

Microsoft

MB-220

Microsoft Dynamics 365 Customer Insights (Journeys) Functional Consultant

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Question: 1

DRAG DROP

Staff

Marketing Professionals

All Marketing Users

Marketing Oversight
Business Unit members

BU Admin Team members

Marketing Administration
Business Unit members

Activities

Analyze Marketing Page performance

Investigate blocked emails

Use Customer Insights for reporting

Go Live

Request Approval

Using the Case Study information, indicate which Staff is responsible for performing each of the Activities listed below.

To answer, drag the Staff to the appropriate Activity. Each Staff item 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.

Answer:

| Staff | Activities | |
|--|-------------------------------------|--|
| Marketing Professionals | Analyze Marketing Page performance | Marketing Administration Business Unit members |
| All Marketing Users | Investigate blocked emails | Marketing Administration Business Unit members |
| Marketing Oversight Business Unit members | Use Customer Insights for reporting | Marketing Professionals |
| BU Admin Team members | Go Live | Marketing Professionals |
| Marketing Administration Business Unit members | Request Approval | Marketing Professionals |

Explanation:

Each Business Unit has multiple Marketing Professionals, responsible for creating Customer Journeys and using Customer Insights for reporting. After content is approved, they are responsible for going live. Each Business Unit has a Marketing Administrator responsible for approval of content, subscription adherence and investigation of blocked emails and stopped Contacts.

Marketing Administration is responsible for ensuring each marketing page is used appropriately and contains the required field values. Analyzing page performance will be a key element.

Question: 2

DRAG DROP

Using the information in the Case Study, indicate which of the Leads below have enough points to be flagged as Sales Ready.

To answer, drag the Assessment to the appropriate Lead. Each Assessment 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.

Assessments

Sales Ready

Not Sales Ready

Leads

A Lead with a score of 315

An existing Marketing Contact who registers for an event

A Lead who clicked a Twitter message and has spent \$412 with ProseWare previously

A Lead with a score of 175

Litmus inbox previews

Using the information in the Case Study, indicate which of the Leads below have enough points to be flagged as Sales Ready.

To answer, drag the Assessment to the appropriate Lead. Each Assessment 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.

Answer:

Assessments

Sales Ready

Not Sales Ready

Leads

A Lead with a score of 315

An existing Marketing Contact who registers for an event

A Lead who clicked a Twitter message and has spent \$412 with ProseWare previously

A Lead with a score of 175

Litmus inbox previews

Sales Ready

Not Sales Ready

Not Sales Ready

Not Sales Ready

Not Sales Ready

Question: 3

In order to follow recommended guidelines, you will need to synchronize only those entities that are necessary to meet ProseWare's business objectives.

In addition to the typical entities synced automatically (contact, accounts, events, interactions, etc), which two additional entities will ProseWare need to enable for synchronization? Each answer represents a partial solution.

A. Invoices

- B. Work Orders
- C. Differentiator
- D. Cases

Answer: C, D

Question: 4

The time is currently 6:30pm on Monday night. You have been tasked with creating and sending a LinkedIn post on the company's account advertising an event. Following ProseWare's standards, which two options will you choose when preparing this message? Each answer represents a partial solution.

- A. Schedule Time is set to tomorrow at 9 am.
- B. Post Visibility is set to Connections.
- C. Schedule Time is set to immediate.
- D. Post Visibility is set to Public.

Answer: A, D

Question: 5

Based on ProseWare's licenses and subscriptions, which two items are within allowed limits? Each answer represents a complete solution.

- A. Litmus inbox Previews = 100 per month
- B. Marketing Emails Sent = 1,755,983
- C. Australia Business Unit has 10 regular Users and 1 Administrator User
- D. Marketing Contacts = 24,500

Answer: B, D

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