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MB-200

Microsoft Dynamics 365 Customer Engagement Core (beta)



Sections

1. Perform Discovery, Planning, and Analysis
2. Manage user experience design
3. Manage Entities and Data
4. Implement Security
5. Implement Integration
6. Perform Solutions Deployment and Testing

Exam A

QUESTION 1

You are a Dynamics 365 for Customer Service system administrator.

Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set Global Auditing to On.

You need to verify compliance standards.

Which data items will be included in the audit log?

- A. Microsoft Office 365 activities
- B. all entities and fields
- C. entities and fields with auditing enabled
- D. user access information only

Correct Answer: C

Section: Perform Discovery, Planning, and Analysis

Explanation

Explanation/Reference:

QUESTION 2 A company identifies a new opportunity.

Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales.

You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.

Which tool should you use?

- A. Microsoft OneDrive for Business
- B. Microsoft Skype for Business
- C. Microsoft Office 365 Delve
- D. Yammer
- E. Microsoft Office 365 Groups

Correct Answer: E

Section: Perform Discovery, Planning, and Analysis

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups>

QUESTION 3

DRAG DROP

An organization plans to deploy Dynamics 365.

You need to ensure that the organization can track the following information:

- Prospect to cash process
- Customer service cases
- Work breakdown structure
- Serviceable assets for customers

Which apps should you implement? To answer, drag the appropriate apps to the correct features. Each app may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Apps	Answer Area	
Project Service Automation	Feature	App
Field Service	Prospect to Cash Process	
Sales	Case Management	
Customer Service	Work Breakdown Structure	
	Customer Asset Management	

Correct Answer:

Apps	Answer Area	
Project Service Automation	Feature	App
Field Service	Prospect to Cash Process	Sales
Sales	Case Management	Customer Service
Customer Service	Work Breakdown Structure	Project Service Automation
	Customer Asset Management	Field Service

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 4 You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app.

When a user views the Buildings form, a field for Location is missing. You create the field, but the user cannot see it.

You need to make the Location field visible to the user.

What should you do?

- A. Add the Location field to the Buildings view.
- B. Publish customizations.
- C. Change privileges to the user's security role.
- D. Create a new Buildings form.

Correct Answer: B

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 5

DRAG DROP

You are a Dynamics 365 for Customer Service administrator for a help desk.

Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:

- Contact name
- Case number
- Case title
- Case status
- Representative name

You need to create an email template for the system.

Which four actions should you perform in sequence? 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:

Actions	Answer Area
Add data values under the Contact entity related to the account.	
Convert the template to a personal template.	
Add data values from the Case entity.	
Publish the template.	
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

Correct Answer:

Actions

Add data values under the Contact entity related to the account.

Convert the template to a personal template.

Add data values from the Case entity.

Publish the template.

Save the template.

Add data values under the Account entity.

Send a direct email from the Case view to desired cases.

Create an email template for the case.

Answer Area

Create an email template for the case.

Add data values from the Case entity.

Add data values under the Contact entity related to the account.

Save the template.



Section: Manage user experience design
Explanation

Explanation/Reference:

QUESTION 6

HOTSPOT

You are a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes.

You need to configure a workflow to meet the following requirements:

- Be triggered when a condition is met.
- Run immediately.
- Perform an action when a condition is met.

How should you configure the workflow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Workflow Requirement

Be triggered when a condition is met.

Run immediately.

Perform an action when a condition is met.

Configuration Option

▼
Publish workflow.
Subject contains data.
Trigger when a Microsoft Flow button is pressed.

▼
Approve the workflow.
Configure the workflow to run now.
Configure the child workflow to run now.

▼
Send an email.
View chart.
Update a security role.

Correct Answer:

Answer Area

Workflow Requirement

Be triggered when a condition is met.

Run immediately.

Perform an action when a condition is met.

Configuration Option

▼
Publish workflow.
Subject contains data.
Trigger when a Microsoft Flow button is pressed.

▼
Approve the workflow.
Configure the workflow to run now.
Configure the child workflow to run now.

▼
Send an email.
View chart.
Update a security role.

Section: Manage user experience design
Explanation

Explanation/Reference:
QUESTION 7
HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Display system posts.

Component

Timeline
Organization Insights
IFrame
Relationship Insights

Display activities.

