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Number: MB-600  
Passing Score: 800  
Time Limit: 120 min  
File Version: 1.0



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MB-600

Microsoft Power Apps + Dynamics 365 Solution Architect (beta)



Version 1.0

## Testlet 1

### Case study

#### Background

Bellows College is a prison program that offers classes to help rehabilitate inmates. The classes teach post-secondary skills to provide more job opportunities for when inmates leave prison. The college stores most information on spreadsheets and in email.

The college wants to implement Dynamics 365 Customer Service so that all locations can look up current data on one unified system.

Three levels of inmates attend the college:

- misdemeanor
- major
- federal

Employees of Bellows College consist of the following:

- wardens: supervisors of the guards
- guards: single contributors to the system
- chief: in charge of the whole college

Each inmate level has two wardens and one chief. Twenty-five guards report to each warden.

#### Current environment

Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets. Spreadsheets are also used for registration, tracking and for listing the available classes.

Microsoft Office 365 was implemented last year for email.

#### Inmates

- Misdemeanor and federal inmates can attend any classes available.
  - Major inmates can attend only online classes.
  - Inmates must open a ticket with the college to register for a class.
  - Inmates have homework assignments that they load to a Microsoft SharePoint
- All inmates have an email address on Office 365 in the same tenant.

#### Requirements

##### General

- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
  - All class lists must be brought into the new system with inmate assignments kept intact.
  - All special instructions are in separate files on an integrated SharePoint server attached to the class record.
  - Homework will be held in a Microsoft Azure Blob Storage.
  - Once an inmate is registered, an email needs to be sent to the inmate.
  - The system must have a live help function that uses chat (CafeX).
  - The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.
  - All data older than five years has been maintained in a Microsoft SQL Server database.

Every six months the college receives a new guard list in a CSV file. **Output**

Wardens need to see statistics on one page on a daily basis.

A graph of how many inmates have taken classes in the last month, quarter, and year.

The ability to click on the graph and get details about each class.

A list of inmates who have not taken any classes in the last month.

A list of classes that have low registration for the last month and quarter.

#### Data visibility

- Wardens should be able to see only the information their guards put into the system.
- Chiefs should be able to see all data in the system.
- Guards should be able to see only their own record.
- Inmates should be able to see only their own classes and no one else's information.

#### Go-live plans

- All previous data needs to be in the system before going live.
- The college needs to ensure that going live is completed in the time allotted.

#### Issues

In the primary test for data integration, the following issues arise:

- Inmate names come in with last names in the first name column.
- Registration numbers come incorrectly.
- Inmates report seeing different registration forms.

#### QUESTION 1

You need to recommend the correct tool for both wardens and stakeholders to use.

What should you recommend?

- A. AI Builder
- B. Power BI
- C. Out-of-the-box reports in Dynamics 365 Customer Service
- D. Dynamics 365 Customer Service dashboards



**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 2** You need to determine which legacy data sources the college should continue to use.

Which two data sources should you recommend? Each correct answer presents a partial solution.

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

- A. CSV file
- B. proprietary database
- C. SQL database
- D. Excel

**Correct Answer:** AC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### Testlet 2

## Case study

### Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

### Current environment

- The company uses Microsoft Office 365.
- The company has a custom app for managing and tracking passenger luggage. The app uses Common Data Service
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

### Requirements

#### Environment

- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee
  - Minimize the use of third-party products and custom development.
  - Reduce customer support call volumes by having the system automatically resolve common issues.
  - The security role for agents must contain the privileges in the default Customer Service Representative security role.
  - Log issues as cases. The case form must show variable sections based on the case type.
  - Include a custom entity named Seats and grant agents access to the entity.
- Application user layout should be role specific.

#### Agents

- You must standardize the format used by agents to enter customer phone numbers.
- Agents need a solution to replace paper reservation checklists.
- Agents need dashboards to show a current count of all reservations on the entity.
- Agents need a way to track reservation issues.
- Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
- Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
- Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.



#### IT

- IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
  - IT staff needs a system that is easy to navigate to active cases.
  - IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
- IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

#### Management

- Management requires paginated reports for stakeholders.
- Management wants to provide frequent flyers with better service when the flyers call.
- Managers need to see all customer dashboards at the top of their menu on their mobile device.

#### Maintenance

- Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
- All vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

**QUESTION 1** You need to provide the IT specialists with design diagrams.

What should you provide?

- A. Dynamics 365 Product Visualize
- B. AI Builder
- C. Business process modeler (BPM)
- D. Entity relationship diagram (ERD)

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 2** You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for all users
- B. one app for each role
- C. one app for each team
- D. one app for each user

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

### Question Set 3

#### QUESTION 1

**Note:** This question is part of 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.**

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.

Does the solution meet the goal?

- A. Yes
- B. No

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 2** You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.

The SLA states the following:

- Support must be provided 24 hours per day, seven days a week. ▪
- Issues must be resolved within four hours of case creation.



You need to recommend tools that will assist the client with tracking these requirements.

Which two tools should you recommend? Each correct answer presents part of the solution.

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

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

**Correct Answer:** AD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 3 HOTSPOT

A company has the following workforce roles and responsibilities:

Role	Responsibilities
Salesperson	Create and update leads, opportunities, quotes, orders, and invoices on mobile devices.
Administrative assistant	Update contact information, calendar invitations, and announcements. Edit dashboards. Log time and expenses to a project.
Customer service agent	Start support chats, respond to customer surveys, and create and update knowledge management.
Sales manager	Edit products, price lists, and sales literature. View contacts, leads, opportunities, quotes, orders, and invoices.
Unit director	View dashboards, record relationships, and invoices. Export data to Microsoft Excel. Use advanced find.

