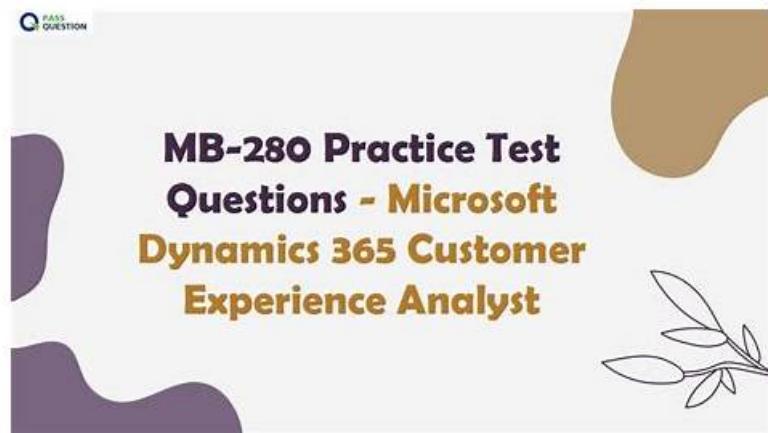


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| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">Implement the Dynamics 365 App for Outlook: This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals. |
| Topic 2 | <ul style="list-style-type: none">Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals. |
| Topic 3 | <ul style="list-style-type: none">Configure and Customize Dataverse and Model-Driven Apps: This section covers the ability of Dynamics 365 Sales Professionals in the configuration and customization of Dataverse and model-driven apps to meet business needs. |

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q78-Q83):

NEW QUESTION # 78

You are customizing a workspace in the sales accelerator.

The workspace must display the industry of a company.

You need to configure the work item appearance for a company.

Which two settings should you modify? To answer, select the appropriate UI element in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 79

You created and published lead scoring models in the Dynamics 365 Customer Insights - Journeys application.

Your marketing team members inform you that they are NOT able to view the lead scoring insights. You confirm the lead scoring models are published and are Live.

You need the marketing team to be able to view the lead scoring insights.

What should you do?

- A. Set all leads to Active state to capture the insights.
- B. Re-publish the lead scoring models to allow the system to capture the insights.
- **C. Assign the Lead Score Viewer security role to the users.**
- D. Set automatic lead scores cleanup to No to capture the scoring.

Answer: C

Explanation:

To view lead scoring insights in Dynamics 365 Customer Insights - Journeys, users need the appropriate permissions granted by a specific security role. The Lead Score Viewer security role provides users with the necessary access to see lead scoring insights. Without this role, the marketing team will not have visibility into the lead scores, even if the models are published and live.

NEW QUESTION # 80

Drag and Drop Question

The sellers at your organization are keen to adopt generative AI capabilities and use them efficiently.

They have been editing Contact records directly in Copilot for Sales and have now provided feedback that they would be more productive if they could also edit Account records directly in Copilot for Sales.

However, the vice president of sales does NOT want the sellers to be able to edit the "Revenue Forecast" field in Copilot for Sales. You need to enable these requirements.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Answer:

Explanation:

Explanation:

1. In Copilot for Sales admin settings, select Forms: You start by going into the admin settings where forms are managed within Copilot for Sales.

2. Select the Account record type: Once in the forms settings, you need to select the relevant record type (Account) that the sellers want to edit in Copilot for Sales.

3. In the Manage fields section, turn off Allow editing for the "Revenue Forecast" field: To meet the requirement of not allowing edits to the "Revenue Forecast" field, you need to disable the editing permission for that specific field.

4. In the Editing records section, select Edit records inside Copilot for Sales: Finally, you enable the ability to edit records inside Copilot for Sales for the sellers.

NEW QUESTION # 81

Drag and Drop Question

A company has implemented Dynamics 365 Sales Enterprise. The salespeople often travel to meet customers and require mobile-friendly solutions to various scenarios.

You need to provide a solution for the traveling salespeople.

Which apps should you recommend in each scenario? To answer, move the appropriate apps to the correct scenarios. You may use each app 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 match is worth one point.

Answer:

Explanation:

Explanation:

Receive push notifications about newly assigned leads:

App: Dynamics 365 Sales mobile app

The mobile app is designed to provide real-time notifications and push alerts to salespeople while they are on the go.

View Outlook meetings and appointments:

App: Dynamics 365 for phones and tablets app

This app allows salespeople to view, manage, and synchronize their Dynamics 365 data, including meetings and appointments integrated with Outlook.

Generate SSRS quotes:

App: Dynamics 365 Sales on the web

SSRS quotes are typically generated using more robust tools available in the full web version of Dynamics 365 Sales, which provides access to advanced reporting features.

NEW QUESTION # 82

You are working in Dynamics 365 Sales. You turn on the visibility of the Dynamics 365 Sales records in the channel.

A user working with leads is unable to pin the view into Microsoft Teams.

You need to identify the issue.

What should you do?

- A. Disable the Turn on the linking of Dynamics 365 records to Microsoft Teams channels option.
- B. Add users to the Teams channel.
- **C. Enable the Turn on Enhanced Microsoft Teams Integration option.**
- D. Enable the External links within Teams option.
- E. Add users to the correct security role.

Answer: C

Explanation:

For users to pin views of Dynamics 365 Sales records in Microsoft Teams, Enhanced Microsoft Teams Integration must be enabled.

This feature allows users to seamlessly work with Dynamics

365 records within Teams and ensures proper synchronization between the two platforms.

NEW QUESTION # 83

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