



## Microsoft AB-250 Dumps

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# Question 1

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Question Type: MultipleChoice

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Case Study: Mix Questions

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## Mix Questions

### AZ-800 Mix Questions IN THIS CASE STUDY

A company uses Dynamics 365 Contact Center.

The company must collect diagnostic data to investigate conversation issues.

You need to configure and access diagnostics.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

#### Options:

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- A- Configure log-based queries to analyze system data
- B- Use queries to analyze conversation-level diagnostic data
- C- Configure diagnostic sampling settings
- D- Configure Application Insights integration

#### Answer:

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B, D

#### Explanation:

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Comprehensive and Detailed 150 to 250 words of Explanation From Dynamics 365 Contact Center AI Engineer/Course Guide/topics:

Conversation diagnostics in Dynamics 365 Contact Center uses Azure Application Insights as the telemetry destination for detailed conversation-lifecycle data. Microsoft documents Application Insights integration as the mechanism for capturing routing and conversation diagnostics so administrators can investigate runtime issues across the interaction lifecycle.

After diagnostic telemetry is available, administrators query the conversation-level events to determine what occurred during classification, routing, queue assignment, representative selection, consultation, transfer, supervisor action, or error conditions. Microsoft exposes detailed diagnostic subscenarios such as CSR-initiated transfers, voice consultation errors, supervisor monitoring, representative reassignment, and queue reassignment.

This combination is therefore essential: Application Insights integration collects and stores the relevant diagnostic telemetry, while queries are used to analyze a particular conversation's lifecycle and isolate the failure or abnormal behavior.

Generic system log queries do not necessarily expose the structured conversation-routing telemetry required for this use case. Likewise, diagnostic sampling configuration is not the primary configuration step specified by Microsoft for enabling Contact Center conversation diagnostics.

Study Guide reference: Manage analytics for Dynamics 365 Contact Center -> Configure conversation diagnostics in Azure Application Insights and analyze conversation lifecycle telemetry.

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## Question 2

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Question Type: Hotspot

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Case Study: Mix Questions

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## Mix Questions

### AZ-800 Mix Questions IN THIS CASE STUDY

Supervisors at a company must be able to perform the following:

- View and manage live conversations before taking action.
- Reallocate conversations between customer service representatives.

You need to configure the supervisor settings to meet the requirements.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

## Configure supervisor settings

### Requirement

### Action

View live conversations.

Monitor conversations.  
Force the conversation to close.  
Configure conversation takeover.  
Configure supervisor intervention controls.

Reallocate conversations.

Assign conversations.  
Transfer conversations.  
Configure routing rule sets.  
Reassign the conversation to a queue.

Answer:

See the Answer in the Premium Version!

## Question 3

Question Type: MultipleChoice

Case Study: Mix Questions

### Mix Questions

AZ-800 Mix Questions IN THIS CASE STUDY

A company wants its analytics reports to include additional insights, with the reports carrying additional data, custom calculations, and enhanced visuals. You need to extend the reports.

What should you do?

Options:

- A- Customize report visuals.
- B- Create new calculated columns.

- C- Modify the Power BI data model.
- D- Configure automatic page refresh.

### Answer:

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A, B, C

### Explanation:

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Comprehensive and Detailed 150 to 250 words of Explanation From Dynamics 365 Contact Center AI Engineer/Course Guide/topics:

The requirement spans three different report-extension layers: presentation, calculations, and data modeling. Customizing report visuals addresses the presentation layer by allowing analysts to add or modify charts, tables, layouts, pivots, filters, and report pages. Microsoft supports this directly through the embedded Power BI editor and customized Power BI reports.

Calculated columns or measures provide organization-specific calculations that are not already present in the supplied analytics model. Microsoft supports extending a local Power BI model and writing DAX logic for custom metrics while retaining the standard Contact Center measures.

For scenarios requiring additional tables, relationships, fields, or external information, the Power BI data model itself must be extended. Microsoft's data-model customization capability provisions customizable report/model assets in a customer Microsoft Fabric workspace and supports combining Dynamics 365 analytics with additional organizational data.

Automatic page refresh solves a different requirement: data freshness for compatible real-time reports. It does not add new insight, new fields, custom calculations, or enhanced visualization logic.

Study Guide reference: Manage analytics for Dynamics 365 Contact Center -> Extend analytics through report customization and Power BI data-model customization.

