Microsoft

MS-740
Troubleshooting Microsoft Teams

Questions And Answers PDF Format:

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Version = **Product**

Latest Version: 9.0

Question: 1

HOTSPOT
You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Question	Response
What should you do first?	▼ Open UDP ports 1024 to 2048. Open ports 80 and 443. Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	▼ Enable VPN split tunneling. Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

Answer:

Question	Response
What should you do first?	▼ Open UDP ports 1024 to 2048. **Open ports 80 and 443.** Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	▼ **Enable VPN split tunneling.** Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

Question: 2

HOTSPOT
You need to set up the calling environment for the sales and support departments.
Which setup paths should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Option	Value
Primary number configuration	Call queue Auto attendant Regular number
Secondary number configuration	Call queue Auto attendant Regular number
Routing method for the support department	Longest idle Round robin Serial routing Attendant routing

Answer:

Option	Value
Primary number configuration	Call queue **Auto attendant** Regular number
Secondary number configuration	Call queue **Auto attendant** Regular number
Routing method for the support department	Longest idle **Round robin** Serial routing Attendant routing

Reference:
https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue
https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue

Question: 3

You need to resolve the partner company communication issue.
Which two PowerShell commands should you run? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Get-CsExternalAccessPolicy | Set-CsExternalAccessPolicy -EnableFederationAccess $True
B. Set-CsTenantFederationConfiguration -allowedDomains
C. Set-CsAccessEdgeConfiguration -AllowFederatedUsers
D. New-CsAllowedDomain -identity
E. Get-CsOnlineUser | Set-CsExternalAccessPolicy -EnableFederationAccess $True

Answer: AC

Reference:
https://docs.microsoft.com/en-us/powershell/module/skype/set-csexternalaccesspolicy?view=skype-ps
https://docs.microsoft.com/en-us/powershell/module/skype/new-csalloweddomain?view=skype-ps

Question: 4

You need to configure the system to meet the requirements for guest users.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create and assign a calling policy for guest users.
B. Edit the guest access policy to disable calls.
C. Edit the guest access policy to disable chat.
D. Create and assign a messaging policy for guest users.

Answer: AC

Reference:
https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy

Question: 5

You need to resolve the issue reported by User3.
What should you do?

A. Ensure that the date and time for the user's device are correct.
B. Ensure that the user is connected to the internet and that the firewall and other apps are not preventing access.

C. Confirm that the organization complies with Azure Active Directory configuration policy.

Answer: B

Reference:
https://support.microsoft.com/en-us/office/why-am-i-having-trouble-signing-in-to-microsoft-teamsa02f683b-61a3-4008-9447-ee60c5593b0f

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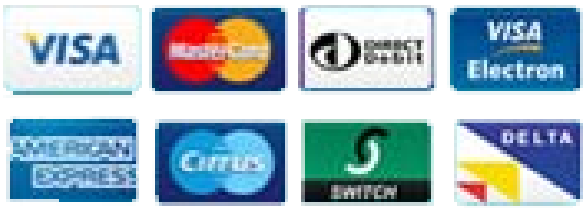
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