Lists
Social Insights
Organization Insights
Relationship Insights

Correct Answer:

Answer Area

Requirement

Display system posts.

Component

Timeline
Organization Insights
IFrame
Relationship Insights

Display activities.

Lists
Social Insights
Organization Insights
Relationship Insights

Section: Manage user experience design
Explanation

Explanation/Reference:

QUESTION 8

DRAG DROP

You are a Dynamics 365 administrator. An Excel template with a pivot table is created for opportunities by a manager.

When a salesperson opens the Excel template in the My Opportunities view, they observe the following issues:

- The salesperson can view information for all salespeople.
- The salesperson does not see their current data.

You need ensure the salesperson can only see their information.

Which Excel PivotTable attributes should you use? To answer, drag the appropriate attributes to the correct settings. Each attribute may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Pivot table attributes	Requirement	Pivot table attribute
Save source data with file is unchecked.	Ensure the template does not open with data beyond their access level.	
Refresh data when opening file is unchecked.	Ensure the template displays the user's current data.	
Refresh data when opening file is checked.		
Save source data with file is checked.		

Correct Answer:

Pivot table attributes	Requirement	Pivot table attribute
Save source data with file is unchecked.	Ensure the template does not open with data beyond their access level.	Save source data with file is unchecked.
Refresh data when opening file is unchecked.	Ensure the template displays the user's current data.	Refresh data when opening file is checked.
Refresh data when opening file is checked.		
Save source data with file is checked.		

Section: Manage user experience design
Explanation

Explanation/Reference:

QUESTION 9 You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team.

Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- A. Dynamics administration center
- B. Manage Roles
- C. Dynamics 365 home
- D. Security Roles

Correct Answer: B

Section: Manage user experience design

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles>

QUESTION 10

HOTSPOT

You are a Dynamics 365 for Customer Service system administrator.

You are unable to import a translation file.

You need to determine if the file being imported is of the right type and format, and that the file conforms to maximum field length requirements.

Which parameter should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 11

DRAG DROP

You are a Dynamics 365 for Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

Case Type	Requirement
Case type A	A new case form that includes a timeline.
Case type B	A new case form that includes a business process flow.
Case type C	A new case form that can display case data on an interactive dashboard.
Case type D	A new mobile-friendly case form that requires minimal fields for record creation.
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case.

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 12

HOTSPOT

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

Component type

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

Correct Answer:

Answer Area

Requirement

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

Component type

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

▼

System chart.

Personal chart.

Area chart.

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 13

HOTSPOT

You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.

Sales team members report several issues when they access Dynamics 365.

You need to resolve the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Manage user experience design**Explanation****Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/troubleshooting-things-know-about-phones-tablets>

QUESTION 14

You are a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.

You activate the business rule. The form does not mark the specified fields as required when the condition is met.

You need to determine the cause of the issue.

What is the cause?

- A. the Created On and Modified On date fields are not included on the form.
- B. the Created On and Modified On date fields are in a hidden tab on the form.
- C. Created On and Modified On are system fields and cannot be used in business rules.
- D. the fields to be required are set to Optional at the field property level.

Correct Answer: A

Section: Manage user experience design**Explanation****Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recommendations-apply-logic-form>

QUESTION 15**DRAG DROP**

You are a Dynamics 365 for Customer Service system administrator.

When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.

Which four actions should you perform in sequence? 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:

Section: Manage user experience design**Explanation****Explanation/Reference:****QUESTION 16**

You are a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences.

The system must prevent the addition of duplicate leads from the workbooks.

Sales team members must be able to manually create a duplicate lead record.

You need to configure duplicate detection settings.

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

NOTE: Each correct selection is worth one point.

- A. Create a duplicate detection job for all active accounts.



- B. Set the value of **When a record is created or updated** to **on**.
- C. Set the value of **When a record is created or updated** to **off**.
- D. Set the value of **Enable duplicate detection** to **off**.
- E. Set the value of **During import** to **on**.

Correct Answer: AE

Section: Manage Entities and Data Explanation

Explanation/Reference:

QUESTION 17

DRAG DROP

You import data into Dynamics 365 for Customer Service by using the Import Data wizard.

Errors occur when you try to import the following data lines:

```
"Fabrikam, Inc.", "123 Main Street"  
Company Name,Address,City,State/t
```

You need to identify the cause of the errors.

