

Microsoft 365 Certified: Teams Voice Engineer Expert – Skills Measured

NOTE: The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. This list is NOT definitive or exhaustive.

NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Exam MS-720: Microsoft Teams Voice Engineer

Plan and Configure Microsoft Teams Phone (25-30%)

Plan and design a Microsoft Teams PSTN solution

- choose an appropriate PSTN connectivity solution
- identify requirements for Teams Calling Plans, Operator Connect, and Direct Routing
- identify licensing requirements for Microsoft Teams Phone, including users, auto attendants, call queues, meeting room devices, and common area phones
- plan network topology
- plan for integration of Certified Contact Center solutions

Manage phone numbers for Microsoft Teams Calling Plans and Operator Connect

- choose between porting and acquiring numbers for Teams Calling Plans
- acquire phone numbers for Teams Calling Plans from Microsoft
- create a port order for Microsoft service and user numbers
- create a request to convert between Microsoft service and user numbers
- configure Operator Connect

Configure Phone policies

- install Microsoft Teams PowerShell module
- design and configure a tenant dial plan
- configure calling policies
- configure call park policies
- configure caller ID policies
- configure outbound call restrictions
- configure inbound call blocking
- configure compliance recording

Configure auto attendants and call queues

- design call flows for auto attendants and call queues
- configure auto attendants and call queues
- deploy channel-based call queues
- configure resource accounts, including cloud and hybrid environments
- assign licenses to the resource accounts
- assign phone numbers to resource accounts
- assign a resource account to an auto attendant or call queue
- configure Microsoft 365 Groups for voicemail
- configure holidays for auto attendants and call queues
- configure custom Music-on-Hold

Configure audio conferencing

- choose between per-user and per-minute licensing
- set a default audio conferencing bridge
- configure a conference bridge number
- configure a toll-free conference bridge number
- deploy toll-free audio conferencing
- configure communication credits for audio conferencing
- configure Operator conferencing from separate providers

Design and configure emergency calling

- design dynamic emergency calling scenarios
- define emergency locations
- configure client discovery of emergency locations
- configure emergency calling policies

Optimize Network Performance (5-10%)

Design network infrastructure for optimal Microsoft Teams Phone performance

- determine network readiness for Microsoft Teams
- design network requirements by using the Network Planner in Microsoft Teams
- perform a network analysis
- design and validate local internet breakout strategy for client media optimization
- design and validate VPN split tunneling
- design organization QoS requirements and policies
- configure Microsoft Teams QoS policies

Implement network topology

- configure a network topology
- add WAN IPs to a network topology
- add locations to a network topology
- create and assign a Microsoft Teams network roaming policy

Plan and Configure Direct Routing (15-20%)

Design Direct Routing call flows

- plan and design PSTN connectivity by using Direct Routing
- recommend a Session Border Controller (SBC) solution based on PSTN connectivity
- recommend a multiple SBC solution based on requirements

Implement SIP trunking with Direct Routing

- identify configuration requirements between the SBC and Microsoft
- create and configure an online PSTN gateway
- create PSTN usage records
- create and configure voice routes
- create and configure voice routing policies
- validate Direct Routing SBC connectivity
- test Direct Routing connections

Extend a Direct Routing infrastructure

- design and configure Location Based Routing (LBR)
- design and configure Local Media Optimization (LMO)
- configure gateway translation rules
- create a validated emergency address
- configure on-network conferencing for Direct Routing

Deploy and maintain a Survivable Branch Appliance (SBA)

- plan and configure an SBA
- assign SBA policies to users
- test SBA functionality
- plan for SBA and SBC maintenance and updates

Configure and Manage Microsoft Teams Phone for Voice Users (15-20%)

Enable users for Microsoft Teams Phone

- assign Teams Phone license
- assign a Microsoft Teams Calling Plan license
- assign user dial plans
- assign numbers to users
- assigning verified emergency address location
- assign a calling policy to a user
- assign a usage location to a user

Enable users for Direct Routing

- assign a voice routing policy to a user for Direct Routing
- assign a number to a user by using PowerShell
- enable voicemail and Enterprise Voice for a Direct Routing user in PowerShell

Enable per-user calling features

- configure group call pickup
- configure call delegation and call delegates
- configure call forwarding
- configure simultaneous ring
- enable and configure audio conferencing
- assign a dial-out policy

Migrate voice users

- validate Skype for Business hybrid configuration and connectivity
- migrate users between on-premises and cloud
- migrate Skype for Business Common Area Phones to Microsoft Teams
- migrate Skype for Business Meeting Rooms to Microsoft Teams

Plan and Configure Microsoft Teams Clients and Devices (5-10%)

Plan and configure Microsoft Teams Phones and Teams displays

- recommend a Microsoft Teams Phone based on business and security requirements
- recommend a Microsoft Teams display based on business and security requirements
- assign Common Area Phone licenses to common area phones
- deploy Skype for Business phones (3PIP)
- deploy Microsoft Teams phones
- deploy Common Area Phones
- deploy Microsoft Teams displays
- configure remote provisioning and sign-in for Android devices
- update Microsoft Teams devices remotely

Plan and configure Microsoft Teams Rooms on Windows and Teams Rooms on Android

- recommend Microsoft Teams Rooms based on business and security requirements
- manage Microsoft Teams Rooms devices
- assign an audio-conferencing bridge service number to a Microsoft Teams Room
- configure accounts for Microsoft Teams Rooms
- define local Users & Groups on Microsoft Teams Rooms on Windows

Monitor and Troubleshoot Microsoft Teams Phone (15-20%)

Monitor Microsoft Teams Phone

- configure tenant data upload for Call Quality Dashboard (CQD) and reporting labels
- configure Power BI reports for CQD
- monitor SBC health

Monitor and troubleshoot Microsoft Teams clients and devices

- troubleshoot Microsoft Teams client data flows by using debug logs, media logs, browser traces, and desktop logs
- troubleshoot configuration profiles in Microsoft Teams
- configure Notifications & alerts in Microsoft Teams admin center
- monitor Microsoft Teams Rooms
- troubleshoot Azure AD Sign-in issues for Microsoft Teams devices
- troubleshoot user provisioning by using MCOValidationError

Troubleshoot call failure and call quality

- interpret Microsoft Teams media flows
- troubleshoot call failures by using client logs
- troubleshoot a missing dial pad
- troubleshoot call failures by using the Self-help Diagnostics in Microsoft 365 Admin Center
- troubleshoot tenant dial plans by using regular expressions and PowerShell
- troubleshoot dynamic emergency address by using client debug logs
- interpret E.164 Normalization Rules in a tenant dial plan
- analyze reverse number lookup
- troubleshoot Teams client media issues by using Microsoft 365 Connectivity Tool
- troubleshoot calls by using Real-time Telemetry
- troubleshoot calls by using Advanced Call Analytics
- troubleshoot calls by using the CQD
- inspect PSTN usage reports for SIP call failures
- analyze QoS markers by using a network trace

Troubleshoot Direct Routing connectivity

- troubleshoot firewall issues for Direct Routing
- troubleshoot certificate Issues for Direct Routing
- troubleshoot SIP options issues for Direct Routing
- investigate and diagnose calling issues by using an SBC SIP trace