

MICROSOFT MS-720

Microsoft Teams Voice Engineer Certification Questions & Answers

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MS-720

[Microsoft 365 Certified - Teams Voice Engineer Expert](#)

40-60 Questions Exam - 700 / 1000 Cut Score - Duration of 120 minutes



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#1 Online Certification Guide

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Discover More about the MS-720 Certification

Are you interested in passing the Microsoft MS-720 exam? First discover, who benefits from the MS-720 certification. The MS-720 is suitable for a candidate if he wants to learn about Microsoft 365. Passing the MS-720 exam earns you the Microsoft 365 Certified - Teams Voice Engineer Expert title.

While preparing for the MS-720 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The MS-720 PDF contains some of the most valuable preparation tips and the details and instant access to useful [MS-720 study materials just at one click](#).

Microsoft MS-720 Microsoft Teams Voice Engineer Certification Details:

Exam Name	Microsoft 365 Certified - Teams Voice Engineer Expert
Exam Code	MS-720
Exam Price	\$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	Course MS-720T00: Microsoft Teams Voice Engineer
Schedule Exam	Pearson VUE
Sample Questions	Microsoft Teams Voice Engineer Sample Questions
Practice Exam	Microsoft MS-720 Certification Practice Exam

MS-720 Syllabus:

Topic	Details
Plan and Configure Microsoft Teams Phone (25-30%)	
Plan and design a Microsoft Teams PSTN solution	<ul style="list-style-type: none"> - choose an appropriate PSTN connectivity solution - identify requirements for Teams Calling Plans, Operator Connect, and Direct Routing

Topic	Details
	<ul style="list-style-type: none"> - identify licensing requirements for Microsoft Teams Phone, including users, auto attendants, call queues, meeting room devices, and common area phones - plan network topology - plan for integration of Certified Contact Center solutions
<p>Manage phone numbers for Microsoft Teams Calling Plans and Operator Connect</p>	<ul style="list-style-type: none"> - choose between porting and acquiring numbers for Teams Calling Plans - acquire phone numbers for Teams Calling Plans from Microsoft - create a port order for Microsoft service and user numbers - create a request to convert between Microsoft service and user numbers - configure Operator Connect
<p>Configure Phone policies</p>	<ul style="list-style-type: none"> - install Microsoft Teams PowerShell module - design and configure a tenant dial plan - configure calling policies - configure call park policies - configure caller ID policies - configure outbound call restrictions - configure inbound call blocking - configure compliance recording
<p>Configure auto attendants and call queues</p>	<ul style="list-style-type: none"> - design call flows for auto attendants and call queues - configure auto attendants and call queues - deploy channel-based call queues - configure resource accounts, including cloud and hybrid environments - assign licenses to the resource accounts - assign phone numbers to resource accounts - assign a resource account to an auto attendant or call queue - configure Microsoft 365 Groups for voicemail - configure holidays for auto attendants and call queues - configure custom Music-on-Hold
<p>Configure audio conferencing</p>	<ul style="list-style-type: none"> - choose between per-user and per-minute licensing - set a default audio conferencing bridge

Topic	Details
	<ul style="list-style-type: none"> - configure a conference bridge number - configure a toll-free conference bridge number - deploy toll-free audio conferencing - configure communication credits for audio conferencing - configure Operator conferencing from separate providers
Design and configure emergency calling	<ul style="list-style-type: none"> - design dynamic emergency calling scenarios - define emergency locations - configure client discovery of emergency locations - configure emergency calling policies
Optimize Network Performance (5-10%)	
Design network infrastructure for optimal Microsoft Teams Phone performance	<ul style="list-style-type: none"> - determine network readiness for Microsoft Teams - design network requirements by using the Network Planner in Microsoft Teams - perform a network analysis - design and validate local internet breakout strategy for client media optimization - design and validate VPN split tunneling - design organization QoS requirements and policies - configure Microsoft Teams QoS policies
Implement network topology	<ul style="list-style-type: none"> - configure a network topology - add WAN IPs to a network topology - add locations to a network topology - create and assign a Microsoft Teams network roaming policy
Plan and Configure Direct Routing (15-20%)	
Design Direct Routing call flows	<ul style="list-style-type: none"> - plan and design PSTN connectivity by using Direct Routing - recommend a Session Border Controller (SBC) solution based on PSTN connectivity - recommend a multiple SBC solution based on requirements

