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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	Action
Reduce permissions to what is required for each CSR role.	
Allow non-administrators to assign roles to CSRs full system access.	

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	Action
Reduce permissions to what is required for each CSR role.	Create a custom security role with required privileges only.
Allow non-administrators to assign roles to CSRs full system access.	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 includeskills-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	Action
Move Contact Center customizations between environments without rebuilding them.	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	Action
Move Contact Center customizations between environments without rebuilding them.	Add the customizations to a solution.
Avoid hard-coding environment-specific values into the deployment package.	Use environment variables in the solution.

Assign the customizations to a security role.
Store the customizations as configuration data.
Use direct edits after import.
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. Workitems 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.

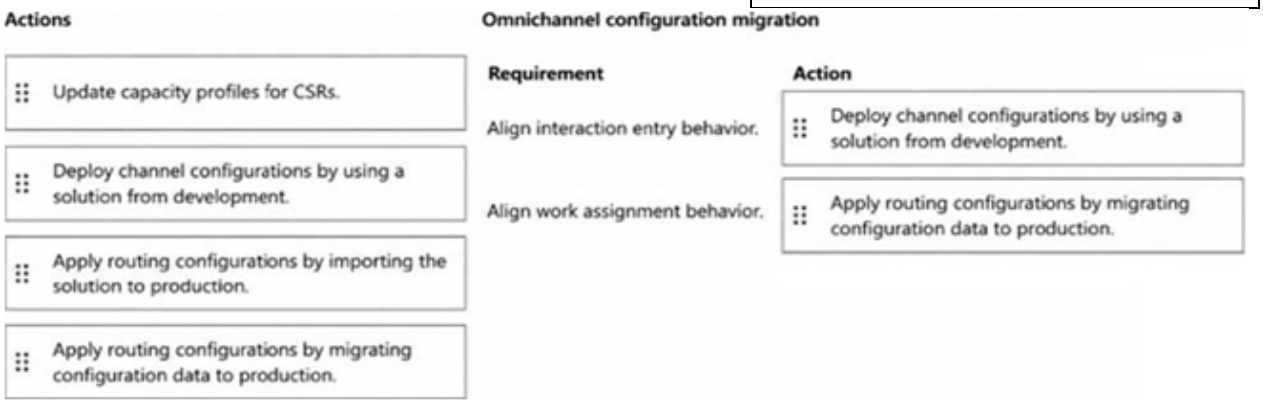
Actions

- 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	Action
Align interaction entry behavior.	
Align work assignment behavior.	

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 agentfor 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

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