



MICROSOFT MS-721

**Microsoft Collaboration Communications Systems Engineer
Certification Questions & Answers**

Exam Summary – Syllabus – Questions

MS-721

Microsoft 365 Certified - Collaboration Communications Systems Engineer Associate

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

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Know Your MS-721 Certification Well:

The MS-721 is best suitable for candidates who want to gain knowledge in the Microsoft Microsoft 365. Before you start your MS-721 preparation you may struggle to get all the crucial Collaboration Communications Systems Engineer materials like MS-721 syllabus, sample questions, study guide.

But don't worry the MS-721 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the MS-721 syllabus?
- How many questions are there in the MS-721 exam?
- Which Practice test would help me to pass the MS-721 exam at the first attempt?

Passing the MS-721 exam makes you Microsoft 365 Certified - Collaboration Communications Systems Engineer Associate. Having the Collaboration Communications Systems Engineer certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Microsoft MS-721 Collaboration Communications Systems Engineer Certification Details:

Exam Name	Microsoft 365 Certified - Collaboration Communications Systems Engineer Associate
Exam Code	MS-721
Exam Price	\$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	<u>Course MS-721T00-A: Collaboration Communications Systems Engineer</u>
Schedule Exam	<u>Pearson VUE</u>
Sample Questions	<u>Microsoft Collaboration Communications Systems Engineer Sample Questions</u>

Practice Exam	<u>Microsoft MS-721 Certification Practice Exam</u>
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MS-721 Syllabus:

Topic	Details
Plan and design collaboration communications systems (30-35%)	
Plan and design Teams meetings	<ul style="list-style-type: none"> - Plan and design Teams meeting policies and settings - Plan for PSTN audio conferencing - Plan for Teams live events - Compare capabilities and features of Teams Core and Teams Premium - Recommend meeting types based on business requirements (virtual appointments, webinars, live events, and Teams meetings) - Design Teams policy packages (includes meeting policies, calling policies, and live events policies) - Recommend methods for assigning policies
Plan and design Teams Phone and PSTN connectivity	<ul style="list-style-type: none"> - Identify licensing requirements to enable Teams Phone for users, shared devices, and Teams resource accounts - Identify PSTN connectivity requirements - Plan for Teams Phone Mobile - Plan for Operator Connect - Plan for Communication Credits - Plan usage scenarios for service and user phone numbers - Choose between porting and acquiring phone numbers - Plan a solution to acquire or port phone numbers - Recommend Teams Phone devices - Plan for and recommend analog devices, Session Initiation Protocol (SIP) handsets, and SIP devices - Recommend when to use Survivable Branch Appliances (SBAs) - Plan and design Direct Routing call flows - Recommend a Session Border Controller (SBC) solution based on PSTN connectivity

Topic	Details
	<ul style="list-style-type: none"> - Identify an appropriate compliance recording solution - Identify an appropriate certified contact center solution - Plan for SBC and SBA updates
Plan and design Teams-certified device solutions	<ul style="list-style-type: none"> - Recommend a room configuration based on the meeting space - Recommend a room configuration based on customer and business requirements - Compare capabilities and features of Teams Rooms Basic and Teams Rooms Pro - Recommend a Teams Rooms device platform (Android vs. Windows vs. Surface Hub) - Recommend Teams-certified devices - Recommend Teams Rooms certified components - Recommend when to use coordinated meetings - Recommend when to use Cloud Video Interop (CVI) or Direct Guest Join - Recommend an update strategy for Teams Meeting Room devices - Identify the requirements for a Microsoft Exchange Online resource account - Identify the enrollment requirements for Microsoft Intune - Plan for advanced features on shared devices
Prepare the network for the deployment of Teams	<ul style="list-style-type: none"> - Perform a network analysis by using the Microsoft Teams Network Assessment Tool - Determine network readiness for Teams - Determine Enterprise Content Delivery Network (eCDN) requirements for Teams live events - Specify the network configuration for certified devices - Determine network requirements by using the Network planner for Teams - Specify the optimal network architecture for Teams - Specify Teams Quality of Service (QoS) requirements and policies - Validate local internet breakout strategy for client media optimization