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## Question 4

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Question Type: MultipleChoice

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Case Study: Mix Questions

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## Mix Questions

AZ-800 Mix Questions IN THIS CASE STUDY

A company needs to monitor campaign success and CSR performance during proactive engagement campaigns. You need to configure the monitoring capabilities to meet these requirements.

Which two approaches could achieve this goal? Each correct answer presents a complete solution.

### Options:

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- A- Modify workstream settings.
- B- Configure historical outbound analytics.
- C- Configure conversation diagnostics.
- D- Configure real-time outbound analytics.
- E- Customize outbound dashboard metrics.

### Answer:

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B, D

### Explanation:

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Comprehensive and Detailed 150 to 250 words of Explanation From Dynamics 365 Contact Center AI Engineer/Course Guide/topics:

Dynamics 365 Contact Center provides both historical and real-time analytics for proactive outbound engagement, and the two perspectives serve complementary operational purposes.

Historical proactive outbound analytics supports retrospective evaluation of campaign effectiveness. Microsoft exposes the Proactive Outbound dashboard as part of Omnichannel historical analytics, enabling organizations to examine outbound performance, representative productivity, call activity, outcomes, and longer-term trends.

Real-time proactive engagement analytics provides an operational view of campaigns currently running. Microsoft's Proactive Engagement dashboard exposes information such as pending engagements, engagements in progress, throughput, agent availability, connect rate, abandoned rate, handle time, and completed engagement outcomes. This enables supervisors to assess campaign pacing and CSR utilization while the outreach operation is still active.

Conversation diagnostics is primarily a troubleshooting tool for conversation lifecycle, routing, transfer, and system behavior; it is not the principal campaign-performance dashboard. Workstream settings configure interaction processing rather than provide campaign analytics.

Using both historical and real-time outbound analytics therefore provides the required coverage of campaign success and representative performance.

Study Guide reference: Manage analytics for Dynamics 365 Contact Center -> Configure historical and real-time analytics for proactive engagement.

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## Question 5

Question Type: DragDrop

Case Study: Mix Questions

### Mix Questions

AZ-800 Mix Questions IN THIS CASE STUDY

A company uses Workforce management forecasting.

The company requires forecast staffing based on historical interaction data.

You need to configure a forecast scenario.

Which four 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

#### Answer Area

Review forecast results.

Set forecast parameters.

Create a forecast scenario.

Select comparison data for scenario validation.

Run the forecast.

Answer:

See the Answer in the Premium Version!

## Question 6

Question Type: Hotspot

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**Case Study:** Mix Questions

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## Mix Questions

### AZ-800 Mix Questions IN THIS CASE STUDY

A company plans to display reports inside the Copilot Service workspace. Users access the reports directly within the workspace.

The company requires the following report functionality when users open reports:

- Reports must be performant with fast load times and responsive visuals.
- Updated data must be displayed.

You need to configure report availability.

How should you perform the configuration? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

#### Configure report availability

##### Requirement

Observe how long the visuals in the report take to load.

##### Configuration

Add report metrics.

Monitor performance by using performance analyzer.

Monitor capacity by using the Microsoft Fabric Capacity Metrics app.

Ensure that the report shows updated data when users open it.

Configure report filters.

Configure report-level access.

Enable automatic page refresh.

Answer:

See the Answer in the Premium Version!

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## Question 7

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**Question Type:** DragDrop

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**Case Study:** Mix Questions

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## Mix Questions

## AZ-800 Mix Questions IN THIS CASE STUDY

A company uses embedded analytics dashboards in Dynamics 365 Contact Center.

The company requires customized KPI behavior in analytics reports. The customizations must modify how KPIs are calculated and displayed in the report.

You need to customize the KPI behavior.

Which actions should you perform? To answer, move the appropriate configurations to the correct requirements. You may use each configuration once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

### Actions

|                                                                      |
|----------------------------------------------------------------------|
| Adjust report-level filters.                                         |
| Clone the reports by using a Power BI workspace.                     |
| Use the embedded Power BI editor to modify the report.               |
| Update DAX measures in the semantic model and republish the dataset. |

### Customize analytics reports

#### Requirement

#### Action

Modify how KPIs are calculated in the report.

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Change how KPIs are displayed in the report.

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### Answer:

See the Answer in the Premium Version!

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