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# Question 1

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## Question Type: OrderList

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You are a Dynamics 365 Customer Insights system administrator for a university. The university is closed on the weekends, and the system refresh schedule is set to only run on days that the university is open.

To shorten the daily refresh, you notice that some measures could only be refreshed weekly and only need to be available at the beginning of the week.

You need to create custom refresh schedules for these measures.

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

## Actions

## Order

Select **Schedule**.

In the schedule settings, select **Sunday** as the specific day.

Go to **Schedule** in the system settings and select **Edit measure refresh settings**.

Go to **Measures** and select the measures you want to schedule.

In the schedule settings, set the **Recurrence** to Weekly.

In the schedule settings, select **Monday** as the specific day.

Select **Save**.



## Answer:

Go to **Schedule** settings, set the **Recurrence** to...



## Question 2

**Question Type:** OrderList

You are the administrator for a new Dynamics 365 Customer Insights environment at your organization.

You need to set up the Search & filter index for the first time.

What three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Action	Order
Select <b>Save and close</b> .	
Go to <b>Customers</b> , select <b>Search &amp; filter index</b> and then + <b>Add</b> .	
Go to <b>Unify</b> , select <b>Search &amp; filter index</b> and then + <b>New</b> .	
Select the attributes in the list you want to add as indexed fields and select <b>Apply</b> .	
Select <b>Run</b> .	

**Answer:**

Select **Unify**, then **Search & filter index**...

## Question 3

Question Type: MultipleChoice

An organization is using Microsoft Power Query when connecting to data sources in Microsoft Dynamics 365 Customer Insights. You need to load eCommerce Contacts to Dynamics 365 Customer Insights using Microsoft Power Query. Which is an appropriate action to take when using Microsoft Power Query to ingest data?

**Options:**

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- A-** You can have Microsoft Power Query automatically recognizes header rows in files when you use the Text/CSV connector.
- B-** After you saw a Microsoft Power Query data source you have to manually trigger the initial refresh process.
- C-** You must select Microsoft Power Query as an import method when creating the data source
- D-** If a system process uses a Microsoft Power Query data source, you can simultaneously edit the data source.

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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You have data that needs to be loaded from Microsoft Dataverse into an instance of Microsoft Dynamics 365 Customer Insights.

You need to create a data source that connects to a Dataverse-managed data lake.

Which three statements do you need to be aware of when creating the connection?

NOTE: Each correct selection is worth one point.

### Options:

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- A- You can select additional Dataverse tables for synchronization after the data source is created.
- B- Any user account with read permissions on Dataverse tables can be used to select tables for synchronization.
- C- The table count for the data source will stay at zero (0) until all selected tables are synchronized.
- D- Multiple Dynamics 365 Customer Insights data sources can simultaneously use the same Dataverse managed data lake.
- E- You must create a new data source if you need to connect to a different Dataverse managed data lake later.

### Answer:

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B, C, E

## Question 5

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**Question Type:** MultipleChoice

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Your organization is implementing Microsoft Dynamics 365 Customer Insights. You want to make sure that you address duplicate records in your source data.

You need to define the deduplication rules to select which duplicate record should be kept.

Which three options should you select? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

### Options:

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A- First imported

B- Most filled

C- Importance

D- Least recent

E- Most recent

### Answer:

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B, D, E

## Question 6

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**Question Type: MultipleChoice**

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You configured two segments:

1. A segment to find customers who frequently purchase one type of product
2. A segment to find customers who frequently purchase a different type of product

You need to understand what attributes differ between these two groups of customers.

What can you configure Microsoft Dynamics 365 Customer Insights to do with a segment differentiator analysis? Each correct answer presents part of the solution.

NOTE; Each correct selection is worth one point.

**Options:**

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- A-** Analyze predictions and enrichments.
- B-** Analyze a segment compared to all customers.
- C-** Analyze customer fields and measures.
- D-** Ignore difference scores lower than a set threshold

**Answer:**

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B, C



## Question 7

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**Question Type:** MultipleChoice

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You implemented Microsoft Dynamics 365 Customer Insights as the Customer Data Platform solution. Now, you are building segments that were requested by the marketing department. One of the segments that is requested is "all customers that made an eCommerce purchase in the last 12 months".

You need to consider the implications of building a segment that uses tables other than Customer

Which system behavior should you consider when building multi-table segments?