Topic	Details
	<ul style="list-style-type: none"> - Validate VPN split tunneling - Validate DNS resolves to the nearest point of entry in Microsoft 365 - Configure Teams for QoS - Configure Media Bit Rate (MBR) - Create and assign a network roaming policy - Configure the network topology - Configure tenant data upload for the Microsoft Call Quality Dashboard - Configure Microsoft Power BI reports for the Microsoft Call Quality Dashboard - Configure reporting labels for Call Analytics
<p>Troubleshoot call failures and session quality</p>	<ul style="list-style-type: none"> - Troubleshoot a missing dial pad - Troubleshoot voice & meeting issues by using self-help diagnostics in the Microsoft 365 admin center - Troubleshoot Microsoft Entra sign-in issues for Teams phones - Interpret Teams media flows - Troubleshoot tenant dial plans by using regular expressions and PowerShell - Interpret E.164 normalization rules to resolve dialing issues - Interpret reverse number lookup to resolve caller ID issues - Diagnose call failures - Troubleshoot dynamic emergency address by using client debug logs - Troubleshoot Teams client media issues by using the Microsoft Remote Connectivity Analyzer for Teams - Troubleshoot calls by using Advanced Call Analytics - Troubleshoot calls by using the Microsoft Call Quality Dashboard - Inspect PSTN usage reports for SIP call failures

Topic	Details
Configure and manage Teams meetings and events (10-15%)	
Configure and manage Teams meetings	<ul style="list-style-type: none"> - Create and manage meeting policies - Configure meeting settings - Configure and manage Teams webinars - Configure avatars for Teams meetings - Configure and manage Teams Premium meeting features - Create and manage Teams meeting templates and policies
Configure and manage audio conferencing	<ul style="list-style-type: none"> - Configure audio conferencing for Teams - Configure a default audio conferencing bridge - Configure an audio conference bridge number - Configure a toll-free conference bridge number - Assign a specific audio conferencing number to a user - Configure toll-free audio conferencing - Configure the audio conferencing numbers included in meeting invitations
Configure and manage live events	<ul style="list-style-type: none"> - Configure the Live events settings - Create and manage live events policies - Configure meeting and event roles - Configure live events with Teams, Viva Engage, and Microsoft Stream
Configure and manage Teams Phone (35-40%)	
Configure Teams Phone policies	<ul style="list-style-type: none"> - Create a dial plan - Configure calling policies - Configure call park policies - Configure caller ID policies - Configure call hold policies for users - Configure outbound call restrictions - Configure inbound call blocking - Configure routing of unassigned numbers - Assign voice policies through policy packages - Configure compliance recording policies

Topic	Details
Configure auto attendants and call queues	<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 - Assign licenses to resource accounts - Assign phone number to resource accounts - Assign a resource account to an auto attendant or call queue - Configure Microsoft 365 groups for voicemail - Interpret call queue conference mode - Interpret call queue routing methods - Configure holidays for auto attendants and call queues - Configure custom Music on Hold (MoH) - Assign a dynamic caller ID policy for call queues - Configure voice applications policies for auto attendants and call queues
Configure dynamic emergency calling	<ul style="list-style-type: none"> - Design dynamic emergency calling scenarios - Configure emergency calling locations - Configure emergency calling policies - Configure networks and locations (Location Information Service (LIS)) - Validate emergency address and emergency calling from Teams clients - Enable external location lookup mode
Configure and manage users for Teams Phone	<ul style="list-style-type: none"> - Assign a Teams Phone Standard license - Assign a Teams Calling Plan - Assign user dial plans - Assign phone numbers to users by using the Microsoft Teams admin center - Assign phone number to users by using PowerShell - Assign a verified emergency address location - Assign a calling policy to a user - Assign a voice routing policy to a Direct Routing user
Configure and manage calling features for	<ul style="list-style-type: none"> - Configure voicemail for users - Configure group call pickup for users

