MS-740$^{Q\&As}$

Troubleshooting Microsoft Teams

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QUESTION 1

DRAG DROP

A company wants to use the Microsoft Call Quality Dashboard (CQD) to monitor and investigate calls.

You need to provide guidance on how to use the CQD.

Which action can you perform by using the CQD? To answer, drag the appropriate responses to the statements. Each response may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to

view content.

Select and Place:

Responses	Answer Area	
Yes	**Statement**	**Response**
No	Identify the root cause of a specific issue	Response
	Review data streams from phone systems.	Response
	Review usage information and trends	Response

Correct Answer:

Responses	Answer Area	
Yes	**Statement**	**Response**
No	Identify the root cause of a specific issue	No
	Review data streams from phone systems.	No
	Review usage information and trends	Yes

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

QUESTION 2

DRAG DROP

You are the global administrator of a tenant.

An account is blocked due to suspicious user activities.

You need to investigate the user activities.

Where should you investigate activities? To answer, drag the appropriate portals to the correct activities. Each portal may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Portals

	Answer Area	
Security and Compliance	**Activity**	**Portal**
Azure Active Directory	User logged in.	Portal
Microsoft 365 admin center	User sent emails.	Portal
	User downloaded files.	Portal

Correct Answer:

Portals

	Answer Area	
Security and Compliance	**Activity**	**Portal**
Azure Active Directory	User logged in.	Azure Active Directory
Microsoft 365 admin center	User sent emails.	Security and Compliance
	User downloaded files.	Security and Compliance

Reference: https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance?view=o365-worldwide

QUESTION 3

You are configuring Microsoft Teams for a company.

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You configure the Direct Routing setup for the tenant- The 200 OK message is not received for outbound SIP options in the Session Border Controller (SBC) logs.

You need to find the root causes of the issue.

What are the three causes of the issue? Each correct answer presents part of the solution.

NOTE; Each correct selection is worth one point.

A. The SBC trusted root certificate store for the Microsoft Teams TLS context contains the Baltimore root CA.

B. The certificate must be assigned to TLS context for the Microsoft Teams proxy.

C. The SBC certificate assigned to TLS context for Microsoft Teams proxy must be signed from an approved root CA

D. The SBC trusted root certificate store for the Microsoft Teams TLS context is missing the full certificate chain of the SBC certificate.

E. TLS context is used for Microsoft Teams proxy.

Correct Answer: BCD

QUESTION 4

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the following number pattern: ^(\+41[0-9]{10})$.

You need to resolve the issue.

Which pattern should you use?

A. ^(\+41[0-9]{8})$
B. ^(\+30[0-9]{10})$
C. ^(\+1[0-9]{10})$
D. .*

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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QUESTION 5

DRAG DROP

You manage the Microsoft Teams environment for a tenant.

Users report authentication issues. In the Azure AD admin center, you view many sign in error codes.

You need to manually reset Seamless Single Sign-on (SSO).

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Ensure the devices are connected to the corporate network.	
Disable Seamless SSO for each Active Directory forest where you have set up the SSO feature.	
Get the list of Active Directory forests on which Seamless SSO has been enabled.	
Enable the Seamless SSO in your tenant.	
Import the Seamless SSO PowerShell module.	
Ensure the devices are Azure AD joined.	
Enable Seamless SSO for each Active Directory forest.	
Ensure that the Azure AD URL (https://autologon/microsoftazuread-sso.com) is part of the user's Intranet zone settings.	

Correct Answer:

Actions

Ensure the devices are connected to the corporate network.

Ensure the devices are Azure AD joined.

Ensure that the Azure AD URL (https://autologon/microsoftazuread-sso.com) is part of the user's Intranet zone settings.

Answer Area

Import the Seamless SSO PowerShell module.

Get the list of Active Directory forests on which Seamless SSO has been enabled.

Disable Seamless SSO for each Active Directory forest where you have set up the SSO feature.

Enable Seamless SSO for each Active Directory forest.

Enable the Seamless SSO in your tenant.

Reference: https://docs.microsoft.com/en-us/azure/active-directory/hybrid/tshoot-connect-sso

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