### Options:

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- A-** All the rules within the segment need to use the same relationship path.
- B-** Choosing different relationship paths can result in different numbers of segment members.
- C-** Dynamics 365 Customer Insights selects the most direct path when there are multiple possible relationship paths available.
- D-** Only activities that are related to customer profiles through relationship paths can be used.

### Answer:

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D

## Question 8

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**Question Type:** MultipleChoice

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You created several segments in Microsoft Dynamics 365 Customer Insights.

You need to perform a segment overlap analysis to understand what these segments have in common.

Which two actions can you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

### Options:

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- A- Analyze how specific values affect the overlap results
- B- Save the overlapping members as a new segment.
- C- View the analysis output to determine the count of members included in only one segment
- D- Export the analysis output for further review outside Dynamics 365 Customer Insights.

### Answer:

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A, B

## Question 9

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**Question Type:** MultipleChoice

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You need to populate a marketing list in Dynamics 365 Sales with all the members of a segment in Microsoft Dynamics 365 Customer Insights. Which two conditions must be met? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

### Options:

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- A-** The email addresses of contacts in Dynamics 365 Sales must match the corresponding unified customer profile email address field in Dynamics 365 Customer Insights.
- B-** The segment in Dynamics 365 Customer Insights cannot contain more than 100,000 members.
- C-** Sales team members must be assigned a role in Dynamics 365 Customer Insights to access the marketing list that is created in Dynamics 365
- D-** Dynamics 365 Sales Contacts must be ingested into Dynamics 365 Customer Insights as a data source and included in the unified customer profile.

### Answer:

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D

## Question 10

### Question Type: DragDrop

You work for a chain of hotels, and you have created a data source called Preference System to ingest consent data in Dynamics 365 Customer Insights in a table called Consents. The Consents table has the following attributes and data types:

<u>ConsentID</u>	<u>EmailAddress</u>	<u>ConsentOption</u>	<u>ConsentValue</u>
Customer: Consent.ConsentValue	(text)	(text)	(boolean)
	holly@contoso.com	Special offers	FALSE
2	holly@contoso.com	Event updates	TRUE
Customer: Consent.ConsentOption	frank@contoso.com	Special offers	TRUE
	frank@contoso.com	Event updates	FALSE

PreferenceSystem: Consents.ConsentOption

Customer: CustomerInsights.State is equal to California

PreferenceSystem: Consents.ConsentValue

UnifiedActivity: CustomerInsights.ActivityType age number of nights stayed is greater than 4

TRUE

Event updates

You need to configure the second rule in the segment according to your customers' consent preferences. This rule will be joined to the first rule with a union operator

Which attribute name or attribute value corresponds to each empty parameter? To answer, drag the appropriate attribute name or attribute value to the correct empty parameters in the answer area

a. Each attribute name or attribute value may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Attribute name or attribute value

Customer: Consent.ConsentValue

Answer:

Customer: Consent.ConsentOption

Answer Area

Rule 2 uses and

is equal to

and

is equal to

# Question 11

Question Type: MultipleChoice

PreferenceSystem: Consents.ConsentOption on

You have the contributor security role.

Your company has Microsoft Dynamics 365 Customer Insights set up as the Customer Data Platform solution. You transferred the management of the platform to a contractor.

The contractor must manage the existing connections without having administrator access.

TRUE

Which two characteristics apply when using a connection for exports? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

Event updates

Consent update

Options:

A- If the contractor is selected in the Choose who can use this connection screen, they will be able to use the connection

- B-** If the contractor is given permission to use the connection, they will be able to view or edit the connection.
- C-** If the contractor's permission level changes, they will have their exports removed.
- D-** Users can manage every export that use connections shared with them.

**Answer:**

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A, D

## Question 12

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**Question Type: DragDrop**

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As a Customer Data Platform Specialist, you set up audience insights as the new Customer Data Platform.

The product owner wants you to make sure that data sources are refreshed daily.

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

## Actions

Confirm the schedule by selecting Set, and then Save to activate the schedule.

### Answer:

In audience insights, go to datasources > edit a datasource and select the Schedule tab.

### Explanation:

In audience insights, go to Admin > System and

<https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/system>  
select the Schedule tab.

Set your time zone, then use the Time dropdown menu to set your refresh timing.

Set the repeat option to Daily.

Change the toggle at the top of the screen to On..

## Order



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