Free Questions for MB-220 by dumpshq

Shared by Molina on 06-06-2022

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

You are a Dynamics 365 functional consultant for Contoso Ltd. Contoso is expanding to other countries/regions and you need to translate one of your English surveys into French.

Which step should you take to translate the survey so that all of your existing segments and journeys remain intact?

Options:

A- Update the existing survey, and translate the labels to French.

B- Clone the survey, and translate all labels to French.

C- Set the form to multilingual, add French, and then translate the labels.

D- Create a branched survey that asks the language preference. Then, display the appropriate translated section.

Answer:

C

Explanation:

Question 2

Question Type: MultipleChoice

You are a marketing analyst at Contoso, Ltd. The sales manager wants to utilize a real-time survey embedded in a web page to feed data into customer records. The survey manager would like to distribute the survey through email.

You need to ensure that when the user opens the survey it loads within the corporate website. In the survey, you go to Send and then Embed Survey.

What should you do next to embed your survey?

Options:

A- Select Pop Up Window and place the generated code in your website.

B- Select In-Line and place the generated code in your website.

C- Select Button and place the generated code in your website.

D- Place the generated code in your website.

Question 3

Question Type: MultipleChoice

You are the marketing manager at Contoso, Ltd. Your team has created a survey and sent out the link through email for responses.

You want to understand the outcome from the Satisfaction Metrics report and identify the metrics created by default in Dynamics.

For the metrics, what are the three charts created by default in Dynamics? Each correct answer presents a complete solution.

Options:

A- Respondents -tracked and anonymous

B- Sentiment

C- Net Promoter Score

D- Total Responses

E- CSAT

Answer:

B, C, E

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/satisfaction-metrics-report

Question 4

Question Type: MultipleChoice

You are a functional consultant working with Dynamics 365 Customer Voice.

You are tasked with planning a survey that will be distributed for anonymous response.

Which action is required during survey variable configuration to capture the Email of the anonymous respondent?

Options:

A- Enable the Anonymous responses in the distribution settings.

B- Turn on track email in the distribution settings.

C- Add the Email variable in the Personalization customization.

D- Turn on the toggle for Save value in the Email variable.

Answer:

D

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/personalize-survey

Question 5

You are a marketer for Contoso Ltd. You are responsible for creating social media posts to debut a new webinar you are promoting. You just discovered that your post sent this morning has a typo.

You need to correct this right away.

What should you do to fix your post?

Options:

A- Reactivate the post, edit, and then select Schedule. Select the time of the original post to overwrite it.

B- Reactivate the post, edit, and then select Post Now to immediately update the post.

C- Edit the Post. The post will automatically update in the social media platform.

D- Delete the post and recreate it. Posts are read only once posted.

Answer:

D

Explanation:

Question 6

Question Type: **MultipleChoice**

You are Dynamics 365 Marketing functional consultant for AdventureWorks Cycles.

You are configuring the system and storing marketing files in the Dynamics 365 Marketing content library.

Which three file formats are supported in the content library? Each correct answer presents a complete solution.

Options:

A- .bmp

B- .jpg

C- .pdf

D- .tiff

E- .gif

Answer:

A, C, E

Explanation:

Question 7

Question Type: **MultipleChoice**

You are creating a customer survey and you want to get good responses.

You need to analyze the responses to provide actions to best suit your organization.

Which three responses are considered best practice? (Choose three.) Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Define an objective for your survey so that you can ensure that all questions serve that objective.

B- Make your surveys long so that you customers can get a chance to provide as much information as possible.

C- Be sure to mention the estimated time to complete, along with a brief overview in your invitation.

D- Previewing or testing your survey is unnecessary because your survey tool will automatically catch errors.

E- Try to organize the survey in a way that groups all related questions together in sections.

Answer:

A, C, E

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey

Question 8

Question Type: **MultipleChoice**

You are the manager of Internet sales for your company.

You have been asked to create and distribute a post-purchase survey to both registered and guest customers purchasing on your site.

Which three things will be true about the distribution of your survey? (Choose three.) Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- When distributing your Dynamics 365 for Marketing Survey, you may invite either anonymous or non-anonymous respondents.

B- An optional invitation email, utilizing either a direct email or an email template, may be sent to each potential non-anonymous respondent.

C- As an option, the design of your survey can include a limitation that restricts multiple completions by a single non-anonymous respondent.

D- All respondents will receive the exactly same hyperlink to connect them to the survey that you are inviting them to complete.

Answer:

A, B, C

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

Question 9

You are a marketing analyst at Contoso Ltd.

The marketing department would like you to provide survey responses from their Customer Success Survey from this past fiscal year. Approximately 6,500 responses were received.

They would like each survey to be a single row, with the responses as a column for their analysis.

What should you do?

Options:

A- Open the project in Dynamics 365 Customer Voice. Select the survey in the reports section, and select export all. The responses are downloaded in an Excel File.

B- Use Advanced Find to query the CDS. Set the "Look For" to Dynamics 365 Customer Voice survey responses. Export to Excel.

C- Use Advanced Find to query the CDS. Set the "Look For" to Dynamics 365 Customer Voice survey questions responses. Export to Excel.

D- Open the project in Dynamics 365 Customer Voice. Select the survey in the reports section, and select export all. The responses are downloaded in a CSV File.

Answer:

D

Explanation:

Question 10

Question Type: MultipleChoice

You are the marketing manager at Contoso, Ltd. Your team has created a survey and sent it out through email for responses.

You would like to export the responses for further analysis.

Which export file format should be used to complete this task?

Options:

A- csv

B- pdf

C- xml

D- docx

Answer:

A

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/survey-report