Number: MB-200
Passing Score: 800
Time Limit: 120 min

MB-200

Microsoft Dynamics 365 Customer Engagement Core (beta)

Question Set 1

QUESTION 1
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.

should you configure app permissions?

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

Correct Answer: B
Section: [none]
Explanation

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

QUESTION 2
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: [none]
Explanation

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

QUESTION 3
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: [none]
Explanation

Explanation/Reference:

QUESTION 4
DRAG DROP

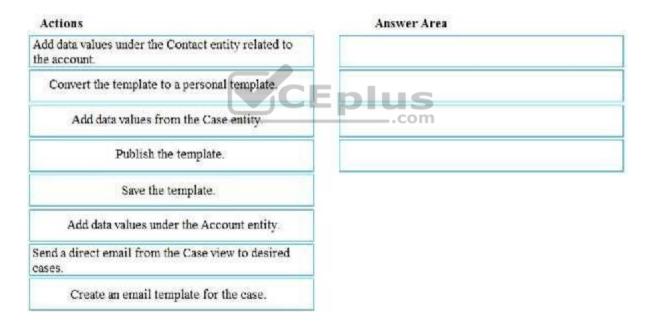You are a Dynamics 365 for Customer Service administrator for a help desk.

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

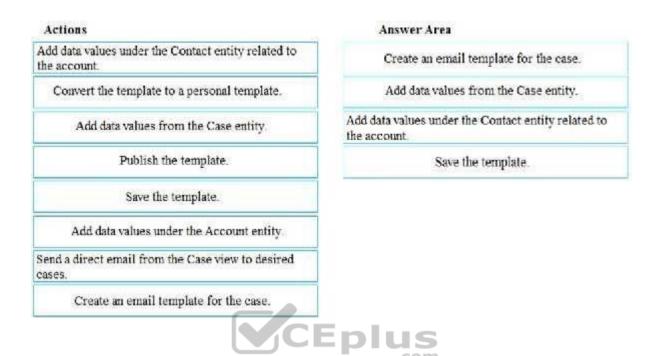You need to create an email template for the system.

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	Answer Area
Add data values under the Contact entity related to the account.	Create an email template for the case.
Convert the template to a personal template.	Add data values from the Case entity.
Add data values from the Case entity.	Add data values under the Contact entity related to the account.
Publish the template.	Save 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.	

Section: [none]
Explanation

Explanation/Reference:

QUESTION 5
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 administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Change Elisabeth's username in the user record from Dynamics 365.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:
References: https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-a-user-record-in-mi

QUESTION 6
You are a Dynamics 365 for Customer Service system administrator.

Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

A. Templates area
B. System Settings
C. App Designer
D. Advanced Find

Correct Answer: C
Section: [none]
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-app-designer

QUESTION 7
You are a Dynamics 365 Customer Service system administrator. You export a solution containing customization from the development environment and import the solution into a quality assurance environment.

You need to allow removal of the customization and solution from the quality assurance environment.

What should you do?

A. Export the solution as managed.
B. Update the publisher prefix to new.
C. Publish all customizations.
D. Export the solution as unmanaged.

Correct Answer: D
Section: [none]
Explanation

Explanation/Reference:

Testlet 2

Case Study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other question on this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study
To display the first question on this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Background

Current processes

Dynamics 365

Lamna has been using Dynamics 365 and Microsoft Office 365 for three years. Access to Dynamics 365 is limited to childcare workers. Support staff only have access to Office 365 applications.

There is a high turnover rate among childcare workers, so there is often a rush to hire replacements. Childcare workers are often hired on weekends and start work the following Monday.

The administrator maintains a list of apps that are approved for use and makes the list available to all Dynamics 365 users.

Child registration

When a parent registers a child, workers collect information such as known allergies, emergency contact information, list of medications, and scans of signed consent forms for the child. Additional information is collected through the year including field trip consent forms and an annual feedback.

Intake

Every day an employee records each child's arrival time, departure time, and the name of the person who picked up the child in an attendance log. Each record includes a field to enter emergency contact information for the child. This field often remains blank since the childcare worker is too busy to populate this information.

Attendance records are created from a child record. The supervisor reviews an attendance log at the end of day for each team of workers.

Reports

Reports are created from Microsoft Word templates for the healthcare workers and documents are stored in Microsoft SharePoint.

You create a Child Attendance report and complete testing of the report in a sandbox environment. The report is ready for deployment to the production environment.