Topic	Details
Implement SIP trunking with Direct Routing	<ul style="list-style-type: none"> - identify configuration requirements between the SBC and Microsoft - create and configure an online PSTN gateway - create PSTN usage records - create and configure voice routes - create and configure voice routing policies - validate Direct Routing SBC connectivity - test Direct Routing connections
Extend a Direct Routing infrastructure	<ul style="list-style-type: none"> - design and configure Location Based Routing (LBR) - design and configure Local Media Optimization (LMO) - configure gateway translation rules - create a validated emergency address - configure on-network conferencing for Direct Routing
Deploy and maintain a Survivable Branch Appliance (SBA)	<ul style="list-style-type: none"> - plan and configure an SBA - assign SBA policies to users - test SBA functionality - plan for SBA and SBC maintenance and updates
Configure and Manage Microsoft Teams Phone for Voice Users (15-20%)	
Enable users for Microsoft Teams Phone	<ul style="list-style-type: none"> - assign Teams Phone license - assign a Microsoft Teams Calling Plan license - assign user dial plans - assign numbers to users - assigning verified emergency address location - assign a calling policy to a user - assign a usage location to a user
Enable users for Direct Routing	<ul style="list-style-type: none"> - assign a voice routing policy to a user for Direct Routing - assign a number to a user by using PowerShell - enable voicemail and Enterprise Voice for a Direct Routing user in PowerShell
Enable per-user calling features	<ul style="list-style-type: none"> - configure group call pickup - configure call delegation and call delegates - configure call forwarding - configure simultaneous ring

Topic	Details
	<ul style="list-style-type: none"> - enable and configure audio conferencing - assign a dial-out policy
Migrate voice users	<ul style="list-style-type: none"> - validate Skype for Business hybrid configuration and connectivity - migrate users between on-premises and cloud - migrate Skype for Business Common Area Phones to Microsoft Teams - migrate Skype for Business Meeting Rooms to Microsoft Teams
Plan and Configure Microsoft Teams Clients and Devices (5-10%)	
Plan and configure Microsoft Teams Phones and Teams displays	<ul style="list-style-type: none"> - recommend a Microsoft Teams Phone based on business and security requirements - recommend a Microsoft Teams display based on business and security requirements - assign Common Area Phone licenses to common area phones - deploy Skype for Business phones (3PIP) - deploy Microsoft Teams phones - deploy Common Area Phones - deploy Microsoft Teams displays - configure remote provisioning and sign-in for Android devices - update Microsoft Teams devices remotely
Plan and configure Microsoft Teams Rooms on Windows and Teams Rooms on Android	<ul style="list-style-type: none"> - recommend Microsoft Teams Rooms based on business and security requirements - manage Microsoft Teams Rooms devices - assign an audio-conferencing bridge service number to a Microsoft Teams Room - configure accounts for Microsoft Teams Rooms - define local Users & Groups on Microsoft Teams Rooms on Windows

Topic	Details
Monitor and Troubleshoot Microsoft Teams Phone (15-20%)	
Monitor Microsoft Teams Phone	<ul style="list-style-type: none"> - configure tenant data upload for Call Quality Dashboard (CQD) and reporting labels - configure Power BI reports for CQD - monitor SBC health
Monitor and troubleshoot Microsoft Teams clients and devices	<ul style="list-style-type: none"> - troubleshoot Microsoft Teams client data flows by using debug logs, media logs, browser traces, and desktop logs - troubleshoot configuration profiles in Microsoft Teams - configure Notifications & alerts in Microsoft Teams admin center - monitor Microsoft Teams Rooms - troubleshoot Azure AD Sign-in issues for Microsoft Teams devices - troubleshoot user provisioning by using MCOValidationError
Troubleshoot call failure and call quality	<ul style="list-style-type: none"> - interpret Microsoft Teams media flows - troubleshoot call failures by using client logs - troubleshoot a missing dial pad - troubleshoot call failures by using the Self-help Diagnostics in Microsoft 365 Admin Center - troubleshoot tenant dial plans by using regular expressions and PowerShell - troubleshoot dynamic emergency address by using client debug logs - interpret E.164 Normalization Rules in a tenant dial plan - analyze reverse number lookup - troubleshoot Teams client media issues by using Microsoft 365 Connectivity Tool - troubleshoot calls by using Real-time Telemetry - troubleshoot calls by using Advanced Call Analytics - troubleshoot calls by using the CQD - inspect PSTN usage reports for SIP call failures - analyze QoS markers by using a network trace

Topic	Details
Troubleshoot Direct Routing connectivity	<ul style="list-style-type: none"> - troubleshoot firewall issues for Direct Routing - troubleshoot certificate Issues for Direct Routing - troubleshoot SIP options issues for Direct Routing - investigate and diagnose calling issues by using an SBC SIP trace

Broaden Your Knowledge with Microsoft MS-720 Sample Questions:

Question: 1

You have a Microsoft Lync Server 2013 deployment. Some users use Enterprise Voice. You plan to migrate to Microsoft Teams. You need to design a migration solution. The solution must minimize the impact on end users during the migration.

What should you include in the solution?

