

# MB-220<sup>Q&As</sup>

Microsoft Dynamics 365 Marketing

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#### **QUESTION 1**

You are a marketing administrator for Contoso Ltd.

You have a Contact Us marketing form that has fields for a person\\'s name, company, address, email address, and phone number.

When the form is submitted, you need to ensure that:

1.

If the contact or lead already exists, their record is updated.

2.

If the contact or lead does not exist, their record is created. What should you do?

- A. Set "Update contact/leads" to Contact and Lead.
- B. Set "Generate Leads Without Matching" to Yes.
- C. Set "Store Form Submission' to Yes.
- D. Verify that "Lead Matching Strategy" and "Contact Matching Strategy" are set correctly.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/marketing-forms

#### **QUESTION 2**

You are an event coordinator for Contoso, Ltd, and are creating a multi-day tradeshow event.

You need to set up an event team that will consist of Contoso, Ltd employees, vendors, partners and customers.

Which two kinds of records should you associate to the event team member? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer
- B. User
- C. Contact
- D. Account

Correct Answer: BC

References: https://docs.microsoft.com/en-gb/dynamics365/customer-engagement/marketing/set-up-event

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#### **QUESTION 3**

#### **DRAG DROP**

You are setting up a simple webinar with a webinar provider.

For this event, you can leverage two speakers. Additionally, you will assign one room and will publish the event to your event portal for your audience to register for the session.

Which five actions should you perform in sequence to configure the webinar? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Order

Select and Place:

A ---

Actions	
Enter information for the venue, building, and rooms.	
Enter the Webinar Name and Provider.	
Add the credentials for your account with the Webinar Provider.	
Enter the speaker information.	
Select the Event Type.	
Save	
Enter information about the Sessions.	
Create a new Webinar Configuration.	
Go to Settings > Advanced settings > Event management  Nebinar configurations.	nt >

Correct Answer:

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Actions	Order
Enter information for the venue, building, and rooms.	Go to Settings > Advanced settings > Event management > Webinar configurations.
	Add the credentials for your account with the Webinar Provider.
	Create a new Webinar Configuration.
Enter the speaker information.	Enter the Webinar Name and Provider.
Select the Event Type.	Save
Enter information about the Sessions.	

#### **QUESTION 4**

You have been tasked with creating a customer journey for leads located in the Northwestern United States.

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/events-settings

Which two conditions must be true in order for the lead to receive your customer journey? (Choose two.) Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The lead must be associated with a contact record.
- B. Follow Email must be set to "Allow".
- C. The lead must be associated with an account record.
- D. Bulk Email must be set to "Allow".

Correct Answer: AD

## **QUESTION 5**

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#### DRAG DROP

You are a functional consultant. You need to edit a live web page that contains a form used for holiday offers. The page, and form, are visible to the outside world.

Which five steps, in sequence, are needed to complete your task? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

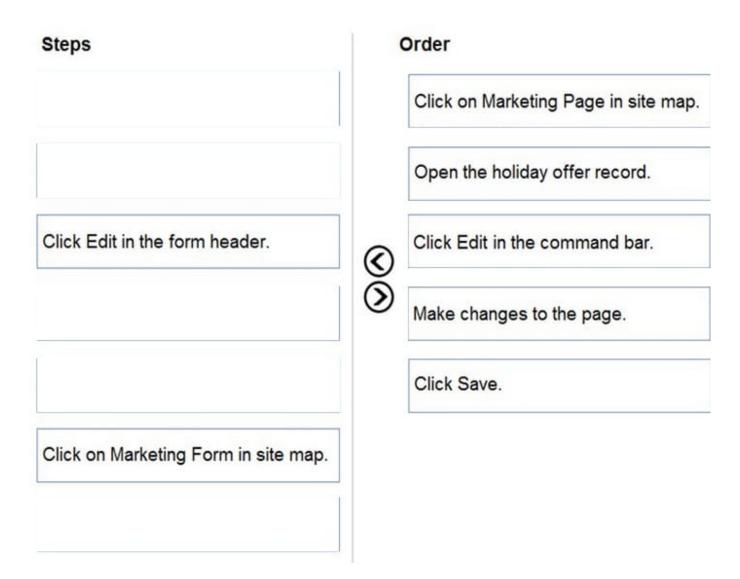
Select and Place:

Correct Answer:

Orde
<b>©</b>
<b>③</b>

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Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/create-deploy-marketing-pages

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