Requirements

Attendance

The child attendance log must be accessible by all staff members. A Child Attendance report is also required, as this information is often accessed at the parent's request. All fields for collecting additional information must be hidden by default.

In order to make the process of recording attendance information more efficient, workers must create an attendance record for each child and add the child to the record.

If a child is not picked up by 6:00pm, a text message must be sent to the parents notifying them of additional charges for late pickup. Microsoft Flow is used

to deliver text messages to parents about additional charges for late pickup. **Medication**

Complex information such as medications must be contained in a sub-grid on the child's record.

When children change age groups, all of their records must be available to the new team of childcare workers. A child's medication record must no longer be viewable by the previous group of childcare workers.

System customization

All customization and testing are performed in the sandbox environment and then moved to production. To simplify management of Dynamics 365, Lamna Healthcare keeps all components in the default solution but maintains a unique prefix. Dynamics is a non-code environment.

Option sets must be used whenever possible. For example, the allergies field displays a list of common allergies. You must include an option named **Other** in each option set to allow users to enter a value that is not available in the option set. When Other is selected, the form must display a text field that requires entry.

Problem statements

Parents of a child named Elizabeth recently changed her surname. The parent hands in a field trip consent form that includes the new surname. The support worker cannot find the child in the system.

Users report having to sign back into the system very frequently, often multiple times during the course of a period of usage.

When children move to new age groups, medication records for the child are not visible to the new group's childcare workers.

QUESTION 1
You need to set up annual surveys.

What should you do?

A. Enable Voice of the Customer.
B. Use dialogs.
C. Enable Customer Insights.
D. Install a custom workflow solution.

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey

QUESTION 2
You need to ensure that attendance records contain the proper default values.

What should you do?

A. a workflow
B. a field mapping
C. a business process flow
D. a business rule

Correct Answer: B
Section: [none]
Explanation
Explanation/Reference:

Question Set 1

QUESTION 1
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: [none]
Explanation

Explanation/Reference:

QUESTION 2

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: [none]
Explanation

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

QUESTION 3
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 developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create a diagram that shows the following information: application ribbon, entity fields, entity form, message, option set, site map, and web resources.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B

Section: [none]
Explanation

Explanation/Reference:

QUESTION 4
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 developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create an entity relationship diagram. Model ownership, one-to-one, one-to-many, and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:

QUESTION 5
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 developing a Dynamics 365 app for a blank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Generate entity diagrams by using the metadata diagram tool.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:

QUESTION 6
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 administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
Question Set 1

QUESTION 1
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: [none]
Explanation

Explanation/Reference:

QUESTION 2
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 should you do first?

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: [none]
Explanation
Explanation/Reference:

QUESTION 3
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: [none]
Explanation

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

QUESTION 4
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: [none]
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/flow/share-buttons

QUESTION 5 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**.

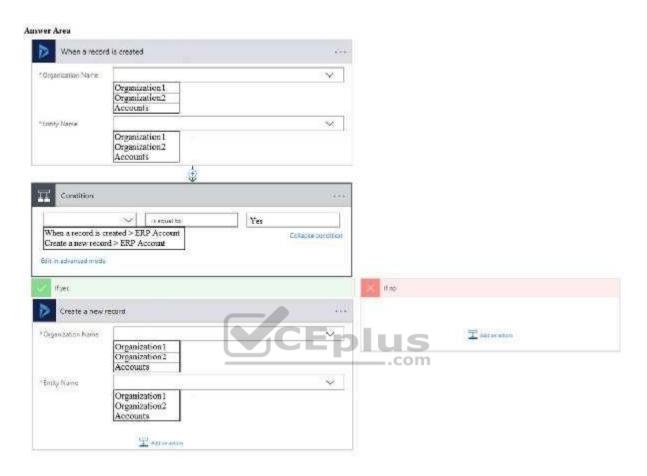When the field value is set, an account must be created in a separate production instance named Organization2.

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.