What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Manage Entities and Data Explanation

Explanation/Reference:

QUESTION 18

HOTSPOT

You are the system administrator for Dynamics 365. You add a custom URL field for the Account entity.

You need to make changes to a custom field.

Which four fields can you change after the initial change? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Manage Entities and Data Explanation

Explanation/Reference:

QUESTION 19

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.



Why is the user unable view all available data?

- A. You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- B. You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- C. You created a chart in Dynamics 365 Customer Engagement and exported the chart.
- D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

Correct Answer: D

Section: Manage Entities and Data Explanation

Explanation/Reference:

QUESTION 20

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type.

What should you use?

- A. Parental
- B. Restrict
- C. Referential
- D. Referential, Restrict Delete

Correct Answer: A

Section: Manage Entities and Data Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships#relationship-behavior>

QUESTION 21

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

Which four actions should you perform in sequence? 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:

Section: Manage Entities and Data

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-contacts-leads>

QUESTION 22

HOTSPOT

You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.

Team	Requirement
Sales	Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.
Marketing	The marketing team must save a snapshot of Dynamics 365 data in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.
Information Technology	The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.
Customer support	The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.

You need to select an Excel option to meet the needs of each team.

Which Excel option should be deployed for each team? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Team

Option

Sales

- Use Excel Online.
- Export to an Excel static worksheet.
- Export to an Excel dynamic worksheet.

Marketing

- Use Excel Online.
- Export to an Excel static worksheet.
- Export to an Excel dynamic worksheet.

Information Technology

- Export to an Excel static PivotTable.
- Export to an Excel static worksheet.
- Export to an Excel dynamic worksheet.

Customer Support

- Export to an Excel static PivotTable.
- Export to an Excel static worksheet.
- Export to an Excel dynamic worksheet.

Correct Answer:

Answer Area	Team	Option
	Sales	<div>▼</div> <div>Use Excel Online.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
	Marketing	<div>▼</div> <div>Use Excel Online.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
	Information Technology	<div>▼</div> <div>Export to an Excel static PivotTable.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
	Customer Support	<div>▼</div> <div>Export to an Excel static PivotTable.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>



Section: Manage Entities and Data Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/export-data-excel>

QUESTION 23

HOTSPOT

You are a Dynamics 365 for Customer Service administrator. You install the Gamification solution for Dynamics 365.

Users must be granted the minimum privileges required to perform tasks.

You need to assign minimal security roles to users.

Which security roles should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<div>▼</div> <div>Game Manager</div> <div>Microsoft 365 Global Administrator</div> <div>Dynamics 365 System Administrator</div>
Manage security roles.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>Dynamics 365 System Administrator</div>
Create games and KPIs.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>User</div>
Follow active players statistics.	<div>▼</div> <div>Game Manager</div> <div>Teams Member</div> <div>User</div>
Import players and fans from Dynamics 365.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>Dynamics 365 System Administrator</div>

Correct Answer:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<div>▼</div> <div>Game Manager</div> <div>Microsoft 365 Global Administrator</div> <div>Dynamics 365 System Administrator</div>
Manage security roles.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>Dynamics 365 System Administrator</div>
Create games and KPIs.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>User</div>
Follow active players statistics.	<div>▼</div> <div>Game Manager</div> <div>Teams Member</div> <div>User</div>
Import players and fans from Dynamics 365.	<div>▼</div> <div>Game Manager</div> <div>Commissioner</div> <div>Dynamics 365 System Administrator</div>

