Microsoft MS-900 Exam Questions

Total Questions: 400+
Demo Questions: 35
Version: Updated for 2025

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Question: 1

HOTSPOT A company uses Microsoft 365. instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statements	Yes	No
The Microsoft 365 Roadmap portal displays the specific month and year that a new feature of Microsoft Teams will be generally available.	○	○
The Microsoft 365 Roadmap portal displays the specific day and month that a new feature of Microsoft Yammer will be available in a company's tenant.	○	○
The Microsoft 365 Roadmap portal allows for a company to provide feedback about specific Microsoft Office 365 features that are listed in the portal.	○	○

Explanation:

Answer Area

Statements	Yes	No
The Microsoft 365 Roadmap portal displays the specific month and year that a new feature of Microsoft Teams will be generally available.	●	○
The Microsoft 365 Roadmap portal displays the specific day and month that a new feature of Microsoft Yammer will be available in a company's tenant.	○	●
The Microsoft 365 Roadmap portal allows for a company to provide feedback about specific Microsoft Office 365 features that are listed in the portal.	○	●

The Microsoft 365 Roadmap is a public-facing portal designed to communicate upcoming features and updates.

Release Dates: The roadmap provides estimated release timelines for features, typically indicating the month and year for General Availability (GA). However, it does not provide tenant-specific release dates or specify the exact day. The actual rollout to a specific company's tenant can vary based on their release track (e.g., Targeted Release vs. Standard Release) and other factors. More targeted information is available in the Microsoft 365 admin center's Message Center.

Feedback Mechanism: The roadmap portal's primary function is to inform customers about what is in development and what is being launched. It is not a feedback collection tool. Microsoft gathers customer feedback through dedicated channels, primarily the Microsoft Feedback portal and in-product feedback options.

References:

Microsoft. (n.d.). Microsoft 365 Roadmap. Microsoft. Retrieved from
https://www.microsoft.com/en-us/microsoft-365/roadmap
Relevance: The official roadmap site demonstrates that release dates are provided by month and

year (e.g., "September 2025") and are categorized by status such as "In development," "Rolling out," and "Launched." It does not show day-specific or tenant-specific information.

Microsoft Learn. (2023, September 15). How to give feedback on Microsoft 365.

Relevance: This document outlines the official channels for providing feedback, stating, "The Feedback portal is the official tool for Microsoft to listen to its customers." This confirms that the Roadmap portal is not the designated feedback mechanism.

Microsoft Learn. (2024, August 29). Set up the release option in the Microsoft 365 admin center.

Relevance: This documentation explains the difference between Standard and Targeted releases. It states, "With Targeted release, users...get the latest updates first. The rest of the organization gets the updates at a later date, in the Standard release." This supports the conclusion that the public roadmap cannot provide a single, specific date for an individual company's tenant, as the timing depends on these settings.

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Question: 2

HOTSPOT A company is evaluating threat protection in Microsoft 365. instructions: For each of the following statements, select Yes if the statement is true Otherwise, select No.

Answer Area

Statements	Yes	No
Microsoft 365 Defender for Endpoint can block malware on Windows 10 devices.	○	○
Microsoft 365 Defender for Office 365 is a solution that can detect malicious emails.	○	○
Microsoft 365 Defender for Endpoint requires a separate installation for Windows 10 devices.	○	○

Answer:

Microsoft Defender for Office 365 can protect against malicious links in email and Office files: Yes
Microsoft Defender for Identity can identify threats from on-premises Active Directory signals: Yes
Microsoft Defender for Endpoint can isolate an infected device from the network: Yes

Explanation:

1. Microsoft Defender for Office 365: The Safe Links feature, a component of Defender for Office 365, provides time-of-click URL scanning and rewriting for inbound email messages and within Office documents. This protects users from accessing malicious websites.
2. Microsoft Defender for Identity: This solution is specifically designed to leverage signals from on-premises Active Directory Domain Services (AD DS). It uses sensors installed on domain controllers to monitor traffic and security events to detect advanced threats, compromised identities, and malicious insider actions.
3. Microsoft Defender for Endpoint: A core endpoint detection and response (EDR) capability of Defender for Endpoint is the ability to take response actions on devices. This includes isolating a device from the network to contain a threat and prevent lateral movement, while still allowing the device to communicate with the Defender for Endpoint service for investigation.

References:

1. Microsoft Learn. (2024). Safe Links in Microsoft Defender for Office 365. Microsoft Docs. Retrieved from https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/safe-links-about. (Specifically, the "Safe Links settings for email messages" and "Safe Links settings for Microsoft Teams, and Office apps" sections).
2. Microsoft Learn. (2024). What is Microsoft Defender for Identity?. Microsoft Docs. Retrieved from https://learn.microsoft.com/en-us/defender-for-identity/what-is. (Specifically, the introductory paragraph stating, "Microsoft Defender for Identity is a cloud-based security solution that

leverages your on-premises Active Directory signals...").

3. Microsoft Learn. (2024). Take response actions on a device in Microsoft Defender for Endpoint. Microsoft Docs. Retrieved from https://learn.microsoft.com/en-us/microsoft-365/security/defender-endpoint/respond-machine-alerts. (Specifically, the section titled "Isolate devices from the network").

Question: 3

A company uses Microsoft 365.

The company must identify which cloud apps and services are used in the company

You need to identify which service can be used to find this information.

Which service should you use?

    A. Azure Active Directory

    B. Microsoft Cloud App Security

    C. Azure Security Center

    D. Microsoft Defender for Office 365

Answer:

    B

Explanation:

Microsoft Cloud App Security (now part of Microsoft Defender for Cloud Apps) is a Cloud Access Security Broker (CASB). A primary function of a CASB is to discover and provide visibility into cloud app usage across an organization, a process often referred to as "Shadow IT" discovery. It analyzes traffic logs from network devices like firewalls and proxies to identify which cloud applications and services employees are using, assess their risk levels, and enforce security policies. This directly addresses the company's need to identify all cloud apps in use.

Why Incorrect Options are Wrong:

A. Azure Active Directory: This is an identity and access management service. It manages access to known and registered applications but does not discover unknown or unsanctioned cloud app usage.

C. Azure Security Center: Now Microsoft Defender for Cloud, this service focuses on securing cloud infrastructure workloads (like virtual machines and databases), not on discovering end-user SaaS application usage.

D. Microsoft Defender for Office 365: This service protects against threats within the Microsoft 365 ecosystem (e.g., email, SharePoint, Teams) but does not discover the usage of external, third-party cloud services.

References:

1. Microsoft Docs, "What is Microsoft Defender for Cloud Apps?"

Reference: Under the "What is Defender for Cloud Apps?" section, the first bullet point states its function is to "Identify and control the use of Shadow IT: Identify the cloud apps, IaaS, and PaaS services used by your organization. Investigate usage patterns, assess the risk levels and business readiness of more than 31,000 SaaS apps against more than 80 risks." This directly

confirms its role in discovering cloud app usage.

2. Microsoft Learn, "MS-900: Describe the capabilities of Microsoft security solutions"

Reference: In the module "Describe Microsoft 365 security and compliance capabilities," the unit on Microsoft Defender for Cloud Apps explains: "Microsoft Defender for Cloud Apps is a Cloud Access Security Broker (CASB)... It provides rich visibility, control over data travel, and sophisticated analytics to identify and combat cyberthreats across all your Microsoft and third-party cloud services." This highlights its function of providing visibility across all cloud services.

3. Microsoft Docs, "Discover and assess cloud apps (Shadow IT)"

Reference: The introductory paragraph states, "Cloud Discovery analyzes your traffic logs against the Microsoft Defender for Cloud Apps catalog of over 31,000 cloud apps. The apps are ranked and scored based on more than 90 risk factors to provide you with ongoing visibility into cloud use, Shadow IT, and the risk Shadow IT poses to your organization." This details the exact mechanism used to fulfill the requirement in the question.

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Question: 4

HOTSPOT A hospital is evaluating digital transformation solutions for their workforce. Select the answer that correctly completes the sentence.

Microsoft categorizes workers who work directly with customers or the general public as [▼] workers.

- Backoffice
- Frontline
- Hybrid
- Microsoft Teams

Answer:

Frontline

Explanation:

Microsoft defines Frontline Workers as employees whose primary role involves direct engagement with customers or the general public. These individuals are the face of an organization, providing services, support, or selling products. This category includes roles such as retail associates, hospital staff, field technicians, and manufacturing floor workers. Microsoft offers specific solutions, like Microsoft 365 F-series plans, tailored to their task-oriented and often mobile work styles. The other options are incorrect; backoffice refers to administrative roles without customer contact, hybrid describes a work location model, and Microsoft Teams is a software product.

References:

Microsoft. "Microsoft 365 for frontline workers." Microsoft Learn, May 30, 2024. In the "What are frontline workers?" section, it states, "Frontline workers are employees whose primary function is to work directly with customers or the general public..."
Microsoft. "Empower frontline workers with Microsoft 365." Microsoft 365 Official Product Page. Accessed September 9, 2025. This page describes frontline workers as "...people worldwide who work in service- or task-oriented roles across industries such as retail, hospitality, manufacturing, and healthcare."