Topic	Details
Teams Phone	<ul style="list-style-type: none"> - Configure Call Forwarding - Configure Simultaneous Ring - Configure call delegation for users - Enable and configure audio conferencing for a user - Assign a Dial-out from meetings policy for a user - Assign a call hold policy for a user
Configure and manage Direct Routing for Teams Phone	<ul style="list-style-type: none"> - Configure connectivity for Teams Phone to a SBC - Create and configure an online PSTN gateway - Create PSTN usage records - Create and configure a voice route - Create and configure voice routing policies - Validate Direct Routing SBC connectivity - Troubleshoot firewall issues for Direct Routing - Troubleshoot certificate issues for Direct Routing - Troubleshoot Direct Routing SBC connectivity - Troubleshoot SIP option issues for Direct Routing - Investigate and diagnose calling issues by using an SBC SIP trace - Design and configure Location-Based Routing (LBR) - Design and configure Local Media Optimization (LMO) - Configure trunk translation rules - Configure on-network conferencing for Direct Routing - Configure an SBA
Configure and manage Teams Rooms and devices (15-20%)	
Maintain Teams Rooms and devices	<ul style="list-style-type: none"> - Configure device settings - Configure IP phone policies - Configure local network settings - Configure security and updates - Configure Conditional Access Policy MFA exception for Resource accounts - Configure meeting room settings by using the Microsoft Teams admin center or the local Teams application settings - Create and configure device configuration profiles for

Topic	Details
	<p>Android based devices</p> <ul style="list-style-type: none"> - Manage Teams Rooms from the Microsoft Teams Rooms Pro Management portal - Configure Intune policies for Teams devices - Configure Intune Configuration profiles (for Windows MTRs) - Enable advanced voice capabilities for shared space devices - Enable hotline for shared space devices - Deploy common area phones, user phones, conference phones - Create and manage Teams device tags - Deploy Android devices remotely - Configure SIP Gateway - Monitor Teams device health - Troubleshoot authentication issues - Troubleshoot update issues - Troubleshoot remote provisioning issues - Troubleshoot Bluetooth beaconing
<p>Configure and manage Teams Rooms on a Surface Hub or Windows</p>	<ul style="list-style-type: none"> - Configure the authentication type during a Surface Hub out-of-box -experience (OOBE) setup - Configure meeting room settings on a Surface Hub device - Create and validate a Surface Hub provisioning package - Assign a provisioning package to a Surface Hub - Specify domain group policy exclusions for Teams Rooms on Windows - Configure custom displays for Teams Rooms on Windows - Customize meeting room settings by using XML files on Windows - Configure settings for peripherals for Teams Room on Windows - Monitor Surface Hub health with Azure Monitor - Manage Surface Hub Updates via Update Rings

Topic	Details
Configure optional features for Teams Rooms and devices	<ul style="list-style-type: none"> - Configure HDMI ingest and options - Configure a content camera - Configure Teams casting - Auto accept a proximity join - Allow room remote - Configure an intelligent speaker - Configure Direct Guest Join - Configure hot desking on Teams shared devices

Microsoft MS-721 Sample Questions:

Question: 1

You have a PBX phone system that contains 100 handsets. The handsets support SIP registration. You implement a new Microsoft Teams Phone deployment that has SIP Gateway configured. You need to register the handsets with Teams. What should you do?

- a) From the Microsoft Teams admin center, create a configuration profile for each device. Configure the handsets to use LLDP.
- b) From the Microsoft Teams admin center, create a configuration profile for each device. Add the Teams SIP device details to the handsets.
- c) From the voice calling policy, set SIP devices can be used for calls to On. Configure the provisioning URL on the handsets.
- d) From the voice calling policy, set SIP devices can be used for calls to On. Configure the handsets to use LLDP.

