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Appendix 2: Inverted Pyramid

Directions: Read the article [Experimental School in California Has No Homework](#). After reading the article, answer the questions in the graphic organizer below.


The lead: The lead is the main idea of the article. It gets the reader's attention. What is the lead in this article? Circle the lead on your copy of the article.

The facts: The next section introduces the important details. What is the subject of the story? Where does the story occur? Who does the author interview? Why does the author interview this person? How is this school different? Draw a square around the part of the article that has these facts.

Important details: This section of the news story gives more information about the topic. List three important details from the news story. Underline the part of the article that has these important details.

General information: about the topic. List one piece of general information from the story.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q101-Q106):

NEW QUESTION # 101

In the weeks leading up to the holiday season, the marketing department sets up a new segment-based journey. The journey sends a marketing email to all wine enthusiasts who meet the following requirements:

1. The wine enthusiasts have a recorded wine order against their contact record.
2. The wine enthusiasts live in Europe.
You need to ensure that newly added wine enthusiasts also receive this email automatically.
How should you set up the segment?

- A. Create a segment and add contacts through an included members group.
- **B. Create a segment using refresh rate: Automatic Refresh.**
- C. Create a segment and add a group through Behavioral data.
- D. Create a segment and set the refresh rate to Static Snapshot.

Answer: B

Explanation:

To ensure that newly added wine enthusiasts automatically receive the marketing email, the segment must dynamically update based on contact data. Using Automatic Refresh, the system continuously updates the segment whenever new contacts meet the specified criteria (wine order history and location in Europe). This ensures that all qualifying contacts, including those added after the segment was initially created, are included in the marketing journey.

NEW QUESTION # 102

Drag and Drop Question

You are a Dynamics 365 Sales system customizer.

Salespeople report that they cannot search for open and closed opportunities using the search tool in the Quick Find View.

You need to configure the search tool to show the open and closed opportunities in the Customize the System area.

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

Answer:

Explanation:

□ Explanation:

1. Open the Quick Find View.

The Quick Find View controls what records are shown when users search for opportunities.

2. Delete the filter criteria Status "Equals Open."

The current filter is restricting search results to only open opportunities.

3. Change the filter criteria to Status "Does Not Equal Open."

This ensures that both open and closed opportunities are included in search results.

NEW QUESTION # 103

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.

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

Answer: A

Explanation:

For team members to view lead scoring insights, they must have appropriate permissions, specifically the Lead Score Viewer role in Dynamics 365 Customer Insights - Journeys.

Even though the lead scoring models are published and live, without the correct security role, users will not have access to view the insights.

Assigning the Lead Score Viewer role ensures that the users have the necessary access rights to review the lead scoring insights generated by the models.

Reference: Microsoft Documentation - Configure Security Roles for Lead Scoring

NEW QUESTION # 104

A company sells telephones. The company has a list of telephone colors that customers can choose.

For one month, the company wants to sell a red phone at a special price.

You need to set up the red phone for the sales team.

How should you configure the product and price list items? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

NEW QUESTION # 105

Your organization used Gmail previously and had only one Gmail server profile.

You recently moved to Exchange Online and you need to complete the set up for server-side sync with Exchange Online and ensure all mailboxes are working.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Answer:

Explanation:

Reference:

Approve Email for All Relevant Users:

After updating the mailbox configurations, it's necessary to approve email for all relevant users. This step confirms that the email addresses are verified and allowed to send and receive emails through Dynamics 365.

This approval step is required to ensure that Dynamics 365 has permissions to access and synchronize with each user's mailbox in Exchange Online.

Test the Email Configuration and Enable the Selected Email Mailboxes for All Relevant Users:

Finally, testing the email configuration ensures that server-side synchronization is functioning correctly with Exchange Online. Once the test is successful, enabling the email mailboxes activates the synchronization for all users.

This step verifies that the settings are correct and that emails can be processed as expected, finalizing the setup.

By updating the mailbox settings to Exchange Online, approving email access, and testing and enabling the configuration, you ensure a smooth transition from Gmail to Exchange Online for server-side synchronization, enabling efficient email communication through Dynamics 365.

NEW QUESTION # 106

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