Question: 5

A company isplanning to implement Microsoft 365. The company has not purchased licenses from

Microsoft. You need to recommend a licensing solution. Which licensing solution should you recommend?

    A. Add-on user subscription licenses

    B. Full user subscription licenses

    C. From Software Assurance (SA) user subscription licenses

    D. Step-up user subscription licenses

Answer:

    B

Explanation:

Since the company has not purchased any licenses from Microsoft, it needs to acquire base licenses for its users. A "Full user subscription license" (USL) is the standard license required for a new customer or a user who does not have a pre-existing qualifying license. This license provides the complete set of rights for the chosen Microsoft 365 plan without any prerequisites. The other license types are meant for customers with existing agreements or subscriptions.

Why Incorrect Options are Wrong:

A. Add-on user subscription licenses are used to add capabilities to an existing base subscription, which this new company does not have.

C. "From Software Assurance (SA)" licenses are for customers transitioning from on-premises software covered by an active SA agreement.

D. Step-up user subscription licenses allow a customer to upgrade from one existing subscription plan to a higher-tier plan (e.g., E3 to E5).

References:

1. Microsoft Product Terms. (Accessed July 2024). In the "Universal License Terms" section, under "Subscription Licenses," the document defines the different types of User Subscription Licenses (USLs). It specifies that a "Full USL" is required when a user is not the primary user of a device with a Qualifying Operating System. It also defines "Add-on USL," "Step-up USL," and "From SA USL" as requiring pre-existing licenses or subscriptions.
2. Microsoft Learn. Describe licensing options available in Microsoft 365. MS-900: Microsoft 365 Fundamentals. This module explains that organizations purchase subscriptions based on their needs. For a new organization, this involves acquiring a full subscription for each user, which corresponds to a Full USL. The concepts of add-ons and step-ups are presented as modifications

to existing subscriptions.

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Question: 6

DRAG DROP A company wants to analyze content by using Microsoft365 Apps. You need to describe the connected experiences the company can use. Which connected experiences should you describe? TO answer, drag the appropriate connected experiences to the correct descriptions. Each connected experience 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.

Connected experiences		Answer Area	
Editor		**Description**	**Connected experience**
Tap		Provides advanced grammar and style refinements such as clarity, conciseness, formality, and vocabulary suggestions.	Connected experience
Similarity checker		Allows you to use and repurpose existing content from relevant files most often used by coworkers	Connected experience
Friendly links			

Answer:

Editor

Tap

Explanation:

Microsoft Editor is an AI-powered service that goes beyond basic spell checking to offer advanced grammar and style suggestions. It helps improve writing by analyzing text for clarity, conciseness, formality, and vocabulary, which directly matches the first description.

Tap was a feature in Microsoft Word and Outlook designed to help users find and reuse content from relevant documents, presentations, and spreadsheets within their organization. It surfaced frequently used files from the user and their coworkers, allowing for the quick repurposing of existing content without leaving the application. This functionality aligns perfectly with the second description.

References:

Microsoft Support. (n.d.). Microsoft Editor checks grammar and more in documents, mail, and the web. Retrieved from Microsoft's official support website.
Details: This document describes Editor's capabilities, stating, "Editor is an AI-powered service that helps bring out your best writer in more than 20 languages... Editor points out issues and offers suggestions for spelling, grammar, and stylistic issues, such as making sentences more concise, choosing simpler words, or writing with more formality." This directly supports matching Editor with the first description.
Microsoft 365 Blog. (2016, November 15). Office 365 November news-advancing intelligence, mobile and security.

Details: In the section "Tap in Word and Outlook," the document explains, "Tap helps you find and use relevant content from within your organization without leaving the document or email you're editing... Tap surfaces documents, presentations and spreadsheets frequently used by you and your colleagues and makes them available for you to incorporate their components..." This confirms that Tap is the correct experience for the second description.

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Question: 7

DRAG DROP A company is migrating to Microsoft 365. The company is reviewing the billing account options in Microsoft 365. You need to recommend a billing accountoptions.Which billing account type should you recommend?

Billing accounts

Microsoft Online Services program

Microsoft Products & Services Agreement (MPSA) program

Microsoft Customer Agreemen

Microsoft Cloud Solution Provider (CSP) program

Answer Area

Scenario	Billing account
Billing account is created when an individual signs up for a Microsoft 365 subscription directly.	Billing account
Billing account is created when a company signs a volume licensing agreement to purchase software and online services.	Billing account

Answer:

1: Microsoft Online Services program

2: Microsoft Products & Services Agreement (MPSA) program

Explanation:

The Microsoft Online Services program billing account is generated when a customer purchases a Microsoft 365 subscription directly from the Microsoft 365 website. This model is also known as self-service or web-direct and is typical for individuals or small to medium-sized businesses.

The Microsoft Products & Services Agreement (MPSA) is a specific type of volume licensing agreement for organizations, typically with 250 or more users. It simplifies the purchasing of both Microsoft online services (like Microsoft 365) and on-premises software under a single, non-expiring agreement. Therefore, it is the correct choice for a company signing a volume licensing agreement.

References:

Microsoft Learn. "Manage your Microsoft 365 billing accounts." Microsoft Docs. This document explicitly defines the different billing account types.

Section: Billing account types. It states, "Microsoft Online Services Program: This billing account is created when you sign up for a Microsoft 365 subscription directly."

Section: Billing account types. It also states, "Microsoft Products & Services Agreement (MPSA): This billing account is created when your organization signs an MPSA to purchase software and online services."

Microsoft Volume Licensing. "Microsoft Products and Services Agreement." Microsoft. This page details the MPSA, describing it as a foundational agreement for volume licensing that allows

organizations to purchase software and online services.

Overview Section. It describes the MPSA as a "single agreement" for making software and online services purchases, confirming its role as a primary volume licensing vehicle.

Question: 8

HOTSPOT A company is evaluatingMicrosoft 365. You need to describe Microsoft 365 security principles. Select the answer that correctly completes the sentence.

The model that assumes a security breach from an uncontrolled network is [▼] .

Zero Trust
Secure by default
Zero day
Secure score

Answer:

Zero Trust

Explanation:

The Zero Trust model operates on the principle of "never trust, always verify." It fundamentally assumes that the network perimeter is no longer a reliable boundary for security. Therefore, every request for access must be treated as if it originates from an uncontrolled and potentially hostile network. This model requires strict identity verification, device health validation, and least-privilege access for every user and device trying to access resources, regardless of their location. The other options are incorrect: Secure by default refers to pre-configuring systems with the highest security settings, Zero day is a type of vulnerability, and Secure score is a measurement tool for security posture.

References:

Microsoft Corporation. (2023). What is Zero Trust? Microsoft Security Documentation. Retrieved from Microsoft's official documentation.
Reference: The "Guiding principles of Zero Trust" section states, "The core principle of Zero Trust is to maintain strict access control...This security model is rooted in the principle of 'never trust, always verify' and assumes that a breach is inevitable or has likely already occurred."
Rose, S., Borchert, O., Mitchell, S., & Connelly, S. (2020). Zero Trust Architecture (NIST Special Publication 800-207). National Institute of Standards and Technology.
DOI: https://doi.org/10.6028/NIST.SP.800-207
Reference: Section 2.1, "Tenets of Zero Trust," Tenet 3 states: "All communication is secured regardless of network location. Network location does not imply trust... Access requests from assets on the enterprise-owned network must meet the same security requirements as access requests and communication from any non-enterprise-owned network."
Buck, B. (2021). The 3 Principles of a Zero Trust Security Model. Microsoft Security Blog.
Reference: The article outlines three core principles, starting with "Verify explicitly," which

emphasizes always authenticating and authorizing based on all available data points, reinforcing the concept of assuming breach from any network.

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Question: 9

A company isevaluating Microsoft 365. Vou need to determine how you can filter Microsoft 365 roadmap items. What are three methods to filter items? Each correct answer presents a complete solution.

A. Cloud instance

B. Product

C. Region

D. Platform

E. Licensing type

Answer:

A, B, D

Explanation:

The Microsoft 365 Roadmap is the official source for updates on services and features. To help users find relevant information, the roadmap provides several filtering capabilities. Users can filter the list of updates by the specific Product (e.g., Microsoft Teams, Exchange, SharePoint), the Platform on which the feature will be available (e.g., Web, Desktop, iOS, Android), and the Cloud instance (e.g., Worldwide, GCC, DoD). These filters enable administrators and stakeholders to track changes that are pertinent to their organization's specific deployment and user base.

Why Incorrect Options are Wrong:

C. Region: The roadmap filters by 'Cloud instance,' which may correspond to specific regions or government clouds, but 'Region' itself is not a direct filter category.

E. Licensing type: The roadmap does not allow filtering by specific licensing plans such as E3 or E5, although feature availability may depend on the license.

References:

1. Microsoft. (n.d.). Microsoft 365 Roadmap. Retrieved from https://www.microsoft.com/en-us/microsoft-365/roadmap. (This official tool directly shows the filter options for 'Product', 'Platform', and 'Cloud instance' on its main interface.)