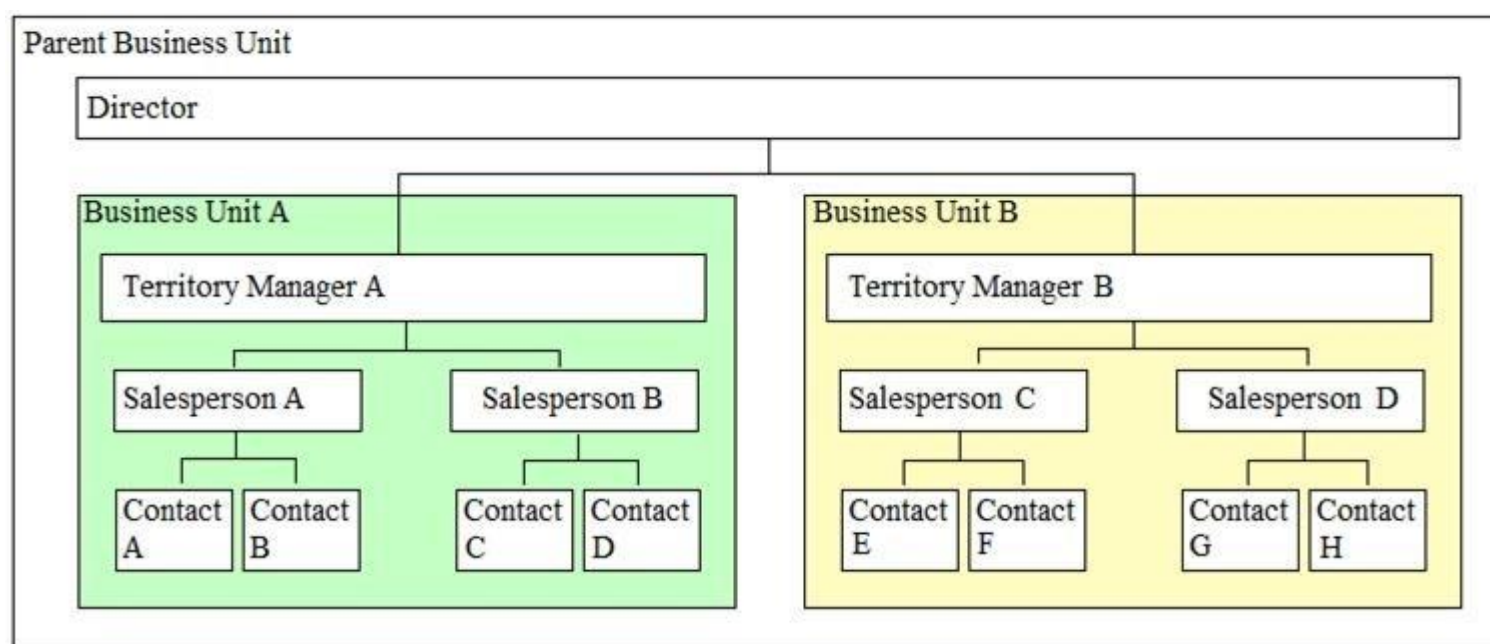
Section: Implement Security
Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/gamification/understand-security-roles>

QUESTION 24
HOTSPOT

You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question

Which security type ensures only Salesperson A can view Contact A?

Which hierarchy allows Territory Manager B to see information from Salesperson B?

Answer Choices

▼
user
field
record ownership

▼
Parent
Manager
Position

Correct Answer:

Answer Area**Question**

Which security type ensures only Salesperson A can view Contact A?

Which hierarchy allows Territory Manager B to see information from Salesperson B?

Answer Choices

▼
user
field
record ownership

▼
Parent
Manager
Position

Section: Implement Security**Explanation****Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security>

QUESTION 25**HOTSPOT**

You are a Microsoft 365 administrator. You create a Dynamics 365 online tenant in the environment.

You must assign users into Office 365 security roles using the principle of least privilege.

You need to assign security roles for users.

Which role should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Minimum Office 365 role
Configure server-side synchronization within Dynamics 365.	<div>▼</div> <div>global administrator</div> <div>user (no administrator access)</div> <div>Dynamics 365 service administrator</div> <div>service administrator</div>
Allocate Dynamics 365 licenses to users.	<div>▼</div> <div>global administrator</div> <div>user (no administrator access)</div> <div>Dynamics 365 service administrator</div> <div>service administrator</div>
Configure a new Dynamics 365 Customer Engagement instance.	<div>▼</div> <div>global administrator</div> <div>user (no administrator access)</div> <div>Dynamics 365 service administrator</div> <div>service administrator</div>
Back up and restore Dynamics 365. Add new accounts to Dynamics 365 for Sales.	<div>▼</div> <div>global administrator</div> <div>user (no administrator access)</div> <div>Dynamics 365 service administrator</div> <div>service administrator</div>

Correct Answer:

Answer Area

Requirement

Minimum Office 365 role

Configure server-side synchronization within Dynamics 365.

▼
global administrator
user (no administrator access)
Dynamics 365 service administrator
service administrator

Allocate Dynamics 365 licenses to users.

