Question 1

A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Audience-based

B- Event-based

C- Scheduled

D- Customer onboarding

Answer:

A, B

Question 2

A company allows customers to submit cases through its website. A case type field on the webform has sales and service options.

You need to add the case automatically to the sales or service queue based on the field value, using only out-of-the-box functionality. What should you configure?

Options:

A- assistant

B- sequence

C- routing rule

D- record creation and update rule

Answer:

C

Question 3

A company uses Dynamics 365 Field Service. The company sends employees to customer sites for

repairs. Work orders are created for repairs. No customizations have been made.

A work order status must be automatically changed to the correct stage when resources are booked.

Which three bookable resource statuses should you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Scheduled

B- On Break

C- Traveling

D- Closed-Posted

E- Open-Unscheduled

Answer:

A, D, E

Question 4

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service.

The management team wants to understand the benefits of the Dynamics 365 App for Outlook.

You need to explain the available features.

Which two features should you explain?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Track an email from Outlook to an existing sales order in Dynamics 365 Sales.

B- Create a Dynamics 365 email template.

C- Synchronize an appointment created in Dynamics 365 Sales to Outlook.

D- Synchronize a custom field in the contact table to a user-defined field in Outlook.

Answer:

A, C

Question 5

A potential customer delays their decision to commit to a big multi-year contract. You want to find other colleagues who have interacted with the potential customer to discuss strategies. Which app should you recommend?

Options:

A- Customer Service Insights

B- Sales Insights

C- Power Virtual Agents

D- Market Insights

Answer:

B

Question 6

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

Options:

A- Service level agreements

B- Customer Service Insights

C- Power Automate to transfer cases

D- Knowledge base management

Answer:

D

Question 7

A company uses social media for marketing.

The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.

You need to determine the supported social media activities.

Which action is supported?

Options:

A- Gel notified when a company is mentioned.

B- Schedule a post to be published in the future.

C- Analyze the sentiment of posts about a company.

D- Automatically follow another account when a specified condition is met

Answer:

B

Question 8

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

A- Qualify leads

B- Case management

C- Dynamics 365 Connector for Linkedln

D- Project quote management

E- Event management

Answer:

A, C, E