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Question 1

Question Type: DragDrop

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.

.

Bookings calendar ar	Description	Component	
Answer:	Schedule vacation time for technicians and business closures	Component	
Booking page ge	for the company.		
Staff page ge	Schedule customer appointments.	Component	
Question•2	View a technician's working hours.	Component	

A company 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.		
Answer:	Microsoft Teams Phone Outlook People	
	Yammer Microsoft Viva	
Connect the correct customer service associate to a customer. Question 3	Microsoft Viva	
Question Type: MultipleChoice	Microsoft Teams Phone Microsoft Stream	

A company is evaluating 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

NOTE Each correct selection is worth one point

Options:

A- Cloud instance
B- Product
C- Region
D- Platform
E- Licensing type
Answer:
A, B, D
Explanation:
https://www.microsoft.com/en-ww/microsoft-365/roadmap?filters=
Question 4
Question Type: Hotspot
A company is evaluating Microsoft 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

Question 5

Question Type: DragDrop

A company is migrating to Microsoft 365.

The company is reviewing the billing account options in Microsoft 365.

You need to recommend a billing account options. Which billing account type should you recommend?

Billing accounts	Answer Area		
Microsoft Online Services		Scenario	Billi
Answer:		Billing account is created when an individual signs up for a	Bil
Microsoft Products & Services		Microsoft 365 subscription directly.	
Agreement (MPSA) program		Billing account is created when a company signs a volume licensing agreement to purchase software and online	Bil
QUESTIONPO Agreemen in		services.	
Duestion Type: DragDrop			

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A company wants to analyze content by using Microsoft 365 Apps.

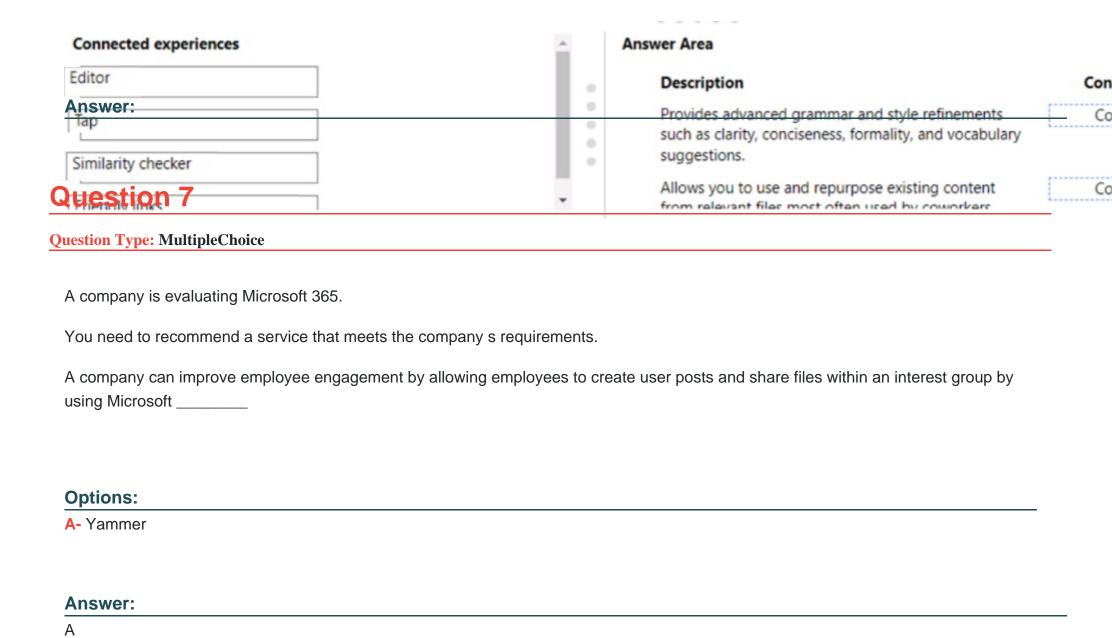
You need to describe the connected experiences the company can use.

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.

NOTE: Each correct selection is worth one point.

Microsoft Cloud Solution Provider (CSP) program



Question 8

Question Type: MultipleChoice

A company is planning 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?

Options:

- 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:

D

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