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Microsoft Dynamics 365 Fundamentals

Sections

1. Understand Dynamics 365

2. Understand cloud concepts
3. Understand deployments and releases

Exam A

QUESTION 1

You are an administrator in Dynamics 365 for Customer Engagement apps. You need to create solution components using customization tools.

Which two components can be included in a solution? Each correct answer presents a complete solution.



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NOTE: Each correct selection is worth one point.

- A. audit logs
- B. sitemap
- C. team
- D. business unit
- E. global option sets

Correct Answer: BE

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 2

This question requires that you evaluate the underlined test to determine if it is correct.

The Customer Service Hub app is available on desktop browser and on a mobile device. It can be used for managing cases and knowledge articles.

Review the underlined text. If it makes the statement correct, select “No change is needed”. If the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change needed
- B. optimizes viewing for desktop browsers only
- C. is available on a desktop browser for case management, but not for managing knowledge articles
- D. does not provide the ability to add an activity to a case on a mobile device

Correct Answer: A

Section: Understand Dynamics 365 **Explanation**

Explanation/Reference:

QUESTION 3

You need to use Microsoft Flow to perform data-management tasks when users interact with records in Dynamics 365.

Which three types of triggers can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. on demand
- B. when a record is created
- C. on request
- D. when a record is updated
- E. when a record is deleted

Correct Answer: BDE

Section: Understand Dynamics 365

Explanation

Explanation/Reference:

QUESTION 4

A company wants to automatically send a company-wide email every Sunday to remind employees to submit expenses.

You need to configure the Microsoft Flow type that requires the least amount of user interaction and the highest level of consistency.

Which Flow type should you configure?

- A. solution-aware
- B. automated
- C. scheduled
- D. business process
- E. button

Correct Answer: C

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/flow/run-scheduled-tasks>

QUESTION 5

You need to enable users to export and import data that is in bank and payroll files in Dynamics 365 for Business Central.

What should you set up?

- A. RapidStart Services
- B. payroll-transaction import
- C. Data Exchange Framework
- D. data encryption



Correct Answer: C

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-gb/dynamics365/business-central/admin-setup-and-administration>

QUESTION 6

You review your current open cases in Dynamics 365 for Customer Service.

When should you use parent/child cases?

- A. for cases for a customer who left a company and now works for a different company
- B. for cases from the same company
- C. for cases for two different customers with two different issues
- D. for cases for two different companies with the same company name

Correct Answer: B

Section: Understand Dynamics 365

Explanation

Explanation/Reference:

QUESTION 7

This question requires that you evaluate the underlined text to determine whether it is correct.

A user who can access records in Dynamics 365 for Customer Service Hub is able to access the same records in the mobile app automatically.

Review the underlined text. If it makes the statement correct, select "No change is needed". If the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed
- B. if the user's security role includes the Dynamics 365 for mobile privilege
- C. and the records can be edited
- D. but the records are read-only

Correct Answer: B

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 8

HOTSPOT

A company is considering using Dynamics 365 for Marketing.

You need to inform management about which features are available.

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design personalized experiences.	<input type="radio"/>	<input type="radio"/>
Configure portals.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design personalized experiences.	<input checked="" type="radio"/>	<input type="radio"/>
Configure portals.	<input type="radio"/>	<input checked="" type="radio"/>

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 9

You need to implement Microsoft Business Applications along with the Microsoft Power platform.

Which three Microsoft Azure services are part of the Power platform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Azure Active Directory
- B. Microsoft PowerApps
- C. Azure Machine Learning
- D. Microsoft Flow
- E. Microsoft Power BI

Correct Answer: BDE

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 10

A company deploys several preview features for Dynamics 365 for Customer Engagement.

Which statement represents the design and functionality of the preview features?

- A. Preview features are guaranteed to be production-ready.
- B. Microsoft supports all preview features.
- C. Preview features cannot be used for production purposes.

Correct Answer: B

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 11

You need to set up an automated process to create leads from a contact form on a company's website in Dynamics 365 for Sales.

What should you create?

