

# MS-720<sup>Q&As</sup>

Microsoft Teams Voice Engineer

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### QUESTION 1

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

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>

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### QUESTION 2

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 redirect calls for the call queue to a shared voicemail box.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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

### QUESTION 3

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

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/microsoftteams/outbound-calling-restriction-policies>

### 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 Sec-CsTenancDialPlan cmdlet.

Correct Answer: B

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

### QUESTION 5

#### HOTSPOT

You need to assign a phone number to User1 to meet the technical requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Actions**

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

For User2, set Permission to **Make and receive calls**.

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.

From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

**Answer Area**



Correct Answer:

**Actions**

For User2, set Permission to **Make and receive calls**.

From Users in the Microsoft Teams admin center, open the settings of User1, and then select the **Voice** tab.

From Users in the Microsoft Teams admin center, open the settings of User2, and then select the **Voice** tab.

**Answer Area**

From the Microsoft Teams admin center, select **Voice**, select **Phone numbers**, and then select the phone number of User1.

For User2, set Permission to **Receive calls**, and then set Allow changing call settings to **Off**.

Instruct User1 to sign in to the Microsoft Teams client, establish a remote session to his computer, and then configure the delegation settings in the Teams client.

Reference: <https://docs.microsoft.com/en-us/powershell/module/skype/set-csuser?view=skype-ps>

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