▼
global administrator
user (no administrator access)
Dynamics 365 service administrator
service administrator

Configure a new Dynamics 365 Customer Engagement instance.

▼
global administrator
user (no administrator access)
Dynamics 365 service administrator
service administrator

Back up and restore Dynamics 365.
Add new accounts to Dynamics 365 for Sales.

▼
global administrator
user (no administrator access)
Dynamics 365 service administrator
service administrator

Section: Implement Security Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-tenant>

QUESTION 26 You are a Dynamics 365 for Customer Service system administrator for a company.

The vice president of sales must be able to read account data for her business unit and other business units that report to her.

You need to configure the minimum level of access for the read privilege on the Account entity.

Which access level should you assign?

- A. Business Unit
- B. Organization
- C. User
- D. Parent: Child Business Unit

Correct Answer: D
Section: Implement Security
Explanation

Explanation/Reference:

QUESTION 27
DRAG DROP

You are a Dynamics 365 Customer Engagement administrator.

A compliance audit identifies two fields in violation of the corporate information security policy.

You need to control access to high business impact fields to meet information security policies.

What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once. **NOTE:** Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Implement Security
Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/security-concepts>

QUESTION 28 You are a Dynamics 365 for Customer Service system administrator.

You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook.

You need to ensure Flow will trigger on the Opportunity entity.

What should you do?

- A. Enable connections.
- B. Add the timeline control.
- C. Enable business process flow.
- D. Enable change tracking.

Correct Answer: A
Section: Implement Integration **Explanation**

Explanation/Reference:

QUESTION 29 You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer.

The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline.

You need to make the tab visible.

What is the first action you should perform?

- A. Enable the entity for Microsoft SharePoint document management.
- B. Grant access in the user's security role.



- C. Check document management for the entity in the default solution.
- D. Grant access under the user's product licenses.

Correct Answer: A

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365>

QUESTION 30

DRAG DROP

You have the following customers: CustomerA, CustomerB.

The customers report the following issues:

Customer	Email environment	Issue description
CustomerA	On-premises Exchange Server	The customer can track received email but cannot send email from Dynamics 365
CustomerB	Exchange Online	The customer cannot send or receive emails from Dynamics 365

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/connect-exchange-server-on-premises>

QUESTION 31

You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook.

The sales team reports the following synchronization issues between Dynamics 365 and Outlook:

- Microsoft PowerPoint presentations are missing from meeting invitations that are sent from Dynamics 365.
- Outlook task lists are not visible in Dynamics 365.

You need to enable system settings to help address these issues.

Which two settings should you enable? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point. A.

Exchange folder-level tracking.

- B. Synchronize appointment attachments with Outlook or Exchange.
- C. Synchronize tasks that assigned in Outlook.
- D. Go Offline

Correct Answer: BC

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-addin/admin-guide/configure-synchronization-appointments-contacts-tasks>

QUESTION 32

You create and share a Microsoft Flow button for the Account entity. The button sends a Microsoft Teams meeting invitation from Dynamics.

Which users can view the flow button run history?

- A. Each user can only view their run history.
- B. System administrator may only view the run history.
- C. Only the user who creates the button can view the run history for all users.
- D. Every user can view all run history.
- E. People with the appropriate role can see all run history.

Correct Answer: C

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/flow/share-buttons>

QUESTION 33

HOTSPOT

You are a Dynamics 365 for Customer Service system administrator. You have a production instance named Organization1 that is integrated with an ERP system. When a new account is created in the ERP system, an account is created in Organization1 and with the ERP Account field set to **Yes**.

When the field value is set, an account must be created in a separate production instance named Organization2.

You need to use Microsoft Flow to create the account.

How should you configure the flow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

When a record is created ...

* Organization Name
 Organization1
 Organization2
 Accounts

* Entity Name
 Organization1
 Organization2
 Accounts

Condition ...

is equal to
 When a record is created > ERP Account
 Create a new record > ERP Account
 Collapse condition
 Edit in advanced mode

If yes

Create a new record ...

* Organization Name
 Organization1
 Organization2
 Accounts

* Entity Name
 Organization1
 Organization2
 Accounts

Add an action

If no

Add an action

Correct Answer:

Answer Area

When a record is created ...

