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Microsoft AB-250

**Transforming Contact Center Experiences with AI in
Dynamics 365**



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Question: 1

DRAGDROP:

A company uses security roles to ensure that its customer service representatives (CSRs) have access only to the features and data required to perform their duties.

However, default roles currently grant excessive permissions to CSRs.

The company requires that access be limited as follows:

Reduce permissions to just the features and data that are required for each CSR role.

Allow non-administrators to assign roles to CSRs without full system access.

You need to configure the minimal security access for each requirement.

Which action should you perform first for each requirement? To answer, move the appropriate actions to the correct requirements. You may use each action once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Actions

Assign an additional default security role.

Create a custom role for delegated role assignment.

Create a custom security role with required privileges only.

Create a new role by using the System Administrator role as a template.

Security role design and delegated administration

Requirement

Reduce permissions to what is required for each CSR role.

Allow non-administrators to assign roles to CSRs full system access.

Action

Answer:

Actions

Assign an additional default security role.

Create a custom role for delegated role assignment.

Create a custom security role with required privileges only.

Create a new role by using the System Administrator role as a template.

Security role design and delegated administration

Requirement

Reduce permissions to what is required for each CSR role.

Allow non-administrators to assign roles to CSRs full system access.

Action

Create a custom security role with required privileges only.

Create a custom role for delegated role assignment.

Question: 2

A company plans to deploy a new customized voice channel from development to test. The voice channel customizations include skills-based routing and a Copilot Studio voice agent.

The deployment package must:

Include only the components needed for the release.

Support controlled import into downstream environments.
You need to prepare to release the voice channel and all supported parts.
What should you do?

- A. Export a managed solution and deploy with configuration data by using the release pipeline.
- B. Copy components and data directly between environments.
- C. Export an unmanaged solution and update configurations directly after import.
- D. Move configuration data only and recreate components manually.

Answer: A

Question: 3

HOTSPOT:

A company wants to move Dynamics 365 Contact Center customizations from a development environment to a test environment.
The company must avoid rebuilding the customizations and hard-coding environment-specific values into the deployment package.

You need to prepare the deployment.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Deployment preparation

Requirement

Move Contact Center customizations between environments without rebuilding them.

Action

- Add the customizations to a solution.
- Assign the customizations to a security role.
- Store the customizations as configuration data.

Avoid hard-coding environment-specific values into the deployment package.

- Use direct edits after import.
- Use environment variables in the solution.
- Use a managed solution with managed properties.

Answer:

Deployment preparation

Requirement

Move Contact Center customizations between environments without rebuilding them.

Action

Add the customizations to a solution.

Assign the customizations to a security role.

Store the customizations as configuration data.

Avoid hard-coding environment-specific values into the deployment package.

Use direct edits after import.

Use environment variables in the solution.

Use a managed solution with managed properties.

Question: 4

DRAGDROP:

A company uses separate development and production environments for Dynamics 365 Contact Center. The development environment includes updated communication channels and modified routing behavior for assigning work items to customer service representatives (CSRs).

After recent updates, production does NOT reflect the expected behavior. New interaction entry points are unavailable. Work items are NOT being assigned according to the updated logic.

The company requires a solution that ensures:

Interaction entry points behave consistently between environments.

Work assignment behavior reflects the latest configuration changes.

You need to manage how omnichannel configurations are applied across environments.

Which action should you perform for each requirement? To answer, move the appropriate actions to the correct requirements. You may use each action once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Actions

Update capacity profiles for CSRs.

Deploy channel configurations by using a solution from development.

Apply routing configurations by importing the solution to production.

Apply routing configurations by migrating configuration data to production.

Omnichannel configuration migration

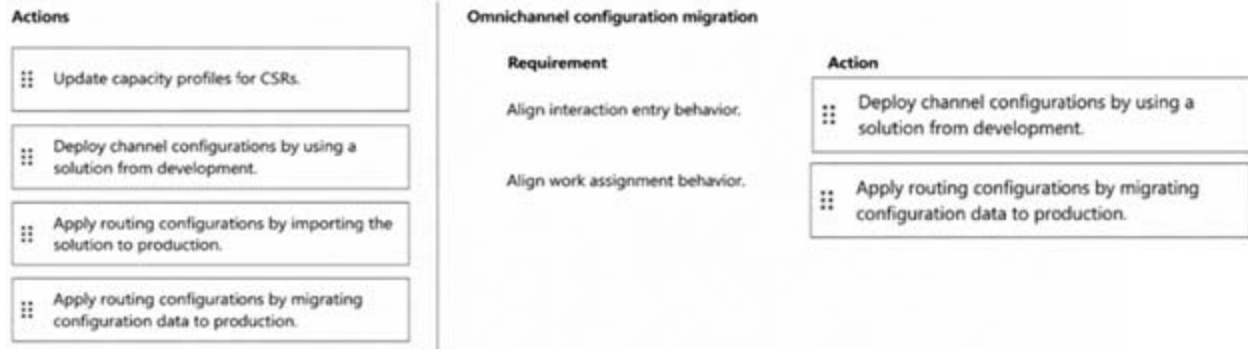
Requirement

Align interaction entry behavior.

