

MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

A company uses multiple private channels in a team named Projects.

When users in a specific private channel try to access the Files tab, they receive an error saying that they do not have permissions.

You need to get the link to the private channels SharePoint site to verify permissions.

What should you do?

- A. Click on the Open in SharePoint button in the private channel's Posts tab.
- B. Click on the Open in SharePoint button in the private channels Files tab.
- C. Open the private channels document library from the Projects SharePoint site.
- D. Open the SharePoint site from the SharePoint admin center.

Correct Answer: C

QUESTION 2

A prepaway company has a Microsoft Teams environment. The sales department and the support department set up teams with standard channels.

Users from the sales department report that the Files tab in one of the channels is not accessible.

The following message displays:

Item might not exist or is no longer available.

You need to identify and resolve the issue. What should you do?

- A. Revert the renamed folder to the original channel folder name.
- B. Recover all the deleted items from the recycle bin of the corresponding Teams site.
- C. Create a separate document library with the same name as the channel.

Correct Answer: A

The SharePoint folder name must match the channel name. Renaming the SharePoint folder breaks the link between the channel and the folder.

QUESTION 3

HOTSPOT

You are managing a Microsoft Teams environment.

Users report the following audio quality issues:

1.

Voices sound robotic or are garbled.

2.

Attendees cannot hear other participants well or at all.

You need to troubleshoot the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.


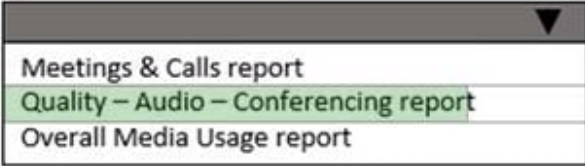


Hot Area:

Answer Area

Question	Tool
Where should you investigate the issues?	<div data-bbox="887 943 1203 981">▼</div> <ul data-bbox="903 992 1187 1061" style="list-style-type: none">Call AnalyticsCall Quality Dashboard
Which report should you use?	<div data-bbox="887 1108 1477 1146">▼</div> <ul data-bbox="903 1158 1366 1261" style="list-style-type: none">Meetings & Calls reportQuality – Audio – Conferencing reportOverall Media Usage report
Which option should you use to filter the data?	<div data-bbox="887 1305 1358 1344">▼</div> <ul data-bbox="903 1355 1163 1489" style="list-style-type: none">Audio quality columnPoor streamPoor stream rateAudio stream
What is the value at which you should consider troubleshooting quality issues?	<div data-bbox="887 1518 1358 1556">▼</div> <ul data-bbox="903 1568 1174 1671" style="list-style-type: none">More than 1 percentMore than 3 percentMore than 25 percent

Correct Answer:

Answer Area

Question	Tool
Where should you investigate the issues?	 <ul style="list-style-type: none">Call AnalyticsCall Quality Dashboard
Which report should you use?	 <ul style="list-style-type: none">Meetings & Calls reportQuality – Audio – Conferencing reportOverall Media Usage report
Which option should you use to filter the data?	 <ul style="list-style-type: none">Audio quality columnPoor streamPoor stream rateAudio stream
What is the value at which you should consider troubleshooting quality issues?	 <ul style="list-style-type: none">More than 1 percentMore than 3 percentMore than 25 percent

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

QUESTION 4

You manage the Microsoft Teams environment for a prepaway company.

The company has federation configured only for the human resources (HR) department, and only with VendorA. User1, who is part of the HR department, cannot communicate with VendorA.

You need to troubleshoot why User1 cannot communicate with VendorA.

What should you do?

- A. Ensure that federated access is enabled in the external access policy for the user.
- B. Ensure the user is added as a guest in the VendorA tenant.
- C. Ensure that federated access is enabled in the external user communication policy for the user.
- D. Ensure the target domain for VendorA is listed in the Allowed Domains list.
- E. Ensure the tenant is enabled for federation.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-policies-in-your-organization/create-custom->

external-access-policies

QUESTION 5

You support a Microsoft Teams environment for a company.

A user is unable to share an uploaded file from their device in a chat with another user. The following error message displays:



You need to troubleshoot and resolve the issue. What is the cause of the issue?

- A. SharePoint permissions prevent the user from sharing the file.
- B. The user does not have a SharePoint license.
- C. The user exceeded their OneDrive storage quota.

Correct Answer: A

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