2. Microsoft Learn. (2024). Describe the Microsoft 365 roadmap and the message center. In "MS-900: Describe Microsoft 365 apps and services". "You can filter the roadmap by product, platform, cloud instance, and release phase." Retrieved from https://learn.microsoft.com/en-us/training/modules/describe-microsoft-365-apps-services/5-describe-roadmap-message-center.

Question: 10

HOTSPOT Acompany is evaluating solutions to improve their customer service capabilities. When customers call the company. they should be directly routed to the appropriate customer service person You need to recommend solutions for the company's requirements. Which solutions should you recommend? TO answer, select the appropriate options in the answer area.

Requirement	Solution
Implement Direct Routing.	Microsoft Teams Phone Outlook People Yammer Microsoft Viva
Connect the correct customer service associate to a customer.	Microsoft Viva Outlook People Microsoft Teams Phone Microsoft Stream

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Answer:

1: Microsoft Teams Phone

2: Microsoft Teams Phone

Explanation:

Microsoft Teams Phone is the correct solution for both requirements.

Implement Direct Routing: Direct Routing is a feature of the Microsoft Teams Phone system. It allows an organization to connect its own telephony infrastructure, specifically a Session Border Controller (SBC), to the Microsoft Phone System. This enables users to make and receive external calls on the Public Switched Telephone Network (PSTN) directly from the Teams client.

Connect correct associate: Microsoft Teams Phone includes features like Call Queues and Auto Attendants. A Call Queue can distribute incoming calls to a group of agents (the customer service associates) based on routing methods like longest idle or round-robin. An Auto Attendant can provide callers with a menu to direct them to the appropriate queue or individual, ensuring they reach the correct associate.

References:

Microsoft. (2024). Plan Direct Routing. Microsoft Learn. "Direct Routing allows you to connect a customer-provided Session Border Controller (SBC) to Microsoft Teams Phone."

Microsoft. (2024). Create a Call queue in Microsoft Teams. Microsoft Learn, Set up Call queues section. "A Call queue transfers callers to people in your organization who can help with a particular issue... You can specify how you want calls to be routed to the agents in the queue."

Microsoft. (2024). What are Cloud auto attendants? Microsoft Learn. "Cloud auto attendants let you set up menu options to route calls based on caller input. The menu options of an auto attendant let a caller get to a call queue, a person, or a voicemail."

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Question: 11

DRAG DROP -

An automobile repair company uses Microsoft Bookings.

Customers can schedule appointments for automobile services with technicians.

Match each component to its description.

Instructions: To answer, drag the appropriate component from the column on the left to its description on the right. Each component may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

[image could not be rendered]

Answer:

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Components
Bookings calendar
Booking page
Staff page
Services page

Answer Area

Description	Component
Schedule vacation time for technicians and business closures for the company.	Component
Schedule customer appointments.	Component
View a technician's working hours.	Component

Explanation:

[image could not be rendered]

Booking calendar: The calendar in Microsoft Bookings provides a comprehensive view of all scheduled appointments. Administrators use this interface to manually add appointments, schedule time off for individual staff members (technicians' vacations), and block out dates for business closures. These actions directly control the availability that is presented to customers.

Booking page: This is the customer-facing portal that you publish online. Customers visit this page to view available services and time slots, select a preferred technician, and schedule their own appointments without direct staff assistance.

Staff page: This section is used to manage personnel. For each technician, you can define their specific details, role, and most importantly, set their default weekly working hours. This is the primary area for configuring and viewing a staff member's regular availability.

References:

Microsoft Learn, "Add staff to Microsoft Bookings": This document details the functions of the Staff page. It states, "Go to the Staff page, and select Add new staff... On the Staff details page, you can set the working hours for each staff member." This supports using the Staff page to define and view a technician's working hours.

Microsoft Learn, "Publish your business's booking page": This guide explains the role of the Booking page. It clarifies, "The booking page is where your customers can book appointments with your staff." This confirms that the Booking page is the component used to schedule customer appointments.

Microsoft Learn, "Enter your business information in Microsoft Bookings": Regarding time off and closures, while the general business hours are set elsewhere, specific scheduling events like vacations are managed on the calendar. The documentation on the calendar functionality shows how to add "Time off" for staff, which prevents bookings during that period. This aligns with using the Booking calendar for scheduling vacations and closures.

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Question: 12

HOTSPOT A company is evaluating ways to improve their productivity by using Microsoft 365. You need to determine the correct productivity feature. Select theanswer that correctly completes the sentence.

A company can view a team's work patterns, such as regular after-hours work, by using

Manager insights
Personal insights
Application insights
Leader insights
Customer insights

Answer:

Manager insights

Explanation:

Manager insights within Microsoft Viva provides managers with data-driven, privacy-protected views into their team's work patterns. It uses aggregated and anonymized data from Microsoft 365 to highlight trends in areas such as regular after-hours work, meeting culture, and focus time. This helps managers identify potential burnout risks and foster healthier, more effective work habits for their team. In contrast, Personal insights are for individual employees, and Leader insights provide a broader, company-wide view for senior leadership.

References:

Microsoft Learn. (2024). Manager insights in Microsoft Viva Insights. Microsoft. Retrieved from https://learn.microsoft.com/en-us/viva/insights/manager-insights/introduction. This document states, "As a manager, you can see aggregated data about work patterns for your team... For example, you can see how much time the team spends in meetings or working after hours each day."

Microsoft Learn. (2024). Introduction to Microsoft Viva Insights. Microsoft. Retrieved from https://learn.microsoft.com/en-us/training/modules/introduction-viva-insights/3-discover-insights. This module clarifies the different roles: "Viva Insights provides personal, manager, and leader insights... Manager insights give visibility into work patterns that might lead to burnout and stress, like regular after-hours work, meeting overload, or too little focus time."

Question: 13

A company is evaluating Microsoft 365. You need to identify the features of MicrosoftStream. What are three features of Microsoft Stream? Each correct answer presents part of the solution.

    A. Video files can be accessed from Yammer.

    B. Video files can be accessed from Microsoft Teams.

    C. Video files are stored in Yammer.

    D. Video files are stored in SharePoint Online.

    E. Video files are stored in Exchange Online.

Answer:

A, B, D

Explanation:

The current version of Microsoft Stream is built on the SharePoint platform, which fundamentally changes how video files are stored and accessed. Video files are treated like any other file type within Microsoft 365. They are stored directly in SharePoint Online and OneDrive for Business, not in a standalone service. This integration allows users to access and manage videos through various Microsoft 365 applications. Users can seamlessly access, share, and play video files from within collaboration hubs like Microsoft Teams and Yammer (now part of Microsoft Viva Engage), leveraging the underlying storage and security of SharePoint.

Why Incorrect Options are Wrong:

C: Video files are not stored in Yammer. Yammer embeds and plays videos that are stored in the SharePoint site associated with the Yammer community.
E: Exchange Online is the Microsoft 365 service for email, calendaring, and contacts; it is not used for storing Microsoft Stream video files.

References:

1. Microsoft Learn. (2023). Overview of Microsoft Stream (on SharePoint). "Video and audio files are stored on the SharePoint files platform within Microsoft 365 like all other file types." This statement directly supports option D.
2. Microsoft Learn. (2023). Features in Stream (on SharePoint). Under the "Video in Microsoft Teams" section, it states, "Teams meeting recordings are saved to OneDrive and SharePoint and can be shared and managed like any other video." This supports option B.
3. Microsoft Learn. (2023). Features in Stream (on SharePoint). Under the "Video in Microsoft Viva Engage" section, it states, "When a user uploads a video to a Viva Engage community it will be stored in the SharePoint site backing the community." This supports option A and directly

refutes option C.

4. Microsoft Learn. (2023). Exchange Online service description. "Microsoft Exchange Online is a hosted messaging solution that delivers email, calendar, contacts, and tasks..." This confirms that Exchange Online's purpose is not video storage, refuting option E.

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Question: 14

HOTSPOT Instructions: For each of the following statements, select Yes if the statementis true, Otherwise, select No.

Statements	Yes	No
You can use Microsoft Teams and SharePoint Newsfeed to provide enterprise social features in SharePoint.	○	○
You can disable the enterprise social collaboration feature in SharePoint.	○	○
You can use different enterprise social collaboration services in SharePoint simultaneously.	○	○

Answer:

No

Yes

No

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Explanation:

The SharePoint Newsfeed is a retired feature. Microsoft's modern enterprise social strategy for SharePoint revolves around integration with Yammer or using the collaborative features of Microsoft Teams. You do not use Teams and the legacy Newsfeed together; rather, you replace the Newsfeed with a modern tool.

SharePoint administrators have granular control over the services enabled within their tenant. They can enable or disable enterprise social features, such as the Yammer integration or the classic SharePoint Newsfeed, via the SharePoint admin center.

An organization must choose a single primary enterprise social collaboration service to be used across SharePoint. The tenant-wide setting allows an administrator to select either Yammer or the classic SharePoint Newsfeed, but not both simultaneously. This ensures a consistent user experience.

References:

Microsoft Learn. (2023). Use Yammer with SharePoint Online. "In the SharePoint admin center, you can select whether to enable enterprise social collaboration by using Yammer or the SharePoint Newsfeed." This shows a choice must be made between services, not simultaneous

use.