- A. workflow
- B. Task Flow
- C. Microsoft Flow
- D. Business Process Flow

Correct Answer: C

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 12

Which three modules are included as part of Dynamics 365 for Finance and Operations Supply Chain Management? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Service hub
- B. Product information management
- C. Master planning
- D. Dynamics 365 Remote Assist
- E. Project management and accounting

Correct Answer: BCE

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/learn/modules/get-started-supply-chain-management-dyn365-supply-chain-mgmt/3-overview-scm>

QUESTION 13

Which three functions are supported in Dynamics 365 for Talent? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. area-of-responsibility management
- B. onboarding
- C. payroll processing
- D. employee expense-management
- E. applicant tracking system

Correct Answer: ABE

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 14

A Dynamics 365 administrator deploys Dynamics 365 for Marketing.

Which two components are available then using the Marketing component of Dynamics 365? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Surveys
- B. Sales Hub
- C. Voice of the Customer
- D. Customer Service Hub

Correct Answer: AC

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 15

You need to identify the benefits of Microsoft Azure cloud-based installations.

What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. disaster recovery planning
- B. ability to easily scale for increased growth
- C. business continuity
- D. ability to adhere to static cost requirements



Correct Answer: BC

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 16

You are a system administrator integrating Microsoft SharePoint on-premises and Dynamics 365 Customer Engagement in the cloud.



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Which technology should you use for this type of integration?

- A. private cloud
- B. software as a service (SaaS)
- C. public cloud
- D. hybrid cloud
- E. infrastructure as a service (IaaS)

Correct Answer: D

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 17

DRAG DROP

Match each term to its definition.

To answer, drag the appropriate term from the column on the left to its definition on the right. Each term may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:



Terms	Answer Area	Definition	Term
software as a service (SaaS)		supports the complete web application lifecycle	
platform as a service (PaaS)		an instant computing infrastructure, provisioned and managed over the internet	
infrastructure as a service (IaaS)		a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider	

Correct Answer:

Terms	Answer Area	Definition	Term
software as a service (SaaS)		supports the complete web application lifecycle	platform as a service (PaaS)
platform as a service (PaaS)		an instant computing infrastructure, provisioned and managed over the internet	infrastructure as a service (IaaS)
infrastructure as a service (IaaS)		a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider	software as a service (SaaS)

Section: Understand cloud concepts

Explanation

Explanation/Reference:



QUESTION 18

You run Dynamics 365 on-premises. Self-hosting costs are becoming prohibitive. You migrate all managed solutions and data to Dynamics 365 online and decommission all on-premises infrastructure.

You need to determine which type of cloud service model is being used.

Which type of cloud service model is being used?

- A. infrastructure as a service (IaaS)
- B. platform as a service (PaaS)
- C. hybrid deployment
- D. software as a service (SaaS)

Correct Answer: D

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 19

You run Dynamics 365 on-premises. To save on hosting costs, you virtualize all servers and migrate them to Microsoft Azure. You need to determine the types of cloud services being provided.

Which two types of cloud services are being provided? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. infrastructure as a service (IaaS)
- B. hybrid deployment
- C. software as a service (SaaS)
- D. platform as a service (PaaS)

Correct Answer: AB

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 20

You need to identify which applications can be deployed as software as a service (SaaS) in the Microsoft cloud.

Which two applications can be deployed? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 for Finance and Operations
- B. Dynamics GP
- C. Microsoft Excel
- D. Dynamics CRM 2016

Correct Answer: AC



Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 21

You run Dynamics 365 for Finance and Operations in the cloud. You make customizations using Microsoft Azure Blob storage for storing documents, Azure Logic Apps for integration, and Azure IoT Hub to collect customer sensor data.

You need to determine the type of cloud service model being used by the customizations.

Which cloud service model is being used?

- A. software as a service (SaaS)
- B. platform as a service (PaaS)
- C. infrastructure as a service (IaaS)
- D. hybrid deployment

Correct Answer: B

Section: Understand cloud concepts

Explanation



Explanation/Reference:

Explanation:

Dynamics 365 is SaaS. However, the “cloud service model being used by the customizations” (which is what this question is asking) is PaaS.