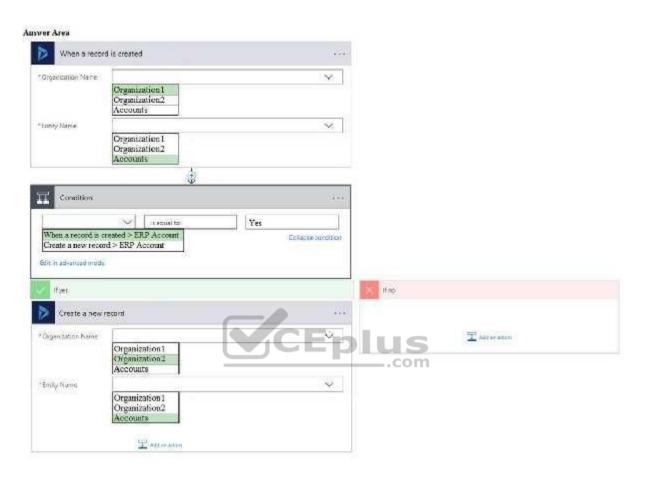**NOTE**: Each correct selection is worth one point.

Hot Area:

Answer Area

When a record is created

*Organization Name:

| Organization1 |
| Organization2 |
| Accounts |

*Entity Name

| Organization1 |
| Organization2 |
| Accounts |

Condition

| _____ ∨ | is equal to | Yes |

When a record is created > ERP Account
Create a new record > ERP Account

Collapse condition

Edit in advanced mode

| ✓ If yes | | ✕ If no |

Create a new record

*Organization Name

| Organization1 |
| Organization2 |
| Accounts |

*Entity Name

| Organization1 |
| Organization2 |
| Accounts |

Add an action

Add an action

Correct Answer:

Answer Area

When a record is created ...

*Organization Name: [⌄]
  | Organization1 |
  | Organization2 |
  | Accounts |

*Entity Name [⌄]
  | Organization1 |
  | Organization2 |
  | Accounts |

Condition ...

[⌄]   is equal to | Yes |

| When a record is created > ERP Account |
| Create a new record > ERP Account |

Collapse condition

Edit in advanced mode

✓ If yes   ✕ If no

Create a new record ...   ☰ Add an action

*Organization Name [⌄]
  | Organization1 |
  | Organization2 |
  | Accounts |

*Entity Name [⌄]
  | Organization1 |
  | Organization2 |
  | Accounts |

☰ Add an action

Section: [none]
Explanation

Explanation/Reference:

QUESTION 6
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: [none]
Explanation

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

QUESTION 7
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 Microsoft Dynamics 365 administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: From Dynamics 365, select **Email Configuration**. In the active mailbox for the user, update the name.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: [none]
Explanation
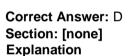
Explanation/Reference:

QUESTION 8
You are a Dynamics 365 for Customer Service system administrator.

The sales team must be able to take photos and record audio notes for use in Dynamics 365.

You need to integrate Dynamics 365 with Microsoft OneNote.

What should you do first?

A. Enable Microsoft Office 365 Groups.
B. Configure security privileges.
C. Enable Microsoft OneDrive for Business.
D. Enable server-based Microsoft SharePoint integration.

Correct Answer: D
Section: [none]
Explanation

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

QUESTION 9
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 view all available data?

A. You exported a static worksheet and the columns are automatically hidden from other users.

B. You exported a dynamic worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.

C. You selected the **This Page Only** option and exported a static worksheet.

D. You exported a static worksheet. The user does not have the appropriated security role in Dynamics 365 to see all records.

Correct Answer: C
Section: [none]
Explanation

Explanation/Reference:

Question Set 1

QUESTION 1
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: [none]
Explanation

Explanation/Reference:

QUESTION 2
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: [none]
Explanation

Explanation/Reference:

QUESTION 3
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: [none]
Explanation

Explanation/Reference:
QUESTION 4
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: [none]
Explanation

Explanation/Reference:

QUESTION 5
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: [none]
Explanation

Explanation/Reference:

QUESTION 6
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: [none]
Explanation

Explanation/Reference:

QUESTION 7
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: [none]
Explanation

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

QUESTION 8
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: [none]
Explanation

Explanation/Reference:
QUESTION 9

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: [none]
Explanation

Explanation/Reference:

QUESTION 10
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: [none]
Explanation
Explanation/Reference:

References:

QUESTION 11
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:

Actions		Answer Area
Select the Production instance and select **Backup & Restore**.		
In Microsoft Office 365 admin center, select the **Instance** tab.		
In the Copy Instance page, select **Copy**.		
Select **Full Copy**.		
Select the Production instance and click **Copy**.		
Select **Minimal Copy**.		
Select the Target instance.		
In Dynamics 365 admin center, select the **Instance** tab.		

