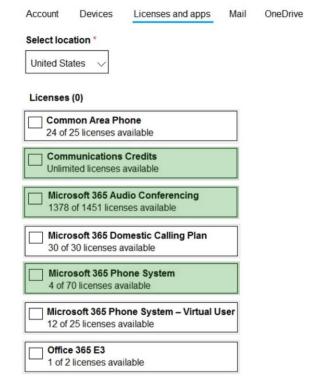
Which three licenses should you assign? To answer, select the licenses in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Account   Devices   Licenses and apps   Mail   OneDrive

Select location *

United States ∨

Licenses (0)

☐ **Common Area Phone**
24 of 25 licenses available

☐ **Communications Credits**
Unlimited licenses available

☐ **Microsoft 365 Audio Conferencing**
1378 of 1451 licenses available

☐ **Microsoft 365 Domestic Calling Plan**
30 of 30 licenses available

☐ **Microsoft 365 Phone System**
4 of 70 licenses available

☐ **Microsoft 365 Phone System – Virtual User**
12 of 25 licenses available

☐ **Office 365 E3**
1 of 2 licenses available

Answer:

Answer Area

Account   Devices   Licenses and apps   Mail   OneDrive

Select location *

United States ∨

Licenses (0)

☐ **Common Area Phone**
24 of 25 licenses available

☐ **Communications Credits**
Unlimited licenses available

☐ **Microsoft 365 Audio Conferencing**
1378 of 1451 licenses available

☐ **Microsoft 365 Domestic Calling Plan**
30 of 30 licenses available

☐ **Microsoft 365 Phone System**
4 of 70 licenses available

☐ **Microsoft 365 Phone System – Virtual User**
12 of 25 licenses available

☐ **Office 365 E3**
1 of 2 licenses available

Explanation:
The minimum license you need for Teams Calling/Direct Route is either E3 + Phone system + Calling Plan. If you have DR you need Phone system. For Audio Conferencing you need the add on plus communication credits or else you might not be able to call some countries. (Plus Toll Free you need com credits)

QUESTION 3
Case Study 3 - Contoso, Ltd

Overview
Company Information
Contoso, Ltd. is an international manufacturing company that has 2,000 employees.
Contoso currently uses a third-party meeting service. The company plans to migrate the meeting service to Microsoft Teams and replace all legacy video teleconferencing (VTC) devices.

Physical Locations
Contoso has offices in Toronto, New York, Rome, and London. The company has a global sales team that works remotely.

Existing Environment
Active Directory Environment
The on-premises network contains an Active Directory Domain Services (AD DS) forest named contoso.com.

Microsoft 365 and Teams Environment
Contoso has a Microsoft 365 subscription. All users are licensed for Microsoft 365 E5 and Teams Premium. All users are enabled for Teams Phone by using Operator Connect.
The contoso.com domain syncs to Microsoft 365 by using Azure AD Connect cloud sync. All users use the Microsoft Authenticator app for multi-factor authentication (MFA) to cloud services.
A Microsoft Surface Hub device is deployed to the boardroom in each office.
The reception area at the Toronto office is configured to use a phone number of +14165555555 in Teams.

Problem Statements
Contoso identifies the following issues:
- A user in the London office cannot locate the recorded files from a recurring Teams meeting.
- Executives in the New York office report having to use Microsoft Authenticator to access their Microsoft OneDrive files from the Surface Hub.
- A user in the Toronto office reports receiving incoming calls while attending Teams meetings instead of having calls sent automatically to voicemail.

You need to implement the planned changes for the huddle spaces. The solution must meet the technical requirements.

Which two types of policies should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. IP phone
B. dialout
C. calling
D. voice routing
E. customization

Answer: BD

QUESTION 4
Your company has offices in 10 countries. The company has a tenant dial plan configured for each country.

The company recently opened an office in a new country.

You need to create a new tenant dial plan that meets the unique dialing requirements of the new country.

What should you do?

A. Run the `New-CsOnlineVoiceRoutingPolicy` cmdlet.
B. From the Microsoft Teams admin center, select **Voice**, select **Dial plan**, and then select **Add**.
C. From the Microsoft Teams admin center, select **Locations**, select **Network topology**, and then select **Add**.
D. Run the `Set-CsTenantDialPlan` cmdlet.

Answer: B
Explanation:
You can use the Microsoft Teams admin center or Windows PowerShell to create and manage dial plans.

Create a dial plan -
1. In the left navigation of the Microsoft Teams admin center, go to Voice > Dial plan.
2. Click Add, and then enter a name and description for the dial plan.

Add

Description

A dial plan is a set of rules that translate phone number that users dial into a standard E.164 number for call authorization and call routing. You can use the Global (Org-wide default) that is created or create one or more custom messaging policies for people in your organization.

Dial plan details

External dialing prefix ⓘ

Example: 9

Optimized device dialing ⓘ

⬤ Off

Test dial plan

Enter a phone number to test.