Microsoft Learn. (2023). SharePoint classic newsfeed retirement. "The SharePoint classic newsfeed is being retired... We recommend using Yammer for your enterprise social needs." This document confirms that the Newsfeed is a legacy feature being replaced, not used in conjunction with modern tools like Teams or Yammer.

Microsoft Learn. (2024). Manage settings in the SharePoint admin center. This documentation outlines the various settings administrators can control, including "Conversations and communities," which is where the choice of social platform (i.e., Yammer) is configured, implying the ability to manage and thereby disable such features.

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Question: 15

A company is developing their Windows as a service (WaaS) strategy.
The Company wants to roll out the most recently released Windows updates to specific devices before billing them out to other devices.
Youneed to recommend correct feature to meet the requirements.
Which feature should you recommend?

 A. Insider Preview builds

 B. Servicing channels

 C. Group Policies

 D. Servicing stack updates

 E. Deployment rings

Answer:

 E

Explanation:

Deployment rings are the core component of a Windows as a service (WaaS) strategy for managing phased rollouts. This feature allows an organization to categorize devices into groups (rings) to control the timing of update deployments. A typical strategy involves an initial ring of IT professionals or pilot users who receive updates first. After successful validation on this initial group, the updates are progressively rolled out to broader rings of devices, ensuring stability and minimizing disruption across the organization. This directly addresses the company's requirement to deploy updates to specific devices before a wider release.

Why Incorrect Options are Wrong:

A. Insider Preview builds are pre-release versions of Windows intended for testing new features before they are generally available, not for deploying released updates within a corporate environment.
B. Servicing channels (e.g., General Availability Channel) determine the frequency and timing of feature updates from Microsoft, not the phased deployment schedule within an organization.
C. Group Policies are a management framework used to configure settings. While they can be used to implement deployment rings, "deployment rings" is the specific strategy/feature itself.
D. Servicing stack updates (SSUs) are prerequisites that improve the reliability of the Windows update process; they do not control the targeting or timing of update rollouts.

References:

1. Microsoft Learn. (2023). Build deployment rings for Windows updates. "A deployment ring is a group of devices that you target to receive a set of updates... With deployment rings, you can manage the pace and velocity at which updates are deployed in your organization." Section: "Define deployment rings".

2. Microsoft Learn. (2023). Overview of Windows as a service. "With Windows Update for Business, you can set up deployment rings to specify which devices go first in an update wave, and which will come later." Section: "Deployment rings".

3. Microsoft Learn. (2023). Assign devices to servicing channels for Windows client updates. "Servicing channels are the first way to separate groups of devices for Windows updates. Deployment rings are another... Deployment rings provide further control for the order in which devices that use the General Availability Channel receive and install updates." Section: "Deployment rings".

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Question: 16

HOTSPOT A company is evaluating Microsoft 365. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Statement	Yes	No
Microsoft 365 A5 licenses are used for small businesses.	○	○
Microsoft 365 G5 licenses are used for educational institutions.	○	○
Microsoft 365 E5 licenses are used for enterprise organizations.	○	○

Answer:

No

No

Yes

CertEmpire

Explanation:

Microsoft 365 licenses are categorized to serve different types of organizations. The letter in the license name designates its target audience. "A" licenses (e.g., A5) are for Academic institutions, not small businesses. "G" licenses (e.g., G5) are tailored for Government entities, not educational institutions. Finally, "E" licenses (e.g., E5) are designed for Enterprise-level organizations, making the third statement correct. Small businesses typically use the "Microsoft 365 Business" plans (e.g., Business Premium).

References:

Microsoft. "Microsoft 365 Education." Microsoft. Accessed September 9, 2025. This official page details the 'A' series of licenses (A3, A5) and explicitly states they are for academic institutions, including students and educators.
Microsoft. "Microsoft 365 Government." Microsoft. Accessed September 9, 2025. This documentation outlines the 'G' series of plans (G3, G5), specifying their availability and features for U.S. government organizations at the federal, state, and local levels.
Microsoft. "Compare Microsoft 365 Enterprise Plans." Microsoft. Accessed September 9, 2025. This resource provides a comparison of the 'E' plans (E3, E5), which are positioned as the primary offerings for large, enterprise-scale organizations.

Question: 17

HOTSPOT A company is evaluating Microsoft 365. Select the answer to complete the sentence.

The modules that are named Connections, Insights, Learning, and Topics are part of [▼] .

- Microsoft Viva
- Microsoft Teams
- Microsoft Yammer
- **Microsoft Planner**

Answer:

Microsoft Viva

Explanation:

Microsoft Viva is an employee experience platform (EXP) integrated into Microsoft 365 and Microsoft Teams. It's designed to enhance employee connection, growth, and well-being. The platform is structured around several modules, including the four foundational ones listed in the question:

Viva Connections: A curated, company-branded destination for internal communications and company resources.

Viva Insights: Provides privacy-protected data and recommendations to improve productivity and well-being.

Viva Learning: Aggregates learning content from various sources into a central hub within Teams.

Viva Topics: Uses AI to organize company-wide content and expertise into shared topics.

The other options are incorrect as they serve different primary purposes: Microsoft Teams is a collaboration hub, Microsoft Yammer is an enterprise social network (now part of Viva Engage), and Microsoft Planner is a task management tool.

References:

Microsoft. (2021, February 4). Microsoft Viva: Empowering every employee for the new digital age. Official Microsoft Blog. Retrieved from https://www.microsoft.com/en-us/microsoft-365/blog/2021/02/04/microsoft-viva-empowering-every-employee-for-the-new-digital-age/
Reference Point: The introductory paragraphs explicitly state, "Viva includes four modules: Viva Connections, Viva Insights, Viva Learning, and Viva Topics."

Microsoft Learn. (2024). Introduction to Microsoft Viva.

Reference Point: The overview section describes Microsoft Viva as a platform that "brings together communications, knowledge, learning, resources, and insights" and details the functions of the individual modules like Connections, Insights, Learning, and Topics.

Microsoft Learn. (2024). Plan for Microsoft Viva.

Reference Point: The document provides planning and deployment guidance for the various apps within the Microsoft Viva suite, treating Connections, Insights, Learning, and Topics as distinct components of the overall platform.

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Question: 18

HOTSPOT A company is evaluating Microsoft 365 Apps. You need to describe the capabilities in Microsoft 365 Apps. Select the answer that correctly completes the sentence.

A Microsoft 365 Apps file can be published directly to Microsoft Stream by using the export option in [dropdown: Microsoft PowerPoint / Microsoft Word / Microsoft Excel / **Microsoft Outlook**] .
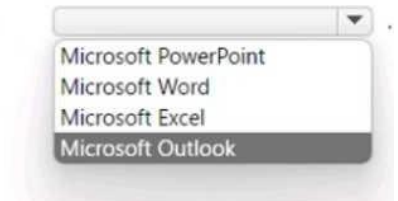
Answer:

Microsoft PowerPoint

Explanation:

Microsoft PowerPoint is the application within the Microsoft 365 suite that includes a native feature to directly publish a presentation as a video to Microsoft Stream. This functionality is accessible through the Export menu, where users can select "Publish to Microsoft Stream." This process converts the presentation, including any recorded timings, narrations, and animations, into a video file and uploads it directly to the specified Stream channel. The other applications listed-Word, Excel, and Outlook-do not possess a direct export-to-video or publish-to-Stream capability as their primary functions are document creation, data analysis, and communication, respectively.

References:

Microsoft Support. (n.d.). Save a presentation as a video file or MP4. Retrieved from support.microsoft.com.

Reference Detail: Under the section "PowerPoint for Microsoft 365," the documentation outlines the steps for exporting a presentation. It explicitly mentions the "Publish to Microsoft Stream" option as a method to save the presentation as a video and upload it directly to the Stream service.

Microsoft Learn. (2024, August 28). Overview of Microsoft Stream (on SharePoint).

Reference Detail: This document describes the capabilities of Microsoft Stream as the video service in Microsoft 365. While it focuses on the new Stream (on SharePoint), it establishes the context of video integration within the M365 ecosystem, where PowerPoint is the primary content creation tool for video presentations that can be uploaded to Stream.

Question: 19

DRAG DROP A company is evaluating Microsoft 365. You need to identify features of Zero Trust. Which features should you choose? To answer, drag the appropriate features to the correct capabilities. 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.

Features

Adaptive Access

Threat Protection

Policy Optimization

Answer Area

Capability	Feature
Governance and compliance	
Forensics and response automation	

Explanation:

Features

Adaptive Access

Threat Protection

Policy Optimization

Answer Area

Capability	Feature
Governance and compliance	Policy Optimization
Forensics and response automation	Threat Protection

Governance and compliance is centered on enforcing organizational standards and meeting regulatory requirements for data handling and access. Policy Optimization directly supports this by using analytics and machine learning to recommend and refine security policies. This ensures that access controls and data protection measures are effectively implemented and maintained, aligning the security posture with governance goals and compliance mandates.

Forensics and response automation involves investigating security incidents and automatically remediating threats. Threat Protection capabilities, such as those in the Microsoft Defender suite, are designed for this purpose. They provide automated investigation and response (AIR) features that analyze threat data, identify root causes, and execute containment actions, which is the essence of modern forensics and automated incident response.