- a) Migrate all users directly from Lync Server 2013 to Teams.
- b) Migrate the Enterprise Voice users from Lync Server 2013 to Microsoft Skype for Business Server 2019. and then migrate the Enterprise Voice users to Teams.
- c) Migrate all other users directly from Lync Server 2013 to Teams.
- d) Perform an in-place upgrade from Lync Server 2013 to Microsoft Skype for Business Server 2015, and then migrate all users to Teams.

Answer: d

Question: 2

You have a Microsoft Teams Phone deployment. You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI).

You plan to migrate to Direct Routing by using the existing PSTN services. What should you install upstream of the PBX?

- a) a physical Session Border Controller (SBC)
- b) an FXO SIP Analog Telephony Adapter (ATA)
- c) a virtual Session Border Controller (SBC)
- d) a Session Border Controller (SBC) in Azure

Answer: a

Question: 3

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution. You plan to migrate all users to Microsoft Teams Calling Plans. You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user. What should you do first?

- a) From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- b) Schedule a port order for the phone numbers of all the users.
- c) From the Microsoft Teams admin center, order phone numbers for all the users.
- d) Migrate all the users to Teams.

Answer: b**Question: 4**

You need to prevent a specific user from calling international phone numbers from within a Microsoft Teams meeting. What should you do?

- a) Assign a domestic-only calling plan to the user.
- b) Assign a tenant dial plan to the user.
- c) Disable Enterprise Voice for the user
- d) Assign a dial-out policy to the user.
- e) Remove Communications Credits from

Answer: e**Question: 5**

You create a network region Region1 in Microsoft Teams. You are adding a network site to Region1. The site has a 1.5-Mb connection.

You need to ensure that all users at the site have a good voice experience. What should you do?

- a) Create and assign a Teams Network Roaming Policy that has IP video disabled.
- b) Assign the Region1 users a meeting policy that has a media bit rate of 1,500 Kbps.
- c) Run the Microsoft 365 network connectivity test tool.
- d) Tag all traffic with a DSCP value of 46.

Answer: a

Question: 6

Once Direct Routing is deployed, you need to prepare the environment to support a reams SBA in the Vancouver facility. The solution must meet the technical requirements.

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 New-CsTeMsSurvivableBranchAppliancc Cmdlet.
- b) Enroll the SBA server in Microsoft Intune.
- c) Register an application in Azure Active Directory (Azure AD).
- d) Configure the SBC for call forking.
- e) Configure the S8C for media bypass.
- f) Enable ForwardPAI on the online voice gateway.

Answer: a, b, d

Question: 7

You have Microsoft Teams Phone handsets. You need to receive an alert when a handset of an executive goes offline. What should you do in the Microsoft Team admin center?

- a) Create a configuration profile for IP phones.
- b) Create a Teams app setup policy and assign the policy to all executives.
- c) Register the handsets by using remote provisioning.
- d) Modify the device state rule.

Answer: d

Question: 8

You have a Microsoft Teams Phone deployment that uses Direct Routing. You create a new Teams user named User1. You need to enable User1 as an agent in a call queue.

What should you do first?

- a) Assign a dial plan to User1.
- b) Assign a phone number to User1.
- c) Enable hosted voicemail for User1.
- d) Enable Enterprise Voice for User1.

Answer: d

Question: 9

You are deploying Microsoft Skype for Business 3PIP phones to remote sites for use with Microsoft Teams. You need to sign each 3PIP phone in to Teams

What are two possible ways to achieve the goal?

Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- a) From the Microsoft Teams admin center, remotely provision a new device.
- b) From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.
- c) From the device, instruct a local user to sign in by using the device itself.
- d) From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.
- e) From the device, instruct a local user to sign in from the web.

Answer: c, e

Question: 10

In the Microsoft Call Quality Dashboard, you discover an increasing trend of poor-quality calls. You need to implement a solution to identify problematic sites.

Which two actions should you perform?

Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- a) Run the CQD User Feedback (Rate My Call) Report.
- b) Create a building data file.
- c) Upload a file to the Tenant Data Upload page.
- d) Upload a file to the Reporting Labels page.
- e) Create an endpoint data file.
- f) Install the Power BI connector for Call Quality Dashboard (CQD).

Answer: b, c

Avail the Study Guide to Pass Microsoft MS-720 Microsoft Teams Voice Engineer Exam:

- Find out about the MS-720 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [MS-720 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the MS-720 training. Joining the Microsoft provided training for MS-720 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [MS-720 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. MS-720 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the MS-720 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the MS-720 Certification

EduSum.Com is here with all the necessary details regarding the MS-720 exam. We provide authentic practice tests for the MS-720 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on EduSum.Com for rigorous, unlimited two-month attempts on the **[MS-720 practice tests](#)**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Microsoft 365 Certified - Teams Voice Engineer Expert.

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