Example: "4255551234"

Test

ⓘ You need to save this dial plan before testing it.

Normalization rules

Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.

You haven't added any normalization rules yet.

Add

3. Etc.
Reference:
https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans

QUESTION 5
Your company hires a new employee in Lisbon.

You assign a Microsoft 365 E3 license to the employee.

The employee must schedule meetings that will include customers in Lisbon. The customers will dial in to the meetings by using PSTN.

You need to ensure that the employee can send meeting invitations that include a dial-in conferencing bridge. The bridge must be set to a local number in Lisbon instead of the company's default dial-in conferencing bridge number.

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

NOTE: Each correct selection is worth one point.

A. From Users in the Microsoft Teams admin center, edit the Audio conferencing settings of the employee.
B. From the Microsoft Teams admin center, modify the settings of the default conferencing bridge.
C. From the Microsoft 365 admin center, assign an Auto Conferencing add-on license to the employee.
D. From the Microsoft 365 admin center, set the usage location of the employee to Portugal.

Answer: AC
Explanation:
You only need a single employee to change thier dial in conference number default.
Also, they mention this is a new hire. Most likely, they have not been assigned an audio conferencing license yet.
https://docs.microsoft.com/en-us/microsoftteams/audio-conferencing-in-office-365
https://docs.microsoft.com/en-us/microsoftteams/change-the-phone-numbers-on-your-audio-conferencing-bridge

QUESTION 6
Your company has a Microsoft 365 E5 subscription that uses Microsoft Teams.
The company has a department named HR.
You need to ensure that when a user in the HR department creates a highly confidential meeting, a watermark is applied to the recording.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Assign a meeting policy for the HR department users.
B. Assign a Microsoft Teams Premium license to the HR department users.
C. Assign a customization policy for the HR department users.
D. Assign an Azure Information Protection Premium P2 license to the HR department users.
E. Assign a meeting template policy for the HR department users.
F. Assign an Azure Active Directory Premium P2 license to the HR department users.

Answer: AB
Explanation:
Watermark requires a Teams Premium license and it is enabled in a Meeting Policy.
https://learn.microsoft.com/en-US/microsoftteams/settings-policies-
reference?WT.mc_id=TeamsAdminCenterCSH#watermark

QUESTION 7
You have a Teams Phone deployment that contains a branch office.
You need to restrict toll bypass for a user based on the office in which the user is working during an inbound or outbound PSTN call.
What should you use?

A. a voice routing policy
B. Local Media Optimization
C. Location-Based Routing
D. dial plans
E. a calling policy

Answer: E
Explanation:
To enforce Location-Based Routing for specific users, set up the user's calling policy to prevent PSTN toll bypass. To do this, turn on the Prevent toll bypass setting in the calling policy.
https://learn.microsoft.com/en-us/microsoftteams/location-based-routing-enable#enable-location-
based-routing-for-calling-policies

QUESTION 8
You have a Microsoft Teams deployment.
You plan to use a SkypeSettings.xml file to deploy Teams Rooms.
Which two actions can you perform in the file? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Define the account sign-in credentials.
B. Allow remote control from personal devices.
C. Automatically accept proximity-based meeting invitations.
D. Enable the default video camera.

Answer: AC
Explanation:
You can configure:
<UserAccount> Container for credentials parameters. The sign-in address, Exchange address, or email address are usually the same, such as RainierConf@contoso.com.
<Password> The password parameter is the same password used for the Skype for Business device account sign-in.
<AutoAcceptProximateMeetingInvitations> If true, proximity based meetings are automatically accepted. Disabled by default.
<AllowRoomRemoteEnabled> If true, room remote connections are allowed. Enabled by default.
https://learn.microsoft.com/en-us/microsoftteams/rooms/xml-config-file

QUESTION 9
You have a Microsoft Teams Phone deployment.

You need to implement Local Media Optimization for Direct Routing users at a site.

Users at the site frequently perform the following actions:

```
- Park calls.
- Place calls on hold.
- Transfer calls to other users.
- Escalate calls to conference calls.
```

Which action will be affected by implementing Local Media Optimization?

A. Park calls.
B. Transfer calls to other users.
C. Escalate calls to conference calls.
D. Place calls on hold.

Answer: C
Explanation:
Call escalations from 1 to 1 call between internal customers to multiparty call with external customer/resource result in dropped calls
Held call when resumed, call does not disconnect, call works through Proxy SBC but LMO will stop working for this call.
https://docs.microsoft.com/en-us/microsoftteams/direct-routing-media-optimization#known-issues

QUESTION 10
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.

NOTE: Each correct selection is worth one point.