Correct Answer:

Actions	Answer Area
Select the Production instance and select **Backup & Restore**.	In Dynamics 365 admin center, select the **Instance** tab.
In Microsoft Office 365 admin center, select the **Instance** tab.	Select the Production instance and click **Copy**.
In the Copy Instance page, select **Copy**.	Select the Target instance.
Select **Full Copy**.	Select **Minimal Copy**.
Select the Production instance and click **Copy**.	In the Copy Instance page, select **Copy**.
Select **Minimal Copy**.	
Select the Target instance.	
In Dynamics 365 admin center, select the **Instance** tab.	

Section: [none]
Explanation

Explanation/Reference:

QUESTION 12
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: [none]
Explanation

Explanation/Reference:

QUESTION 13
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: [none]
Explanation

Explanation/Reference:

QUESTION 14

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: [none]
Explanation

Explanation/Reference:

QUESTION 15
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: [none]
Explanation

Explanation/Reference:

QUESTION 16
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: [none]
Explanation

Explanation/Reference:

QUESTION 17
The sales team plans to create printed materials to be handed out each month during on-site visits with clients.

The materials must include client-specific information and statistics from Dynamics 365.

You need to ensure that sales team members can create the materials.

Which technology should you implement?

A. Word template
B. marketing list
C. sales literature
D. Excel template

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
References:

https://crmbook.powerobjects.com/basics/marketing/marketing-lists/

Testlet 2

Case Study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other question on this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study
To display the first question on this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Background

Current processes

Dynamics 365

Lamna has been using Dynamics 365 and Microsoft Office 365 for three years. Access to Dynamics 365 is limited to childcare workers. Support staff only have access to Office 365 applications.

There is a high turnover rate among childcare workers, so there is often a rush to hire replacements. Childcare workers are often hired on weekends and start work the following Monday.

The administrator maintains a list of apps that are approved for use and makes the list available to all Dynamics 365 users.

Child registration

When a parent registers a child, workers collect information such as known allergies, emergency contact information, list of medications, and scans of signed consent forms for the child. Additional information is collected through the year including field trip consent forms and an annual feedback.

Intake

Every day an employee records each child's arrival time, departure time, and the name of the person who picked up the child in an attendance log. Each record includes a field to enter emergency contact information for the child. This field often remains blank since the childcare worker is too busy to populate this information.

Attendance records are created from a child record. The supervisor reviews an attendance log at the end of day for each team of workers.

Reports

Reports are created from Microsoft Word templates for the healthcare workers and documents are stored in Microsoft SharePoint.

You create a Child Attendance report and complete testing of the report in a sandbox environment. The report is ready for deployment to the production environment.

Requirements

Attendance

The child attendance log must be accessible by all staff members. A Child Attendance report is also required, as this information is often accessed at the parent's request. All fields for collecting additional information must be hidden by default.

In order to make the process of recording attendance information more efficient, workers must create an attendance record for each child and add the child to the record.

If a child is not picked up by 6:00pm, a text message must be sent to the parents notifying them of additional charges for late pickup. Microsoft Flow is used

to deliver text messages to parents about additional charges for late pickup. **Medication**

Complex information such as medications must be contained in a sub-grid on the child's record.

When children change age groups, all of their records must be available to the new team of childcare workers. A child's medication record must no longer be viewable by the previous group of childcare workers.

System customization

All customization and testing are performed in the sandbox environment and then moved to production. To simplify management of Dynamics 365, Lamna Healthcare keeps all components in the default solution but maintains a unique prefix. Dynamics is a non-code environment.

Option sets must be used whenever possible. For example, the allergies field displays a list of common allergies. You must include an option named **Other** in each option set to allow users to enter a value that is not available in the option set. When Other is selected, the form must display a text field that requires entry.

Problem statements

Parents of a child named Elizabeth recently changed her surname. The parent hands in a field trip consent form that includes the new surname. The support worker cannot find the child in the system.

Users report having to sign back into the system very frequently, often multiple times during the course of a period of usage.

When children move to new age groups, medication records for the child are not visible to the new group's childcare workers.

QUESTION 1
You need to move changes to the production environment.

What should you do?

A. Import an unmanaged solution with a default publisher.
B. Import a managed solution with a default publisher.
C. Import a managed solution with a custom publisher.
D. Import an unmanaged solution with a custom publisher.

Correct Answer: C
Section: [none]
Explanation

Explanation/Reference: