

## MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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## QUESTION 1

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

- A. Teams Communications Administrator
- B. Teams Communications Support Specialist
- C. Teams Communications Support Engineer
- D. Teams Service Administrator

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

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## QUESTION 2

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.

Correct Answer: AC

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

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## QUESTION 3

### 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

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.



## Answer Area

Correct Answer:

## Actions

Ensure the devices are connected to the corporate network.

## 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.

Ensure the devices are Azure AD joined.

Ensure that the Azure AD URL (<https://autologon/microsoftazuread-ss0.com>) is part of the user's Intranet zone settings.

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/hybrid/tshoot-connect-ss0>

## QUESTION 4

You manage a company's Microsoft Teams environment.

Members of a team cannot send emails to a channel's email address.

You need to determine the cause of the issue.

What are two possible causes? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The email has more than 10 file attachments.
- B. The channel's associated SharePoint folder was renamed.
- C. The channel email address is part of a distribution list.
- D. Email integration is not enabled.
- E. The email contains more than 25 inline images.

Correct Answer: BC

Reference: <https://support.microsoft.com/en-us/office/send-an-email-to-a-channel-in-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e>

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## QUESTION 5

User1 shares a Microsoft Word document with User2 during a Microsoft Teams chat session.

User2 is unable to make any changes to the document.

You need to determine the root cause of the issue.

What is the cause?

- A. User2 does not have a Microsoft SharePoint license.
- B. A sensitivity label has been applied to the shared file.
- C. The Microsoft Office package is not activated on User2's device.
- D. User2 has view-only permissions for the document.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoft-365/compliance/sensitivity-labels?view=o365-worldwide>

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