References:

Microsoft Learn, "Zero Trust guidance center." This official documentation outlines the principles of Zero Trust. It details how policy enforcement engines use real-time information to make access decisions, a process that is continuously improved through Policy Optimization to ensure compliance and governance. It also describes the "Assume Breach" principle, which relies on robust Threat Protection for rapid detection, investigation, and automated response. (Reference: Zero Trust security model principles section).

Microsoft Learn, "Automated investigation and response (AIR) in Microsoft 365 Defender." This document explicitly connects Threat Protection with automation. It states, "AIR enables your security operations team to work more efficiently and effectively. AIR capabilities... automatically investigate alerts and remediate threats. AIR... can save your security operations team time and

effort in dealing with threats." This directly maps Threat Protection to Forensics and response automation. (Reference: "How AIR works" section).

Microsoft Purview Documentation, "Microsoft Purview risk and compliance solutions." Microsoft Purview is the suite of tools for governance and compliance. Its capabilities include information protection, data lifecycle management, and insider risk management, all of which rely on well-configured and continuously improved policies. This demonstrates the link between Policy Optimization and the broader capability of governance.

CertEmpire

Question: 20

A company plans to deploy Microsoft Viva Insights. The company has concerns with the privacy of data that is used in Viva Insights. You need toidentify the source of data that is used in Viva Insights. What are three data sources of Viva Insights? Each correct answer presents a complete solution.

A. websites accessed in a browser

B. documents in OneDrive for Business

C. email in Exchange Online

D. email in Exchange Server

E. chats in Microsoft Teams

Answer:

B, C, E

Explanation:

Microsoft Viva Insights analyzes collaboration patterns by using data generated from everyday work within the Microsoft 365 ecosystem. The primary data sources are signals and metadata from Microsoft 365 services. This includes email and calendar data from Exchange Online (C), chat and call data from Microsoft Teams (E), and collaboration activity related to documents in OneDrive for Business and SharePoint (B), such as sharing and access patterns. Viva Insights uses this data to generate personalized and organizational insights while maintaining individual privacy through de-identification and aggregation.

Why Incorrect Options are Wrong:

A. Viva Insights focuses on collaboration data within Microsoft 365, not general web browsing history. Endpoint and security tools monitor browser activity.

D. Viva Insights is a cloud-native service that processes data from Microsoft 365's Exchange Online, not from on-premises Exchange Server environments.

References:

1. Microsoft Learn. "Data sources for Viva Insights." This document explicitly lists the sources Viva Insights uses. Under the "Microsoft 365 data" section, it specifies:

"Mailbox data: Email and calendar information that's available in a person's Microsoft 365 mailbox." (Supports option C)

"Teams data: Chat and call information from Microsoft Teams." (Supports option E)

"Document activity: If you use OneDrive and SharePoint for work, Viva Insights will show you information about documents you've worked on." (Supports option B)

2. Microsoft Learn. "Privacy and data protection in Viva Insights." This guide confirms that Viva Insights "processes information from... data that is generated from everyday work in Microsoft 365," and details how data from Exchange Online, Teams, SharePoint, and OneDrive is used while protecting privacy.

3. Microsoft Learn. "Viva Insights in Teams and on the web." This page describes features like "Catch up," which shows "unread documents that you shared with others and that were shared with you," directly demonstrating the use of OneDrive and SharePoint document activity data.

CertEmpire

Question: 21

HOTSPOT A company is evaluating Zero Trust security principles for Microsoft 365. You need to identify a Zero Trust security principle used in Microsoft 365. Select the answer that correctly completes the sentence.

Answer Area

A Zero Trust security principle that uses segmented access for networks, users, devices, and applications is | verify explicitly ▼ | .

- assume breach
- least privileged access
- verify explicitly
- shared responsibility model

Answer:

assume breach

Explanation:

The assume breach principle is a core tenet of the Zero Trust model. It operates on the premise that a breach is inevitable or has likely already occurred. To counteract this, this principle advocates for minimizing the potential impact, often referred to as the "blast radius." The primary method for achieving this is by implementing segmentation across networks, users, devices, and applications. By creating these isolated segments, a security compromise in one area is contained and prevented from moving laterally to compromise the entire system. This proactive containment strategy is a direct application of assuming a breach will happen.

References:

Microsoft Corporation. "What is Zero Trust?" Microsoft Docs. Accessed 2024. In the section detailing the core principles, under "Assume breach," it states: "Minimize the blast radius and segment access. Verify end-to-end encryption and use analytics to get visibility and drive threat detection." This directly links the principle to segmentation.

Microsoft Corporation. "The Zero Trust mindset." Microsoft Learn, Module 1, SC-900. Accessed 2024. This module explains, "To embrace the assume breach principle, you need to use technologies like micro-segmentation to control the network."

Rose, S., Borchert, O., Mitchell, S., & Connelly, S. (2020). Zero Trust Architecture (NIST Special Publication 800-207). National Institute of Standards and Technology. https://doi.org/10.6028/NIST.SP.800-207. Section 2.1, "Tenets of Zero Trust," while not using the exact phrase "assume breach," describes a model where no implicit trust is granted, necessitating segmentation to control and contain access, which is the practical application of the principle. Section 3.3 explicitly discusses preventing lateral movement as a key goal of ZTA, which is achieved via segmentation.

Question: 22

A company uses Microsoft 365.

You need to identify the portalthat users should use to install Office applications.

What should you identify?

A. Azure portal

B. Microsoft 365 user portal

C. Microsoft 365 admin center

D. Microsoft Volume Licensing Service Center

Answer:

B

Explanation:

The Microsoft 365 user portal, accessible via www.office.com or portal.office.com, is the designated self-service location for end-users. After signing in with their organizational account, users with the appropriate license will see an "Install apps" or "Install Office" option on their homepage. This allows them to download and install the Microsoft 365 Apps (formerly Office 365 ProPlus) suite directly onto their devices. This portal centralizes access to web apps, documents, and the desktop application installers for a streamlined user experience.

Why Incorrect Options are Wrong:

A. Azure portal: The Azure portal is a management console for Azure cloud services and resources, such as virtual machines and databases. It is not used for end-user software installation.

C. Microsoft 365 admin center: This portal is for administrators to manage the organization's Microsoft 365 services, users, and licenses. Standard users do not have access to it for installing applications.

D. Microsoft Volume Licensing Service Center: This center is used by administrators to manage software acquired through Microsoft Volume Licensing agreements, which is a separate licensing model from typical user-based Microsoft 365 subscriptions.

References:

1. Microsoft Support Documentation. "Download and install or reinstall Microsoft 365 or Office 2021 on a PC or Mac." support.microsoft.com. The official instructions for users state: "Go to www.office.com and if you're not already signed in, select Sign in...From the Microsoft 365 home page select Install apps." This directly identifies the user portal as the correct location.

2. Microsoft Learn. "About the Microsoft 365 admin center." learn.microsoft.com, Feb 23, 2024.

This document outlines the purpose of the admin center for "managing your business in the cloud," including adding users, managing licenses, and changing passwords. It is explicitly defined as a tool for administrators, not end-users performing installations.

3. Microsoft Learn. "Azure portal overview." learn.microsoft.com, Sep 15, 2023. This source describes the Azure portal as the primary tool for managing Azure subscriptions and resources, confirming it is unrelated to end-user Office application installation.

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Question: 23

HOTSPOT Instructions: Foreach of the following statements, select Yes if the statement is true Otherwise, select No.

Answer Area

Statements	Yes	No
You can deploy Microsoft 365 Apps for enterprise from a local source by using Configuration Manager.	○	○
You can deploy Microsoft 365 Apps for enterprise from the cloud by using the Office Deployment Tool.	○	○
You can deploy Microsoft 365 Apps for enterprise from a local source by using the Office Deployment Tool.	○	○

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Answer:

Yes

Yes

Yes

Explanation:

Configuration Manager (Local Source): Microsoft Endpoint Configuration Manager is designed for enterprise software distribution. A common deployment method involves downloading the Microsoft 365 Apps installation files and distributing them to local network servers (distribution points). Client devices then install the software from these local sources, which minimizes internet bandwidth usage. This statement is Yes.

Office Deployment Tool (Cloud Source): The Office Deployment Tool (ODT) can be configured to install Microsoft 365 Apps directly from the Office Content Delivery Network (CDN), which is a cloud-based source. By omitting the SourcePath attribute in the configuration.xml file, the ODT will download the necessary installation files from the internet during the deployment process on the client computer. This statement is Yes.

Office Deployment Tool (Local Source): The ODT can also be used to deploy from a local source. An administrator can first use the ODT with the /download command to download the installation files to a local network share. Then, using the /configure command and specifying the local share in the SourcePath attribute of the configuration.xml file, the apps can be installed on client devices from that local source. This statement is Yes.

Question: 24

DRAG DROP A company is migrating to Microsoft 365. The company is evaluating app integrations in Microsoft Teams Which app integrations should you recommend' To answer, drag the appropriate integrations to the correct features. Each integration 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.

