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Shared by Faulkner on 09-08-2024

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Question 1

Question Type: MultipleChoice

Your company uses both Dynamics 365 Customer Insights - Data and Dynamics 365 Sales. To enhance the customer information within Dynamics 365, the administrators added the Customer Insights - Data timeline as a Customer Card Add-in control on the contact form.

You need to update the company's Dynamics 365 user guide and explain how users can use the timeline.

Which actions can users perform from the Customer Insights - Data timeline on a Dynamics 365 form?

Options:

- A- Delete the activity.
- B- Open and edit the activity.
- C- Expand the activity for more details.
- D- Sort the activity order.
- E- Filter the timeline by activity type.

Answer:

E

Question 2

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company's IT department has a CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

Options:

A- Yes

B- No

Answer:

A

Question 3

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query. Select Next and your data is now ready for unification.

Does This meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 4

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a

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You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Define column types to be appropriate field types, and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

Does This meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 5

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are setting up a new Dynamics 365 Customer Insights - Data environment and want to connect a Microsoft Dataverse environment.

While trying to connect you receive the error This CDS organization is already attached to another Customer Insights - Data instance.

You need to resolve the issue and ensure you can connect the new Customer Insights - Data environment to the Dataverse.

Solution: In Microsoft Power Apps, select the proper environment and uninstall or delete the Dynamics 365 Customer Insights -Data Customer Card Add-in solution.

Does This meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 6

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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While trying to connect you receive the error This CDS organization is already attached to another Customer Insights - Data instance.

You need to resolve the issue and ensure you can connect the new Customer Insights - Data environment to the Dataverse.

Solution: In the Dataverse environment, go to Solutions through the advanced settings and uninstall the CustomcrInsightsCustomerCard solution.

Does this meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 7

Question Type: MultipleChoice

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are setting up a new Dynamics 365 Customer Insights - Data environment and want to connect a Microsoft Dataverse environment.

While trying to connect, you receive the error This CDS organization is already attached to another Customer Insights - Data instance.

You need to resolve the issue and ensure you can connect the new Customer Insights - Data environment to the Dataverse.

Solution: In Microsoft Power Apps, select the proper environment and go to Connections. Remove the connection(s) to Dynamics 365 Customer Insights - Data.

Does this meet the goal?

Options:

A- Yes

B- No

Answer:

A

Question 8

Question Type: MultipleChoice

You are adding the Microsoft Dataverse managed data lake to Dynamics 365 Customer insights - Dat

a. You are unable to perform the required steps.

You need to be able to select the tables from the managed lake when adding the data source.

What should you do?

Options:

- A-** Confirm that Dynamics 365 Customer Insights - Journeys is connected to Dynamics 365 Customer Insights - Data.
- B-** Ensure you are assigned the administrator role in Dynamics 365 Customer Insights - Data.
- C-** Ensure you have the administrator role on the Dataverse organization
- D-** Ensure that the same Dataverse is selected in the environment settings of Dynamics 365 Customer Insights - Data.

Answer:

C

Question 9

Question Type: MultipleChoice

Your company uses Microsoft Dynamics 365 Customer Insights - Data as the Customer Data Platform.

The marketing team needs to know the total amount the customer has spent. The order lines are linked to a profile as part of the point-of-sale data source and through their loyalty ID.

Which function should you select in order to create this insight when creating a measure?

Options:

- A-** In the configuration area, choose MODE as the aggregation function.
- B-** In the configuration area, choose TOTAL as the aggregation function.
- C-** In the configuration area, choose SUM as the aggregation function. Select the order line table and add the amount field.
- D-** In the configuration area, choose AGGREGATE as the aggregation function. Select the order line table and add the amount field.

Answer:

C

Question 10

Question Type: OrderList

You are a contributor for a Dynamics 365 Customer Insights - Data instance at an online retail company.

Your customer experience team wants to better respond to online reviews posted on the company website. You ingest the reviews as a table, and create an activity with recommended semantic mappings named Online Feedback.

You need to configure Customer Insights - Data to classify the online reviews as negative or positive.

Which five actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area

a. Arrange the five actions in the correct order.

Actions

In the **Enrichment** tab of the Data area, select **Enrich my data** on the **Interests** tab.

Select the Industry and the top interests for that Industry, along with affinity levels and match precision.

Select **Add data** > **Feedback** semantic type, then select the *OnlineFeedback* activity.

Map the attributes in the data to the model attributes.

In the **Predictions** tab of the Intelligence area, select **Use model** on the **Customer sentiment analysis** tile.

Provide a name for the model, the Business aspect output table, and the Sentiment score output table.

Review the details of the model and run the analysis.

Order



Answer:

Stateful Prediction of the Data area, select the OnlineFeedback activity.

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