Answer: c

Question: 2

Which communication protocol is commonly used for real-time communication in collaboration systems?

- a) Hypertext Transfer Protocol (HTTP)
- b) Simple Mail Transfer Protocol (SMTP)
- c) Real-Time Transport Protocol (RTP)
- d) File Transfer Protocol (FTP)

Answer: c

Question: 3

You have a Microsoft Teams deployment and an existing telephony solution that provides PSTN capability to on-premises third-party PBX systems in two separate locations. You need to implement a redundant PSTN solution for Microsoft Teams Phone.

The solution must use the existing telephony carrier services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement?

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

- a) calling policies
- b) PSTN usages
- c) tenant dial plans
- d) voice routing policies
- e) highly available Session Border Controllers (SBCs)

Answer: b, d, e

Question: 4

A company is implementing Microsoft Teams Phone. You are implementing a voicemail policy for all users, allowing them to do voicemail transcription, transcription profanity masking, transcription translation, and system prompt language.

Which four statements are correct regarding the default voicemail policies for all users?

Each correct answer presents part of the solution.

- a) Voicemail transcription profanity masking is disabled.
- b) Maximum recording duration is set to 10 minutes.
- c) Voicemail transcription translation is enabled.
- d) Voicemail transcription is disabled.
- e) Primary system prompt language is set to null.

Answer: a, c, e

Question: 5

In Teams Phone, what is the significance of a Calling Plan?

- a) Provide users with a phone number and calling minutes
- b) Assign specific ringtones for calls
- c) Configure voicemail greetings
- d) Enable call recording

Answer: a

Question: 6

In the context of collaboration communication systems, what does the term "scalability" refer to?

- a) System speed
- b) System security
- c) System capacity to handle growth
- d) User interface design

Answer: c

Question: 7

What role does the Teams Rooms Console play in a meeting room setup?

- a) Control device for room temperature
- b) Central hub for managing Teams meetings and devices
- c) Audio recording device
- d) Lighting control panel

Answer: b

Question: 8

How can you share a PowerPoint presentation during a Teams meeting?

- a) Upload as a background image
- b) Share the screen
- c) Attach it to the meeting invitation
- d) Email it to participants before the meeting

Answer: b

Question: 9

For Teams Phone, why is it important to configure compliance recording policies?

- a) To enhance the aesthetic appeal of call recordings
- b) To ensure adherence to legal and regulatory requirements
- c) To improve the sound quality of recordings
- d) To provide background music during calls

Answer: b

Question: 10

A company reports that their users are receiving nuisance calls from a specific number range. The number range is: + 1 (453) 222-0000 to + 1 (453) 222-9999 You need to apply an inbound number blocking rule at the global tenant level that will ensure that calls from this number range are blocked. All of these numbers begin with a + and have a total length of 11 digits.

Which PowerShell command should you use to block the calls?

- a) `New-CsInboundBlockedNumberPattern -Name "NuisanceBlock" -Enabled $True -Description "Block Bad Calls" -Pattern "\+1453222\d{11}$"`
- b) `New-CsInboundBlockedNumberPattern -Name "NuisanceBlock" -Enabled $True -Description "Block Bad Calls" -Pattern "\+?1453222\d{5}$"`
- c) `New-CsInboundBlockedNumberPattern -Name "NuisanceBlock" -Enabled $True -Description "Block Bad Calls" -Pattern "\+?1453222\d{4}"`
- d) `New-CsInboundBlockedNumberPattern -Name "NuisanceBlock" -Enabled $True -Description "Block Bad Calls" -Pattern "\+?1453222\d{4}$"`

Answer: d

Study Guide to Crack Microsoft Collaboration Communications Systems Engineer MS-721 Exam:

- Getting details of the MS-721 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MS-721 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MS-721 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MS-721 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MS-721 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for MS-721 Certification

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