QUESTION 22

Which two Microsoft Azure functionalities are used with Dynamics 365? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Flow
- B. Lifecycle Services
- C. Azure Sphere
- D. Azure Web Apps
- E. Azure Active Directory

Correct Answer: BE

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 23

You run Dynamics 365 and line-of-business applications on-premises. Self-hosting costs are becoming prohibitive. Due to compliance regulations, Dynamics 365 Finance and Operations data must remain on-premises.

You migrate all managed solutions and Dynamics 365 Customer Engagement data to Dynamics 365 in the cloud.

You need to determine which cloud service deployment model is being used.

Which type of cloud service model is being used?

- A. Microsoft Azure Virtual Machine deployment
- B. platform as a service (PaaS)
- C. hybrid deployment
- D. software as a service (SaaS)

Correct Answer: C

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 24

A company is preparing to implement a cloud-based environment.

You need to inform management about the different types of cloud.

Which three service components are available for infrastructure as a service (IaaS)? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. network security
- B. operating systems
- C. data center



- D. servers and storage
- E. hosted applications

Correct Answer: BCD

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 25

What are two benefits of implementing Dynamics 365 for Customer Service online instead of on-premises? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. latest releases
- B. easily scalable
- C. direct SQL access
- D. upfront costs only
- E. intranet dependent only

Correct Answer: AB

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 26

A company plans to implement Dynamics 365 for Sales and Office 365.

You need to ensure that you receive the latest releases of Dynamics 365 for Sales as soon as they are available.

What type of architecture should you use?

- A. on-premises
- B. online
- C. private cloud
- D. hybrid - Office 365 in cloud and Dynamics 365 on-premises



Correct Answer: B

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 27

You need to inform management about which cloud types have computer resources that are dedicated to the company.

What are the two cloud types? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. hybrid cloud
- B. private cloud
- C. software as a service (SaaS)
- D. public cloud

Correct Answer: AB

Section: Understand cloud concepts

Explanation

Explanation/Reference:



QUESTION 28

A company has earlier versions of applications on virtual machines hosted in a company-owned data center. These applications are being used in integrations with an on-premises Dynamics 365 implementation hosted in the same data center.

You need to classify the deployment model that is being used.

Which deployment model is being used?

- A. private platform as a service (PaaS)
- B. private infrastructure as a service (IaaS)
- C. public infrastructure as a service (IaaS)
- D. private software as a service (SaaS)

Correct Answer: B

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 29

You are a system administrator for an organization that has Dynamics 365 for Sales and Dynamics 365 for Customer Service.

A user who logs in to the Microsoft 365 portal sees only Dynamics 365 for Sales. You need to enable the user to see Dynamics 365 for Customer Service.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. In Dynamics 365 model driven apps, enable the features
- B. In PowerApps, create the application
- C. Type the URL of the web application for Dynamics 365 for Customer Service
- D. Assign the correct security role to the user's ID
- E. Add the correct licensing to the user ID in Active Directory



Correct Answer: DE

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 30

A risk-averse company wants to implement Dynamics 365 for Finance and Operations.

You need to recommend the appropriate software release cycle.

Which software release should you recommend?

- A. targeted release (Preview)
- B. first release (Production)
- C. standard release
- D. finance and operations team

E. feature teams

Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide>

QUESTION 31

Microsoft releases a major update to the Dynamics 365 applications.

You need to acquire a detailed list of new features and improvements in the new release.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. View the appropriate release notes
- B. In Lifecycle Services, visit the Preview feature management section
- C. On docs.microsoft.com, view the page titled **What's new in Dynamics 365**
- D. In the product's Help, view the section titled **What's new**

Correct Answer: CD

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 32

HOTSPOT

You operate a Dynamics 365 for Customer Engagement environment.

You need to determine the security types used to secure different resources.

Which security type is used for each capability? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Capability	Security type
Group privileges per a user's job responsibilities.	<div><div></div><div>role-based record-based field-level</div></div>
Give access rights to an individual customer.	<div><div></div><div>role-based record-based field-level</div></div>
Provide access to one value on a form.	<div><div></div><div>role-based record-based field-level</div></div>

Correct Answer:

Answer Area

Capability
Group privileges per a user's job responsibilities.
Give access rights to an individual customer.
Provide access to one value on a form.