Integrations		Answer Area	
Outgoing webhooks		**Feature**	**Integration**
Incoming webhooks		Allows users to send text-based messages to a company's web services.	
Connectors		Enables external services to send messages to Teams channels through an HTTP endpoint.	
Cards		Allows users to subscribe to receive alerts and information from web services.	

Explanation:

Integrations		Answer Area	
Outgoing webhooks		**Feature**	**Integration**
Incoming webhooks		Allows users to send text-based messages to a company's web services.	Outgoing webhooks
Connectors		Enables external services to send messages to Teams channels through an HTTP endpoint.	Incoming webhooks
Cards		Allows users to subscribe to receive alerts and information from web services.	Connectors

Outgoing webhooks act as a bot, allowing users to send messages from Microsoft Teams to an external web service. When a user @mentions the outgoing webhook in a channel, a message is sent to the configured URL of the service.

Incoming webhooks provide a simple way for external applications to post messages into Teams channels. They expose a unique HTTP endpoint (a URL) that can accept a JSON payload from an external service and post it as a message.

Connectors enable users to subscribe to notifications and information from various web services (like Trello, GitHub, or RSS feeds) directly within a Teams channel, keeping the team updated with activities from those services.

References:

Microsoft Learn. "Send and receive messages with incoming and outgoing webhooks."
For Incoming Webhooks: Under the section "Key features of incoming webhooks," it states, "Incoming webhooks are a simple way to post messages from apps to Teams." It further explains

they use a unique URL to receive a JSON payload.

For Outgoing Webhooks: Under the "Key features of outgoing webhooks" section, it says, "Outgoing webhooks allow your users to send text-based messages to your web service from a channel."

Microsoft Learn. "Create Office 365 Connectors for Microsoft Teams."

Under the section "What are Connectors for Microsoft Teams?," the documentation states, "Office 365 Connectors allow you to create a custom configuration page for your incoming webhook... Users can configure it with the events they want to be notified about." This describes the user subscription model for receiving alerts and information.

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Question: 25

HOTSPOT Your company uses Microsoft Teams. Instructions: For each of the following statements, select Yes if the statement is true Otherwise, select No.

Answer Area

Statements	Yes	No
You can translate a message into another language in Teams.	○	○
You can use #mentions to notify another user in a channel conversation or in a Teams chat.	○	○
You can mark a message as important or urgent in Teams.	○	○

Explanation:

Answer Area

Statements	Yes	No
You can translate a message into another language in Teams.	●	○
You can use @mentions to notify another user in a channel conversation or in a Teams chat.	○	●
You can mark a message as important or urgent in Teams.	●	○

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Yes: Microsoft Teams includes an inline message translation feature. Users can select a message and choose the translate option to convert it into their default user interface language. This feature is enabled by default in the tenant-wide messaging policy.

No: To notify a specific user in Microsoft Teams, you must use an @mention (e.g., @DisplayName), not a #mention. The # symbol is used to create a link to a channel within a team (e.g., #General), not for user notifications.

Yes: When composing a message, users can set delivery options. This allows them to mark a message as Important, which adds a red exclamation mark, or Urgent, which repeatedly notifies the recipient every 2 minutes for 20 minutes until the message is read.

References:

Microsoft. (2024). Translate a message in Microsoft Teams. Microsoft Learn. Retrieved September 9, 2025. This document states, "If you get a message in another language, you can instantly translate it into the language you've set for Teams... To translate a message, select More options ... Translate."
Microsoft. (2024). Use @mentions to get someone's attention in Microsoft Teams. Microsoft Learn. Retrieved September 9, 2025. This source clarifies, "To get someone's attention in a channel conversation or a chat, @mention them. Just type @ before their name and then select

them from the menu that appears." It does not mention the use of # for this purpose.

Microsoft. (2024). Mark a message as important or urgent in Teams. Microsoft Learn. Retrieved September 9, 2025. The documentation specifies, "To do this, select Set delivery options ! beneath the compose box. Then choose Important or Urgent."

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Question: 26

A company is evaluating Microsoft 365. You need to determine the capabilities of Microsoft Viva Insights What are two features of Microsoft VivaInsights: Each correct answer presents a complete solution.

A. General work pattern information about a manager's team.

B. A dashboard that recommends taking regular breaks throughout the day

C. A dashboardthat uses dynamic cards that can aggregate data from a SharePoint site

D. Tracking completed recommended learning assigned to a manager's team.

Answer:

A, B

Explanation:

Microsoft Viva Insights is designed to improve productivity and well-being through data-driven, privacy-protected recommendations. It provides personal insights to individuals, which include suggestions to take regular breaks and schedule focus time to maintain well-being. For managers, it offers aggregated, de-identified insights into their team's work patterns, such as collaboration hours and meeting effectiveness. This helps managers identify potential burnout risks and foster healthier work habits without infringing on individual privacy.

Why Incorrect Options are Wrong:

C. A dashboard that uses dynamic cards that can aggregate data from a SharePoint site is a feature of Microsoft Viva Connections, not Viva Insights.
D. Tracking completed recommended learning assigned to a manager's team is a core capability of Microsoft Viva Learning, which centralizes learning content.

References:

1. Microsoft Learn. (2023). Describe the capabilities of Microsoft Viva. MS-900: Microsoft 365 Fundamentals. Under the section "Microsoft Viva Insights," it states, "Personal insights help employees understand their work patterns and build better habits, like taking regular breaks... Manager insights give managers visibility into work patterns that might lead to burnout and stress."
2. Microsoft Learn. (2023). Microsoft Viva Insights. In the "Personal insights" section, it details features that "help you protect your time for breaks, focused work, and learning." The "Manager insights" section explains how managers can "get visibility into your team's work patterns."
3. Microsoft Learn. (2023). Describe the capabilities of Microsoft Viva. MS-900: Microsoft 365 Fundamentals. The "Microsoft Viva Connections" section describes it as a "curated, company-branded experience" that includes a dashboard with adaptive cards to pull in

information from services like SharePoint.

4. Microsoft Learn. (2023). Describe the capabilities of Microsoft Viva. MS-900: Microsoft 365 Fundamentals. The "Microsoft Viva Learning" section explains that it allows users to "discover, share, assign, and learn from content libraries," including tracking assigned learning.

Question: 27

A company is evaluating Microsoft's virtualization services. Which feature is unique to Windows 365?

A. A virtual machine can be provisioned from a custom image.

B. A virtual machine is automatically provisioned after assigning a license to a user

C. Users can connect to a virtual machine by using the Microsoft Remote Desktop app

D. Users can connect to a virtual machine by using a web site.

E. A virtual machine can authenticate users to Active Directory Domain Services (AD DS).

Answer:

B

Explanation:

Windows 365 is designed for simplicity and provides a complete software-as-a-service (SaaS) solution. Its unique characteristic is the streamlined provisioning process. When an administrator assigns a Windows 365 license to a user and adds them to a provisioning policy, a personal Cloud PC is automatically created and assigned to that specific user. This per-user, license-based model contrasts with other virtualization services like Azure Virtual Desktop, which require more complex, manual configuration of host pools and infrastructure and are based on consumption rather than a fixed per-user license.

Why Incorrect Options are Wrong:

A. Both Windows 365 and Azure Virtual Desktop (AVD) support the use of custom images for provisioning virtual machines.
C. The Microsoft Remote Desktop app is a standard client used to connect to both Windows 365 Cloud PCs and AVD session hosts.
D. Both services provide a web-based client, allowing users to connect to their virtual desktops through a supported web browser.
E. Virtual machines in both Windows 365 and Azure Virtual Desktop can be configured for authentication against on-premises Active Directory Domain Services (AD DS).

References:

1. Microsoft Learn. (2024). Compare Azure Virtual Desktop and Windows 365. Under the "Management experience" section, it highlights Windows 365's "Automated provisioning through Microsoft Intune" and its "Simple to buy, deploy, and manage with per-user licensing." This directly supports the uniqueness of the license-based automatic provisioning model.
2. Microsoft Learn. (2024). What is Windows 365? This document states, "Windows 365 is a

cloud-based service that automatically creates a new type of Windows virtual machine (Cloud PCs) for your end users... Each Cloud PC is assigned to an individual user and is their dedicated Windows device." This reinforces the concept of automatic creation tied to a user.

3. Microsoft Learn. (2024). Create a provisioning policy. This guide details the process for Windows 365, where administrators assign users to a group, and "When a licensed user in that group visits the Windows 365 home page, a Cloud PC is automatically provisioned for them."

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Question: 28

A company is developing their Windows as a service (WaaS) strategy.

The companywants to roll out the most recently released Windows updates to specific devices before rolling them out to other devices.

You need to recommend the correct feature to meet the requirement.

Which feature should you recommend?

    A. Insider Preview builds

    B. Group policies

    C. Servicing stack updates

    D. Deployment rings

    E. Servicing channels

Answer:

D

Explanation:

Deployment rings are a core method in the Windows as a service (WaaS) model used to stage the deployment of new updates. This approach involves creating groups of devices, or "rings," to receive updates in a phased manner. An initial ring, often for IT staff or pilot users, gets the update first for testing and validation. Once confirmed stable, the update is progressively rolled out to subsequent, broader rings of devices. This controlled process minimizes risk and business disruption by catching potential issues on a small scale before a full-company deployment, directly addressing the company's requirement for a staged rollout.

Why Incorrect Options are Wrong:

A. Insider Preview builds: These are pre-release versions of Windows for testing features not yet publicly available, not for deploying official updates to production devices.

B. Group policies: These are tools used to configure update settings and can help implement deployment rings, but they are not the deployment strategy itself.

C. Servicing stack updates: These are prerequisite updates that improve the reliability of the Windows update component; they are not a method for creating a phased rollout.

E. Servicing channels: These determine the frequency of feature updates received from Microsoft (e.g., General Availability Channel), not the internal, phased deployment strategy within the company.

References:

1. Microsoft Learn. "Build deployment rings for Windows updates." Windows IT Pro Center, 23-Feb-2024. In the "Deployment rings" section, it states, "A deployment ring is a group of devices used to pilot a Windows feature update... With deployment rings, you can control the exposure and risk of a feature update rollout by gradually deploying it to more devices."

2. Microsoft Learn. "Overview of Windows as a service." Windows IT Pro Center, 23-Feb-2024. Under the "Deployment rings" section, it clarifies, "The primary tool for managing the update process with Windows as a Service is the deployment ring... Each ring adds to the stability and confidence of the update."

3. Microsoft Learn. "Configure Windows Update for Business." Windows IT Pro Center, 23-Feb-2024. The document details how to use policies to create a phased deployment, stating, "You can use a phased deployment approach by creating a series of deployment rings... This approach allows you to manage risk by gradually deploying an update to your devices." This distinguishes the method (rings) from the tool (policy).

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Question: 29

HOTSPOT For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statements	Yes	No
Customers can purchase Microsoft 365 and pay monthly using a credit card.	○	○
Customers can purchase Microsoft 365 and pay annually using a credit card.	○	○
Customers can purchase Microsoft 365 through an Azure Cloud Solution Provider.	○	○

Explanation:

Answer Area

Statements	Yes	No
Customers can purchase Microsoft 365 and pay monthly using a credit card.	◉	○
Customers can purchase Microsoft 365 and pay annually using a credit card.	◉	○
Customers can purchase Microsoft 365 through an Azure Cloud Solution Provider.	◉	○

Microsoft provides multiple purchasing and payment options for its business subscriptions. Customers can buy directly from Microsoft and choose either a monthly or annual billing frequency, with payment accepted via credit or debit card.

Alternatively, customers can purchase through the Cloud Solution Provider (CSP) program. CSP partners are authorized to sell Microsoft cloud services, including Microsoft 365 and Azure. This allows them to bundle Microsoft products with their own value-added services, managing the entire customer lifecycle from billing to support. Therefore, all three statements are true.

References:

Microsoft Learn. (2024). Pay for your Microsoft business subscription. Microsoft Documentation. Retrieved from learn.microsoft.com. In the "Pay by credit or debit card" section, it states, "When you pay by credit or debit card, we continue to charge your card for your subscription each month or year, on the day after your billing date."

Microsoft Partner Center. (2024). Cloud Solution Provider program overview. Microsoft Documentation. Retrieved from learn.microsoft.com. The documentation states, "As a partner in the Cloud Solution Provider (CSP) program, you control the entire customer lifecycle... you can sell Microsoft products and solutions, such as Microsoft 365, Azure, and Dynamics 365."

Question: 30

A company needs to protect users from malicious URLs and attachments that are in emails. You need
to select a solution that meets the requirement. Which service should you select?

    A. Microsoft Cloud App Security

    B. Microsoft Defender for Identity

    C. Microsoft Defender for Office 365

    D. Microsoft Defender for Endpoint

Answer:

    C

Explanation:

Microsoft Defender for Office 365 is the correct solution as it is specifically designed to safeguard
organizations against malicious threats in email and collaboration tools. It includes two key
features that directly meet the company's requirements:
1. Safe Attachments: Scans email attachments in a virtual environment (detonation chamber) to
detect malicious content before delivery to the user's mailbox.
2. Safe Links: Provides time-of-click verification of URLs in emails and Office documents,
rewriting links and warning users if a link leads to a malicious site.
These features provide advanced protection against zero-day malware and phishing attempts
delivered via email attachments and URLs.

Why Incorrect Options are Wrong:

A. Microsoft Cloud App Security: This is a Cloud Access Security Broker (CASB) that focuses on
securing and governing the use of cloud applications, not specifically on scanning email content
for threats.
B. Microsoft Defender for Identity: This service focuses on protecting user identities by monitoring
on-premises Active Directory signals to detect compromised identities and malicious insider
actions.
D. Microsoft Defender for Endpoint: This is an endpoint protection platform (EPP/EDR) that
protects devices (like PCs and servers) from threats, rather than scanning the content of emails
before they are opened.

References:

1. Microsoft Learn. (2024). Microsoft Defender for Office 365. "Microsoft Defender for Office 365 safeguards your organization against malicious threats posed by email messages, links (URLs), and collaboration tools. Defender for Office 365 includes... Safe Attachments... Safe Links... Antiphishing capabilities."

2. Microsoft Learn. (2024). MS-900: Describe the security capabilities of Microsoft 365 - Microsoft Defender for Office 365. "Safe Links provides time-of-click URL verification... Safe Attachments checks to see if email attachments are malicious."

3. Microsoft Learn. (2024). MS-900: Describe the security capabilities of Microsoft 365 - Microsoft Defender for Cloud Apps. "Microsoft Defender for Cloud Apps is a Cloud Access Security Broker (CASB) that operates on multiple clouds."

4. Microsoft Learn. (2024). What is Microsoft Defender for Identity?. "Microsoft Defender for Identity is a cloud-based security solution that leverages your on-premises Active Directory signals to identify, detect, and investigate advanced threats..."

Question: 31

HOTSPOT Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statements	Yes	No
Microsoft Cloud App Security is used to block a specific application in a company.	○	○
Microsoft Cloud App Security provides offerings that prevent confidential information from leaking outside the organization.	○	○
Microsoft manages legal requests for a company's data that is in Microsoft Cloud App Security.	○	○

Explanation:

Answer Area

Statements	Yes	No
Microsoft Cloud App Security is used to block a specific application in a company.	◉	○
Microsoft Cloud App Security provides offerings that prevent confidential information from leaking outside the organization.	◉	○
Microsoft manages legal requests for a company's data that is in Microsoft Cloud App Security.	○	◉

Yes: Microsoft Defender for Cloud Apps (formerly Microsoft Cloud App Security) can discover cloud applications used within an organization (a practice known as Shadow IT). Through its Cloud App Catalog, administrators can mark specific applications as "unsanctioned." This action can then be used to generate block scripts for on-premises firewalls and proxies or integrate with Microsoft Defender for Endpoint to block access to these unsanctioned applications on managed devices, effectively blocking their use.

Yes: A core capability of Microsoft Defender for Cloud Apps is Data Loss Prevention (DLP). It integrates with Microsoft Purview Information Protection to identify, classify, and protect sensitive information. It can enforce policies to prevent confidential data from being leaked by blocking downloads of sensitive files to unmanaged devices, preventing external sharing of files with sensitive content, or applying encryption and rights management protections.

No: Microsoft operates under a shared responsibility model. The customer is the data controller and owns their data. Microsoft acts as the data processor. According to Microsoft's trust and compliance documentation, if Microsoft receives a legal request from a third party (like a law enforcement agency) for a customer's data, it will direct the third party to request that data directly from the customer. Microsoft does not manage these requests on behalf of the company; the

responsibility remains with the customer.

References:

Microsoft Learn. (2024). Govern discovered apps using Microsoft Defender for Endpoint. "After you mark an app as unsanctioned, you can easily block it using Microsoft Defender for Endpoint." (Microsoft Official Documentation).

Microsoft Learn. (2024). Block access to unsanctioned cloud apps. "Defender for Cloud Apps uses the Microsoft Defender for Endpoint agent to block access to unsanctioned cloud apps on endpoints that are onboarded to Defender for Endpoint." (Microsoft Official Documentation).

Microsoft Learn. (2024). How Defender for Cloud Apps helps protect your environment. "Identify and control the use of Shadow IT: Identify the cloud apps, IaaS, and PaaS services used by your organization. .... Sanction or unsanction apps in your cloud." and "Protect your sensitive information anywhere in the cloud: Understand, classify, and protect the exposure of sensitive information." (Microsoft Official Documentation).

Microsoft Trust Center. (n.d.). Access to your data. "Microsoft will not disclose customer data to a third party (including law enforcement, other government entity, or civil litigant, but excluding our subcontractors) except as you direct or as required by law. Should a third party contact Microsoft with a demand for customer data, Microsoft will attempt to redirect the third party to request the data directly from the customer." (Microsoft Official Documentation).

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Question: 32

HOTSPOT Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statements	Yes	No
You can create inactive mailboxes to retain mailbox content indefinitely.	○	○
You can use retention policies to verify that a record is deleted.	○	○
You can use the Label Activity Explorer to search for and view label activity.	○	○

Explanation:

Answer Area

Statements	Yes	No
You can create inactive mailboxes to retain mailbox content indefinitely.	◉	○
You can use retention policies to verify that a record is deleted.	○	◉
You can use the Label Activity Explorer to search for and view label activity.	◉	○

Inactive Mailboxes: An inactive mailbox is a feature in Microsoft Exchange Online used to preserve a former employee's mailbox data. By placing a mailbox on Litigation Hold or applying a retention policy with an indefinite hold before deleting the user's Microsoft 365 account, the mailbox contents are retained indefinitely in an inactive state. This allows administrators to access the data for eDiscovery, compliance, or legal purposes.

