

MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

- A. Enable external access.
- B. Confirm whether the domain is in the external access allowed list.
- C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.
- D. Use the Microsoft Teams web app.
- E. Enable guest access.

Correct Answer: E

Reference: <https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access>

QUESTION 2

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`

Correct 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 3

A prepaway company has a Microsoft Teams environment. The sales department and the support department set up teams with standard channels.

Users from the sales department report that the Files tab in one of the channels is not accessible.

The following message displays:

Item might not exist or is no longer available.

You need to identify and resolve the issue. What should you do?

- A. Revert the renamed folder to the original channel folder name.
- B. Recover all the deleted items from the recycle bin of the corresponding Teams site.
- C. Create a separate document library with the same name as the channel.

Correct Answer: A

The SharePoint folder name must match the channel name. Renaming the SharePoint folder breaks the link between the channel and the folder.

QUESTION 4

You need to resolve the issue reported by User2.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Reinstall the Teams client.
- B. Update the Teams client manually.
- C. Ask the user to log out of their user profile and then log in again.
- D. Clear the browser cache.

Correct Answer: AD

QUESTION 5

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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>

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