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

Answer: AB
Explanation:
https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users
The Set-CsUser cmdlet seems to be used to ensure the user is homed online, which only applies to applies to Skype for Business Server Enterprise Voice enabled users being migrated to Teams Direct Routing.
Since there is no mention of migration from Skype for Business to Teams Direct Routing, I think option E is unnecessary.
https://learn.microsoft.com/en-us/microsoftteams/direct-routing-enable-users
Another note is that Set-CsOnlineVoiceUser may have been replaced with Set-CsPhoneNumberAssignment in the documentation.

QUESTION 11
You have a Teams Phone deployment.
You are designing a meeting space that contains a Teams certified conference phone.
You need to configure the phone to meet the following requirements:

```
- Show the calendar on the display by default
- Support one-touch join for Teams meetings
```

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

A. Create and assign a Teams IP phone policy
B. Assign a Microsoft Teams Rooms Pro license to the phone
C. Assign a Shared Device license to the phone
D. Create and assign an Audio Conferencing policy
E. Enable the Cloud Video Interop for Teams service

Answer: AB
Explanation:
The Teams IP Phone policy can only be modified if the account signing into the phone is licensed with something other than a Teams Shared Devices license. If licensed with a Microsoft 365 E3 or E5 subscription, or an Office 365 Enterprise E1, E3, or E5 subscription, you can modify the IP Phone policy.
https://learn.microsoft.com/en-us/microsoftteams/set-up-common-area-phones

QUESTION 12
Your company has offices in London and Vancouver
The company has a Teams Phone deployment that uses Calling Plans.
The London office contains a user named User1.
User1 moves from the London office to the Vancouver office.
You need to update the phone number and emergency location of User1 to match the new office.
What should you do first?

A. Run New-CsTeamsEmergencyCallingPolicy -Identity Vancouver.
B. Modify the current Usage location for User1.
C. Run Grant-CsTeamsEmergencyCallingPolicy -Identity Vancouver.
D. Add a new emergency location for User1.

Answer: B
Explanation:
The first thing to do is modify the current Usage location with the new country. You cannot assign a phone number or emergency location it the country is UK instead of Canada.

QUESTION 13
You have a Microsoft Teams Phone deployment.
You have two users that must receive calls for one another.
When a call is received by one user, the other user must only receive a visual notification.
What should you use?

A. a calling policy
B. call delegation

C. group call pickup
D. call parte and retrieve
E. call forwarding

Answer: C
Explanation:
The call sharing and group call pickup features of Microsoft Teams let users share their incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable.
Group call pickup is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call (via audio and visual notification, visual only, or banner in the Teams app), and they can decide whether to answer it.

https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup
https://support.microsoft.com/en-us/office/set-up-a-delegate-to-take-your-calls-75e8c522-dde0-45b3-8fd1-8341f19740f9
https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve

QUESTION 15
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

Answer: BC
Explanation:
A resource account would get the "virtual user" license and if it's calling plan, the resource account needs coverage of costs for dialing out to a external numbers.
https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue

QUESTION 16
You have a Teams Phone deployment that uses Direct Routing on a single Session Border Controller (SBC).

Users report that outbound PSTN calls are failing, but inbound PSTN calls are successful.

When you review the SBC logs, you discover that Microsoft is responding to SIP option requests, but is NOT sending SIP option requests.

What is the cause of the issue?

A. The online PSTN gateway is disabled.
B. An SBC certificate is expired.
C. An external DNS entry is missing from the FQDN of the SBC.
D. The phone numbers of the users are defined by running the New-csTeamsUnassignedNumberTreatment cmdlet.

Answer: A
Explanation:
https://learn.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/issues-with-outbound-calls#no-users-are-able-to-make-calls

QUESTION 17
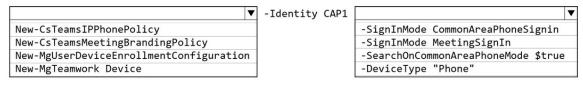Hotspot Question

You have a Microsoft Teams Phone deployment.

You plan to deploy a phone named Phone1 to a public location.

You need to ensure that Phone1 does NOT display the People, Calendar, and Voicemail options.

How should you complete the PowerShell command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

New-CsTeamsIPPhonePolicy ▼	-Identity CAP1 ▼
New-CsTeamsMeetingBrandingPolicy	-SignInMode CommonAreaPhoneSignin
New-MgUserDeviceEnrollmentConfiguration	-SignInMode MeetingSignIn
New-MgTeamwork Device	-SearchOnCommonAreaPhoneMode $true
	-DeviceType "Phone"

Answer:

Answer Area

New-CsTeamsIPPhonePolicy ▼	-Identity CAP1 **-SignInMode CommonAreaPhoneSignin** ▼
New-CsTeamsMeetingBrandingPolicy	-SignInMode MeetingSignIn
New-MgUserDeviceEnrollmentConfiguration	-SearchOnCommonAreaPhoneMode $true
New-MgTeamwork Device	-DeviceType "Phone"

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