Retention Policies: Retention policies are designed to automate the lifecycle of content by either retaining it for a specific period or deleting it. They execute the deletion based on set rules but do not inherently provide a verification or proof-of-destruction certificate for a specific record. Verification of deletion would typically be managed through audit logs or disposition review processes, which are separate from the policy's primary function.

Label Activity Explorer: The Activity Explorer in the Microsoft Purview compliance portal is a tool specifically designed to provide visibility into labeling activities. It allows administrators to search, filter, and view how sensitivity labels and retention labels are being used across the organization, including when a label was applied, changed, or removed from content.

References:

Inactive Mailboxes:

Microsoft. (2024). Create and manage inactive mailboxes. Microsoft Learn. "To make a mailbox inactive, it must be assigned an Exchange Online (Plan 2) license so that a Litigation Hold or a Microsoft 365 retention policy can be applied to the mailbox before it's deleted. .... a hold can be configured to retain items indefinitely or for a specific time period." Retrieved from docs.microsoft.com/en-us/microsoft-365/compliance/create-and-manage-inactive-mailboxes.

Retention Policies and Verification:

Microsoft. (2024). Learn about data lifecycle management. Microsoft Purview documentation. The document explains that policies manage retention and deletion but describes disposition reviews as the mechanism for reviewing and confirming deletion. "For retention labels, you can trigger a disposition review at the end of the retention period... Reviewers... can manually confirm the item should be permanently deleted." This confirms verification is a separate, often manual, step. Retrieved from docs.microsoft.com/en-us/purview/data-lifecycle-management.

Label Activity Explorer:

Microsoft. (2024). Get started with activity explorer. Microsoft Purview documentation. "Activity explorer provides a historical view of activities on your labeled content. .... You can use activity explorer to monitor what's being done with your labeled content across Microsoft 365." The documentation details searching for activities such as retention label applied, file labeled, and label changed. Retrieved from docs.microsoft.com/en-us/purview/data-classification-activity-explorer.

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Question: 33

A company is evaluating Microsoft 365. You need to identify applications that are pan of Microsoft 365 Apps for enterprise. Which three applications should youidentify? Each correct answer presents a complete solution.

A. Microsoft Teams

B. Microsoft Visual Studio

C. Microsoft OneNote

D. Microsoft Excel

E. Microsoft Project

Answer:

A, C, D

Explanation:

Microsoft 365 Apps for enterprise is a suite of productivity applications that are installed on a local computer. This suite includes the core Office applications such as Microsoft Excel for data analysis and Microsoft OneNote for digital note-taking. It also includes Microsoft Teams, the hub for teamwork and communication, which integrates chat, meetings, and file sharing. These applications are fundamental components of the enterprise-level offering, providing a comprehensive set of tools for modern workplace productivity and collaboration.

Why Incorrect Options are Wrong:

B. Microsoft Visual Studio is an integrated development environment (IDE) for creating software and is not part of the Microsoft 365 Apps for enterprise suite.

E. Microsoft Project is a specialized project management application that is available as a separate subscription and is not included in the standard Microsoft 365 Apps for enterprise suite.

References:

1. Microsoft. (n.d.). Microsoft 365 Apps for enterprise. Microsoft. Retrieved from https://www.microsoft.com/en-us/microsoft-365/business/microsoft-365-apps-for-enterprise. Reference Point: The "Apps and services included" section on this official product page explicitly lists Word, Excel, PowerPoint, Microsoft Teams, Outlook, OneDrive, Publisher, and Access as part of the offering. This directly supports the inclusion of Microsoft Teams (A) and Microsoft Excel (D).

2. Microsoft. (2024, April 12). Microsoft 365 and Office 365 service descriptions. Microsoft Learn. Retrieved from https://learn.microsoft.com/en-us/office365/servicedescriptions/microsoft-365-apps-service-description/microsoft-365-apps-service-description.

Reference Point: The "Feature availability" table lists the applications available in Microsoft 365 Apps for enterprise, which includes Word, Excel, PowerPoint, Outlook, OneNote, Publisher, and Access. This supports the inclusion of Microsoft OneNote (C) and Microsoft Excel (D).

3. Microsoft. (2024, April 12). Microsoft Project service description. Microsoft Learn. Retrieved from https://learn.microsoft.com/en-us/office365/servicedescriptions/project-online-service-description/project-online-service-description.

Reference Point: This document describes Microsoft Project as a separate service with its own subscription plans (Project Plan 1, Project Plan 3, etc.), confirming it is not a standard component of Microsoft 365 Apps for enterprise (E).

Question: 34

Acompany uses Microsoft cloud services. The company needs to protect against security breaches.

You need to follow Microsoft's approach to security. Which approach should you use?

    A. Will never breach security of specific applications

    B. Will never breach the perimeter network

    C. Will never breach security

    D. Will only breach the perimeter network

    E. Will breach security

Answer:

    E

Explanation:

Microsoft's security approach is fundamentally based on the Zero Trust model. A core principle of this model is to "Assume Breach." This proactive security posture acknowledges that it is impossible to prevent every single attack. Instead of focusing solely on preventing unauthorized access at the perimeter, the "Assume Breach" strategy dictates that security systems should be designed with the expectation that an attacker is already inside the network. This mindset shifts the focus to minimizing the impact of a breach, segmenting access, verifying every request, and rapidly detecting and responding to threats.

Why Incorrect Options are Wrong:

A, B, C: These options suggest an absolutist and outdated security model where breaches can be completely prevented. This is unrealistic and directly contradicts the "Assume Breach" principle of Zero Trust.

D: This option incorrectly limits potential breaches to the network perimeter, ignoring numerous other attack vectors such as compromised identities, insider threats, or supply chain attacks.

References:

1. Microsoft Learn. "Describe the Zero Trust methodology". MS-900: Microsoft 365 Fundamentals. In the "Guiding principles of Zero Trust" section, the third principle is "Assume breach." The documentation states, "By assuming an attacker can and will get past the network perimeter, you can take steps to contain the attack."

2. Microsoft Zero Trust Guidance Center. "Zero Trust principles". Microsoft Security. The "Assume Breach" section details this principle: "Minimize blast radius for breaches and prevent lateral movement by segmenting access by network, user, devices, and application awareness. ....Use

analytics to get visibility, drive threat detection, and improve defenses."

3. Microsoft Learn. "What is Zero Trust?". Microsoft Docs. This document outlines the three guiding principles of Zero Trust, with "Assume breach" being the third. It emphasizes minimizing the "blast radius" and segmenting access because breaches are considered inevitable.

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Question: 35

Employees of a company are collaborating on a project,
The project manager reports frequent interruptions from team members who request project updates. The project manager wants team members tobe able to make and review
project updates.
You need to recommend a collaboration solution that allows the team to track individual tasks and overall project progress.
Which two work management applications should you recommend? (Refer to MS-900: Microsoft 365
Fundamentals Documents or guide at Microsoft.com)

    A. Microsoft Lists

    B. Microsoft Bookings

    C. Microsoft Outlook

    D. Microsoft Planner

Answer:

    A, D

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Explanation:

Microsoft Planner is a dedicated work management tool designed for teams to organize their work visually. It allows project managers to create plans, assign tasks to team members, set due dates, and track overall progress through dashboards and charts. This directly addresses the need to track individual tasks and project status.
Microsoft Lists is a smart information tracking application. It can be used to create and share structured lists to track issues, assets, or project deliverables. Team members can update their items, and the project manager can review progress using customizable views, which fulfills the requirement for a shared update mechanism.

Why Incorrect Options are Wrong:

B. Microsoft Bookings is an online scheduling application for customers to book appointments with a company; it is not designed for internal project task management.
C. Microsoft Outlook is primarily an email and calendar application. While it has a personal task feature, it lacks the collaborative, board-based project tracking capabilities required.

References:

1. Microsoft Learn. (2023). Describe work management apps in Microsoft 365. MS-900: Microsoft 365 Fundamentals. "Microsoft Planner is a service that lets you create boards and add your team's tasks and assignments. On a Planner board, you can sort your tasks into columns (or buckets). Buckets can indicate stages of development, days of the week, sprints, and more."

2. Microsoft Learn. (2023). Introduction to Microsoft Lists. "Microsoft Lists is a Microsoft 365 app that helps you track information and organize your work. Lists are simple, smart, and flexible, so you can stay on top of what matters most to your team."

3. Microsoft Learn. (2023). Describe the capabilities of Microsoft 365 business voice and online scheduling. MS-900: Microsoft 365 Fundamentals. "Microsoft Bookings is a scheduling tool and is part of the Microsoft 365 family of products."

4. Microsoft Support. (n.d.). Planner and To Do. "Planner is a team-based application... It's a collaborative space where you and your team can see everyone's tasks."

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