Security type

role-based	record-based	field-level
role-based	record-based	field-level
role-based	record-based	field-level

Section: Understand deployments and releases
Explanation

Explanation/Reference:

QUESTION 33

A company needs to assess the current General Data Protection Regulation (GDPR) compliance for its Dynamics 365 and Microsoft 365 Office implementations.

You need to recommend a tool to help manage GDPR compliance activities. You also need to provide a compliance score with managed actions for both the company and Microsoft.

Which tool should you recommend?

- A. Microsoft Trust Center
- B. Detailed Assessment toolkit
- C. Compliance Manager
- D. Service Trust Portal

E. control mapping

Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/office365/securitycompliance/meet-data-protection-and-regulatory-regs-using-microsoft-cloud>

QUESTION 34

You need to authenticate users to Dynamics 365 for Customer Engagement apps.

What are three supported security models for authentication? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. claims-based
- B. Active Directory Domain Services
- C. OAuth 2.0
- D. Active Directory Federation Services
- E. Microsoft Azure Active Directory
- F. OAuth 1.0



Correct Answer: ABC

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/authenticate-users>

QUESTION 35

A company needs to follow General Data Protection Regulation (GDPR) document compliance requirements for its European operations.

You need to identify which Dynamics 365 application has built-in privacy-by-design methodologies.

Which application meets the goal?

- A. Dynamics 365 for Retail

- B. Dynamics 365 for Customer Service
- C. Dynamics 365 for Finance and Operations
- D. Dynamics 365 for Business Central

Correct Answer: D

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://dynamics.microsoft.com/en-gb/business-central/capabilities/>

QUESTION 36

A risk-averse company wants to implement Dynamics 365 for Finance and Operations.

You need to recommend the appropriate software release cycle.

Which software release should you recommend?

- A. targeted release (Preview)
- B. first release (Production)
- C. general availability
- D. finance and operations team
- E. feature teams



Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 37

Which two components are configured in an existing security role in Dynamics 365 for Customer Engagement? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. business unit
- B. access level
- C. privilege
- D. action

Correct Answer: BC

Section: Understand deployments and releases

Explanation

Explanation/Reference:

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

QUESTION 38

You need to identify how Dynamics 365 Customer Engagement installations and updates are deployed online and on-premises.

Which statement applies to how installations and updates are deployed?

- A. Updates are automatically pushed by Microsoft for both on-premises and online.
- B. Sandboxes are automatically available for configuration in both on-premises and online instances.
- C. The on-premises release cycle for Dynamic 365 is available within a few weeks of the online release cycle.
- D. The number of custom entities are unlimited on-premises but not online.

Correct Answer: D

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 39

Several company employees need access to Dynamics 365 for Finance and Operations for expense entry purposes only.

You need to add the most restrictive license.

What should you do?

- A. Get a User Subscription License (User SL) and give full user access

- B. Get Licensed with Dynamics 365 Team Members
- C. Get licensed with a Dynamics 365 Application subscription
- D. Get a Device Subscription License (Device SL)

Correct Answer: B

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 40

A university is implementing Dynamics 365 for Customer Engagement.

You need to purchase the minimum number of full licenses.

How many licenses should you purchase?

- A. 5
- B. 10
- C. 15
- D. 20



Correct Answer: A

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 41

A company has 175 Dynamics 365 for Finance and Operations users.

You need to identify which educational opportunities are available for the company through the Microsoft FastTrack program.

Which three opportunities are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. workshops

- B. new feature reviews
- C. upgrade assessment
- D. TechTalks
- E. performance guidance

Correct Answer: ACD

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/fin-and-ops/get-started/fasttrack-dynamics-365-overview>

QUESTION 42

A company plans to implement Dynamics 365 for Finance and Operations.

You need to grant permissions for all users.

Which permission type should you use?

- A. field-level security
- B. team security
- C. role-based security
- D. licensing
- E. Office 365 Groups



Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/sysadmin/role-based-security>



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