



MB-220^{Q&As}

Microsoft Dynamics 365 Marketing

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QUESTION 1

DRAG DROP

You have been asked to add the German language to the Customer Satisfaction Survey. The survey is currently only available in the default English language.

You need to configure Dynamics 365 Customer Voice to display the German language option.

Which four steps should you take, in sequence, to complete your task? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in correct order.

Select and Place:

Steps	Order
Edit the translation to the German language.	
Open the Customer Satisfaction Survey.	
Select the Languages option from Customization list.	
Upload the language file.	
Add the German language in the Languages panel.	
Hover to the English language and edit.	

Correct Answer:



Steps

Upload the language file.

Hover to the English language and edit.

Order

Open the Customer Satisfaction Survey.

Select the Languages option from Customization list.

Add the German language in the Languages panel.

Edit the translation to the German language.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-multilingual-survey>

QUESTION 2

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 Vi
- C. Schedule Time is set to immediate.
- D. Post Visibility is set to Public.

Correct Answer: AD

QUESTION 3

DRAG DROP

You are setting up a conference event that will have a capacity of 500 people.

You want to enable a waitlist for the event so that if more than 500 people register and someone cancels their registration, the event will automatically register the next available person on the list.



Which three steps should you take, in sequence, to complete your task? (Choose three.) To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Steps	Order
Create an event.	
Navigate to the Venue Constraints section.	
Set the "Maximum Event Capacity" field to 500 and the "Waitlist This Event" field to Yes.	
Navigate to the Registration and Attendance Tab.	
Set the "Maximum Event Capacity" field to 500 and the "Allow Waitlist" field to 100.	

Correct Answer:

Steps	Order
	Create an event.
	Navigate to the Venue Constraints section.
	Set the "Maximum Event Capacity" field to 500 and the "Waitlist This Event" field to Yes.
Navigate to the Registration and Attendance Tab.	
Set the "Maximum Event Capacity" field to 500 and the "Allow Waitlist" field to 100.	

References: <https://docs.microsoft.com/en-gb/dynamics365/customer-engagement/marketing/event-waitlist>

QUESTION 4

You are a marketing professional who is marketing to an engineering segment.

You need to create a new field for a marketing form. The new field needs to be a number that can support a level of precision up to 7 decimal places.

Which field type should you use?

- A. Single Line on the Text
- B. Floating Point Number



C. Whole Number

D. Decimal Number

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/types-of-fields>

QUESTION 5

You are creating a customer survey and you want to get good responses.

You need to analyze the responses to provide actions to best suit your organization.

Which three responses are considered best practice? (Choose three.) Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Define an objective for your survey so that you can ensure that all questions serve that objective.
- B. Make your surveys long so that you customers can get a chance to provide as much information as possible.
- C. Be sure to mention the estimated time to complete, along with a brief overview in your invitation.
- D. Previewing or testing your survey is unnecessary because your survey tool will automatically catch errors.
- E. Try to organize the survey in a way that groups all related questions together in sections.

Correct Answer: ACE

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey>

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