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Queue name	Description
CQ1	Balances incoming calls so that each call agent gets the same number of calls.
CQ2	The first call in the queue rings all call agents simultaneously.

Which routing method should you configure for each call queue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

CQ1:

	▼
Attendant routing	
Round robin	
Serial routing	

CQ2:

	▼
Attendant routing	
Round robin	
Serial routing	

Correct Answer:

CQ1:

	▼
Attendant routing	
Round robin	
Serial routing	

CQ2:

	▼
Attendant routing	
Round robin	
Serial routing	

QUESTION 11

Your company is upgrading from Microsoft Skype for Business Online to Microsoft Teams.

The company's Microsoft Teams upgrade policy is set to Islands coexistence mode. The company plans to maintain the coexistence mode for several months.

Several users report that they receive email messages about missed chat conversations.

You need to recommend a solution to ensure that all the users receive chat messages.

Which two actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Install the Microsoft Teams clients on all the computers that run the Skype for Business client. Instruct the users to sign in to both client applications.

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- B. Instruct the users to modify the permissions in the Microsoft Teams client.
- C. Modify the global app setup policy.
- D. Modify the global app permission policy.
- E. Install the Skype for Business client on all the computers that run the Microsoft Teams client.
Instruct the users to sign in to both client applications.

Correct Answer: AE

Explanation:

<https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interopability>

QUESTION 12

You have a Microsoft 365 E5 subscription.

You need to generate a report that provides the following information:

- How many users post and reply to channel messages
- The number of ad hoc meetings organized by a user
- The number of meetings a user has participated in
- The total video time of a user

Which report should you run?

- A. Teams user activity
- B. Teams usage
- C. Teams live event usage
- D. Teams app usage

Correct Answer: A

Explanation:

<https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-usage-report>

QUESTION 13

DRAG DROP

You have a Microsoft 365 subscription that has Azure Active Directory Premium Plan 2 licenses.

You need to implement Microsoft Teams lifecycle management to meet the following requirements:

- All unused teams must be deleted after 180 days.
- Inactive guest users must be removed from teams automatically every three months.
- Microsoft Teams admin roles must only be assigned for specific time periods.

Which feature should you use for each requirement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

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Features

A Microsoft 365 group expiration policy
Access reviews in Azure Active Directory (Azure AD)
Azure Active Directory (Azure AD) Privileged Identity Management (PIM)
Entitlement management in Azure Active Directory (Azure AD)

Answer Area

All unused teams must be deleted after 180 days:	
Inactive guest users must be removed from teams automatically every three months:	
Microsoft Teams Admin roles must only be assigned for specific time periods:	

Correct Answer:

Features

A Microsoft 365 group expiration policy
Access reviews in Azure Active Directory (Azure AD)
Azure Active Directory (Azure AD) Privileged Identity Management (PIM)
Entitlement management in Azure Active Directory (Azure AD)

Answer Area

All unused teams must be deleted after 180 days:	A Microsoft 365 group expiration policy
Inactive guest users must be removed from teams automatically every three months:	Access reviews in Azure Active Directory (Azure AD)
Microsoft Teams Admin roles must only be assigned for specific time periods:	Azure Active Directory (Azure AD) Privileged Identity Management (PIM)

QUESTION 14

Your company has a Microsoft 365 subscription.

You have a team that uses the following dynamic rule.

```
(user.department -contains "Sales" -or user.department -contains "Marketing") -and  
(user.userType -Contains "Guest") -and (user.country -eq "us")
```

Which user will be included in the group?

- A. A guest user in a department named Global Sales that has the country attribute set to USA.
- B. A member user in a department named Marketing Division that has the country attribute set to USA.
- C. A member user in a department named Marketing/Sales that has the country attribute set to US.
- D. A guest user in a department named US Marketing Division that has the country attribute set to US.

Correct Answer: D

Explanation:

<https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-dynamic-membership>

QUESTION 15

HOTSPOT

You have a Microsoft 365 subscription that uses Microsoft Teams.

You need to meet the following requirements:

- Users must be able to join meetings by dialing a phone number.
- Users must be able to apply custom branded meeting lobbies.
- Auto attendants and call queues must be implemented.

Which Microsoft Teams feature should you configure for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Join meetings by dialing a phone number:

	▼
Calling Plans	
Audio Conferencing	
Microsoft Teams Rooms	
Advanced Communications	

Implement auto attendants and call queues:

	▼
Calling Plans	
Communication credits	
Microsoft Teams Rooms	
Advanced Communications	

Apply custom branded meeting lobbies:

	▼
Communication credits	
Microsoft Teams Rooms	
Advanced Communications	
Microsoft 365 Audio Conferencing	

Correct Answer:

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Join meetings by dialing a phone number:

	▼
Calling Plans	
Audio Conferencing	
Microsoft Teams Rooms	
Advanced Communications	

Implement auto attendants and call queues:

	▼
Calling Plans	
Communication credits	
Microsoft Teams Rooms	
Advanced Communications	

Apply custom branded meeting lobbies:

	▼
Communication credits	
Microsoft Teams Rooms	
Advanced Communications	
Microsoft 365 Audio Conferencing	

QUESTION 16

Your company has a Microsoft 365 tenant that uses Microsoft Skype for Business Online.

All users connect to Skype for Business Online by using computers that run Windows 10.

You plan to upgrade all the users from Skype for Business Online to Microsoft Teams.

You need to ensure that the Microsoft Teams client is installed automatically on all the computers.

What should you do from the Teams admin center?

- A. From the Messaging policies settings, modify the Global (Org-wide default) messaging policy.
- B. From Org-wide settings, configure the Teams upgrade settings.
- C. From Teams apps, add an App setup policy.
- D. None of the above

Correct Answer: B

QUESTION 17

Your company has a Microsoft 365 subscription.

You need to prevent users from using Microsoft Teams to communicate with users in a partner company that uses an email domain named litewareinc.com.

What should you do from the Microsoft Teams admin center?

- A. Turn off guest access.
- B. Create a new messaging policy.
- C. Modify the External access settings.
- D. Create a new meeting policy.

Correct Answer: C