Align work assignment behavior.

Action

Answer:



Question: 5

A company plans to introduce an autonomous AI agent that identifies customer intent to customer service representatives in phases.

The rollout must be controlled and support phased adoption based on business readiness. The rollout must NOT enable the agent for all workloads at the same time.

You need to implement the rollout.

What are two actions you can perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create rollout plans with defined phases in Agent hub.
- B. Publish the app to all agents and track adoption metrics.
- C. Rework routing rules between rollout phases.
- D. Assign the rollout to a single wave and monitor the result.
- E. Segment the agent into staged deployments by using lines of business.

Answer: A,E

Question: 6

DRAGDROP:

A company uses separate development, test, and production environments for Dynamics 365 Contact Center.

The company plans to move approved customizations downstream by using a repeatable ALM process.

The process must package the changes and restrict direct editing in target environments.

You need to package Contact Center customizations for the deployment process.

Which action should you perform for each requirement? To answer, move the appropriate actions to the correct requirements. You may use each action once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Actions

Re-create the customizations in each environment.

Export unmanaged changes directly from production.

Create a solution that contains the required components.

Import the package as a managed solution in target environments.

ALM actions**Requirement**

Package Contact Center customizations for promotion between environments.

Promote the package from development to test with edit restrictions.

Action

Answer:

Actions

Re-create the customizations in each environment.

Export unmanaged changes directly from production.

Create a solution that contains the required components.

Import the package as a managed solution in target environments.

ALM actions**Requirement**

Package Contact Center customizations for promotion between environments.

Promote the package from development to test with edit restrictions.

Action

Create a solution that contains the required components.

Import the package as a managed solution in target environments.

Question: 7

A company synchronizes users from Microsoft Entra ID to the Dynamics 365 Contact Center environment.

Some users who have Microsoft Entra IDs cannot access Contact Center features.

You need to enable access for the users with the right permissions needed for Contact Center.

What should you do?

- A. Assign a security role to the user's team and restrict access using field-level security.
- B. Assign a security role directly to the user.
- C. Assign multiple security roles to ensure coverage of required privileges.
- D. Add the user to a team that has a security role assigned.

Answer: D

Question: 8

A company uses a third-party CRM as its primary system.

Customer service representatives must use Dynamics 365 Contact Center features without leaving the CRM system.

You need to set up Contact Center to meet the requirement.

What should you do?

- A. Configure the Channel Integration Framework
- B. Configure embedded Contact Center mode
- C. Synchronize the third-party CCaaS data

Answer: B

Question: 9

DRAGDROP:

A company creates custom security roles for service representatives.

Users in the same job function must have consistent permissions. One individual requires access aligned to that individual's persona.

You need to configure access for the users.

Which actions should you perform? To answer, move the appropriate actions to the correct requirements. Each action may be used once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Actions	Persona-based access control and role mapping	
	Requirement	Action
Assign the security role to the user.	Standardize permissions for users in the same job function.	
Assign the user to the relevant persona.	Enable persona-based access for the specific user.	
Map each custom security role to a persona.		
Add the user to a team that has the mapped role.		

Answer:

Actions	Persona-based access control and role mapping	
	Requirement	Action
Assign the security role to the user.	Standardize permissions for users in the same job function.	Add the user to a team that has the mapped role.
Assign the user to the relevant persona.	Enable persona-based access for the specific user.	Map each custom security role to a persona.
Map each custom security role to a persona.		
Add the user to a team that has the mapped role.		

Question: 10

A company uses Dynamics 365 Customer Service to manage knowledge articles.

The company deploys a customer self-service portal.

Customers report that they cannot find any knowledge articles in the portal. Customer service representatives can access articles internally.

Customers must be able to access knowledge articles. The solution must:

Ensure knowledge articles are visible in the portal.

Ensure only approved and published content is exposed.

Avoid exposing draft or internal-only articles.

You need to ensure that knowledge articles are available in the portal according to the requirements.

Which two actions should you perform? Each correct answer presents part of the solution.

A. Enable federated search for external knowledge sources in the portal

- B. Enable knowledge article versioning and archive unpublished versions
- C. Configure portal search indexing for knowledge articles and rebuild the index
- D. Configure knowledge article visibility to allow access for external users
- E. Publish approved knowledge articles for portal use

Answer: D,E

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