* Organization Name
 Organization2
 Accounts

* Entity Name
 Organization2
 Accounts

Condition ...

is equal to
 Create a new record > ERP Account
 Collapse condition
 Edit in advanced mode

✓ If yes

Create a new record ...

* Organization Name
 Organization2
 Accounts

* Entity Name
 Organization2
 Accounts

Add an action

If no

Add an action

Section: Implement Integration Explanation

Explanation/Reference:

QUESTION 34
 DRAG DROP

You are a Dynamics 365 for Customer Service system administrator. Sales team members work remotely disconnected from the internet at times.

Sales team members need to store documents in the cloud when they are online and share the documents with others with the appropriate permissions.

You need to configure Microsoft OneDrive for Business within Dynamics 365 to meet the requirements.

Which three actions should you perform in sequence? 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:

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/enable-onedrive-for-business>

QUESTION 35 You manage the Dynamics 365 for Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Exchange Online
- E. Microsoft Skype for Business



Correct Answer: BDE

Section: Implement Integration Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

QUESTION 36

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 a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select **optimize** for log items that have optimizations available and that have a positive operational impact percentage.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 37

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 a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select **optimize** for log items to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:



QUESTION 38

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 a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select **optimize** for log items that have optimizations available and an operational impact of zero percent.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 39

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note.

You need to find the note.

Solution: Use Categorized Search to search for the word **run**.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 40

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note.

You need to find the note.

Solution: Use Relevance Search to search for the word **run**.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 41

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note.

You need to find the note.

Solution: Use Quick Find Search on the Notes list to search for the word **run**.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 42

You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update.

You must assign the cloned solution a new version number using the Microsoft recommended versioning system.

You need to set the version number for the new solution.

Which version number should you set?

- A. 2.4.3.7
- B. 2.5.0.1
- C. 2.5.3.6
- D. 3.1.2.7

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation



Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates>

QUESTION 43 You manage a Dynamics 365 for Customer Service instance.

You must modify the unit price from two decimal places to four decimal places.

You need to ensure the unit price displays with four digits after the decimal.

What should you configure?

- A. Currency Precision to use four decimal places.
- B. Base Currency to use four decimal places.
- C. Currency field type to whole number.
- D. Currency Conversion to use four decimal places.

Correct Answer: A

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 44

You manage Dynamics 365 for Customer Service Development, Test, and Production instances. You use an unmanaged solution to develop customizations and deploy the customizations to a Production instance.

Several deployed customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain.

You need to remove the customizations.

What should you do?

- A. Change the publisher settings.
- B. Install the previous solution.
- C. Manually remove each customization.
- D. Change the version number on the unmanaged solution to the previous version.

Correct Answer: C

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 45 You manage a Dynamics 365 for Customer Service instance.

You need to add Voice of the Customer to the instance.

What should you do?

- A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
- B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer.
- C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance.
- D. Search AppSource for Voice of the Customer. Import the solution.
- E. Add the correct role to each user to allow them to use the Voice of the Customer solution.

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

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

QUESTION 46

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities.

You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

Which five actions should you perform in sequence? 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:

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 47

DRAG DROP

You are a Dynamics 365 system administrator.



You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.

You need to migrate the custom entity and data to a Production instance.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Perform Solutions Deployment and Testing
Explanation

Explanation/Reference:

QUESTION 48

You are a Dynamics 365 for Customer Service developer. You create a custom entity and add custom fields to the case entity.

You must create a solution to include only the custom entity and case entity changes. The solution must allow import and export without errors.

You need to create the solution.

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

NOTE: Each correct selection is worth one point.

- A. Add an existing unused entity to the solution. Rename the entity to the custom entity. Add fields needed for the case entity.
- B. Create a case entity in the new solution and add the custom fields to the new case entity.
- C. Create the custom entity and custom fields in the case entity within the default solution.
- D. Create the custom entity in the new solution and add the appropriate fields, forms, and views.
- E. Create a new solution and add the entity named Case to the solution. Add the custom fields to the case entity.

Correct Answer: DE

Section: Perform Solutions Deployment and Testing
Explanation

Explanation/Reference:

QUESTION 49

You are a Dynamics 365 for Customer Service developer. You import a solution that was exported from the Sandbox instance into the Production instance.

You receive errors during import.

You need to identify and resolve the errors.

What should you do?

- A. Put in a service request to turn tracing on the servers.
- B. Download the log file and review the log file for errors. Fix the cause of the errors and reimport the solution.
- C. Export the solution from the Sandbox instance and re-import the solution into the Production instance.
- D. Open the solution.zip file and read the solution.xml file. Delete the lines in the file that cause the import errors.

Correct Answer: B

Section: Perform Solutions Deployment and Testing
Explanation

Explanation/Reference:

QUESTION 50

DRAG DROP

You manage Dynamics 365 instances as shown in the exhibit below.

INSTANCES
UPDATES
SERVICE HEALTH
BACKUP & RESTORE
APPLICATIONS

Manage your Dynamics 365 instances

Region: North America (NA)
Instance Type: All

NAME	STATE	REGION	INSTANCE TYPE
EMEA	ready	North America (NA)	Production
North America	ready	North America (NA)	Production
North America (Sandbox)	ready	North America (NA)	Sandbox
	instance to configure		Production
	instance to configure		Sandbox
	instance to configure		Sandbox

You configure EMEA as a new Production instance. The EMEA instance must use the same configuration as the North America instance. The EMEA instance must not include any data from North America.

You need to configure the EMEA instance by using the Dynamics 365 administration center.

Which three actions should you perform in sequence? 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:

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/copy-instance>

QUESTION 51

DRAG DROP

You manage a Dynamics 365 environment. You create a global option set for a custom solution.

You observe the following issues with the global option set:

- The default prefix is incorrect.
- The option set value is too long.

You need to change the option set value and ensure the correct prefix is used.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/change-solution-publisher-prefix>

QUESTION 52

You are a Dynamics 365 for Customer Service system administrator for a Sandbox and a Production instance.

A user forgets to sign out from a shared device connected to a Production instance. A second user makes changes to records using the credentials of the first user.

You need to implement user session timeouts to prevent this type of issue from recurring. Where

should you configure this feature?

- A. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant
- B. each user in Microsoft 365 admin center
- C. each user in Dynamics 365
- D. each Dynamics 365 instance

Correct Answer: D

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:



QUESTION 53 You are a Dynamics 365 for Customer Service developer.

You need to configure a new solution.

What should you configure in the new solution?

- A. Prefix "new_ "
- B. Package type
- C. Publisher
- D. Installed date

Correct Answer: C

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 54 You are a Dynamics 365 for Customer Service system administrator.

Users report that a subgrid from the Onsite Goals custom entity takes a very long time to load on the Account records page.

You need to improve the query load time and optimize the Onsite Goals entity.

Which action should you perform?

- A. In an Internet browser, in the browser options, set the option to retain browser history.
- B. In the Data Perform view, use the Optimize functions.
- C. In System Jobs, resume paused system jobs.

D. In the Dynamics 365 Diagnostic tool, run the diagnostic test.

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 55

You are a Dynamics 365 for Customer Service system administrator. You set up server-side synchronization. You plan to deploy the Dynamics 365 App for Outlook after users have received training.

Users do not have administrator rights.

You need to identify which method you would use to deploy Dynamics 365 App for the trained users.

Which method will accomplish this goal?

- A. Push the App for Outlook to all eligible users from the Dynamics 365 administration center.
- B. Have users install themselves directly from the Dynamics 365 Settings area.
- C. Have users install themselves from the personal Settings area.
- D. Push the App for Outlook to only select users from Dynamics 365 Settings area.
- E. Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area.

Correct Answer: D

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:



QUESTION 56

You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 storage limit.

You perform the following actions to free up space:

- Delete known items that use large amount of storage.
- Perform bulk deletes on suspended system jobs.
- Delete audit logs older than six months old.
- Delete email attachments older than two years old.

The total storage used indicator shows that the storage amount has not changed after you perform the actions.

You need to determine why the storage amount has not changed.

What is the cause?

- A. The current audit log cannot be deleted.
- B. Email attachments can only be deleted when the associated email is deleted.
- C. The system can take up to 24 hours to update storage information.
- D. Suspended workflows are in a waiting state, therefore cannot be deleted.

Correct Answer: C

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/free-storage-space>

QUESTION 57

DRAG DROP

You provide add-on components for Dynamics 365. The deployment requirements for many add-ons are different.

You need to ensure that you meet the deployment requirements for add-ons.

Which solution types should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