You need to recommend the lowest-cost license type.

Which license types should you recommend? To answer, select the appropriate license in the dialog box in the answer area.

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

**Hot Area:**

## Answer Area

Role	Dynamics 365 license
Salesperson	<div>▼</div> <div>Full</div> <div>Team</div> <div>Device</div> <div>App</div>
Administrative assistant	<div>▼</div> <div>Full</div> <div>Team</div> <div>Device</div> <div>App</div>
Customer service agent	<div>▼</div> <div>Full</div> <div>Team</div> <div>Device</div> <div>App</div>
Sales manager	<div>▼</div> <div>Full</div> <div>Team</div> <div>Device</div> <div>App</div>
Unit director	<div>▼</div> <div>Full</div> <div>Team</div> <div>Device</div> <div>App</div>

Correct Answer:



## Answer Area

Role	Dynamics 365 license
Salesperson	<div>▼</div> <div> Full  Team  Device  App </div>
Administrative assistant	<div>▼</div> <div> Full  Team  Device  App </div>
Customer service agent	<div>▼</div> <div> Full  Team  Device  App </div>
Sales manager	<div>▼</div> <div> Full  Team  Device  App </div>
Unit director	<div>▼</div> <div> Full  Team  Device  App </div>

Section: [none]

Explanation

Explanation/Reference:

**QUESTION 4****DRAG DROP**

An organization is implementing Dynamics 365 Customer Service.

The sales team wants to be able to customize some of the settings used in the business process flows.

You need to identify whether a business process flow will support the customizations.

Which customizations will work correctly? To answer, drag the appropriate tool to the correct data type. Each tool 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:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 5****HOTSPOT**

A client is implementing Dynamics 365 Sales. As part of the implementation, an older system with a large amount of transactions is becoming obsolete, though the data continues to be valuable.

You need to recommend solutions that have the least impact on the database size and entity count in Dynamics 365 based on precise requirements.

Which solutions should you recommend? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 6** You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

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

- A. business rules to identify top customers
- B. usability of business process flows
- C. customer accounts administration

- D. time-to-load forms
- E. solution regulatory compliance

**Correct Answer:** BDE

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 7

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

- Handle multiple customer interactions at once.
  - Ensure that users can access information from several business applications.
  - Interact with customers by using the following channels: chat, phone calls, emails, and online reviews ▪
- Implement all functionality in a single interface

You need to recommend a solution that meets the requirements of the company.

What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 8

HOTSPOT

You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.

The company plans to implement Dynamics 365 to meet the following business requirements:

- A monthly newsletter must be sent directly from the system.
  - Cases and opportunities must be automatically scheduled to the most available and best qualified resources. ▪
- Resource requirements must be automatically forecasted for service requests in the pipeline.

You need to recommend an out-of-the-box solution for each business requirement.

Which out-of-the-box solution should you recommend? To answer select the appropriate options in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**



**Explanation/Reference:**

**QUESTION 9 HOTSPOT**

An organization is implementing Dynamics 365 Sales.

A small subset of users has a different workflow and limited scope compared to the rest of the organization.

GroupA users must be able to gather contact details at trade shows in a branded manner without having to navigate multiple screens.

GroupB users must be able to take pictures of store shelves for competitive analysis.

You need to recommend a solution that meets the requirements.

What should you recommend? To answer, select the appropriate option in the answer area.

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


**Hot Area:**

## Answer Area

**Group**

**Recommended solution**

GroupA

	▼
Canvas app with the Camera component	
Canvas app with AI Builder and Object Detection	
Canvas app with AI Builder and Form Processing	
Dynamics 365 Sales	

GroupB

	▼
Canvas app with the Camera component	
Canvas app with AI Builder and Object Detection	
Canvas app with AI Builder and Form Processing	
Dynamics 365 Sales	

**Correct Answer:**

## Answer Area

Group

Recommended solution

GroupA

	▼
Canvas app with the Camera component	
Canvas app with AI Builder and Object Detection	
Canvas app with AI Builder and Form Processing	
Dynamics 365 Sales	

GroupB

	▼
Canvas app with the Camera component	
Canvas app with AI Builder and Object Detection	
Canvas app with AI Builder and Form Processing	
Dynamics 365 Sales	



Section: [none]

Explanation

Explanation/Reference:

### QUESTION 10

HOTSPOT

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

- Notify the sales managers when an Opportunity changes sales stage.
- Notify the sales managers when the pipeline drops below 2.5M USD.
  - When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which solution combination should you recommend? To answer, select the appropriate option in the answer area.

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

Hot Area:

Correct Answer:

Section: [none]

Explanation

**Explanation/Reference:**

#### QUESTION 11

DRAG DROP

You are implementing Dynamics 365 Customer Service for your company.

The company is deciding whether to use an on-premises or online implementation. One of the biggest concerns is about disaster recovery processes.

You need to explain how each system would be recovered with minimal effort and loss of data in case of a disaster.

Which recovery method should you use? To answer, drag the appropriate recovery methods to the correct location. Each recovery method 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:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-gb/power-platform/admin/backup-restore-environments>

#### QUESTION 12

**Note:** This question is part of 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.**

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Quotes and Orders need to push and receive data in real-time from SAP.

Does the solution meet the goal?

A. Yes

B. No

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 13

**Note:** This question is part of 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.**

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Users need to update their accounts and add notes while they are offline.

Does the solution meet the goal?

- A. Yes
- B. No

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**





## Testlet 1

### Case study

#### Background

Bellows College is a prison program that offers classes to help rehabilitate inmates. The classes teach post-secondary skills to provide more job opportunities for when inmates leave prison. The college stores most information on spreadsheets and in email.

The college wants to implement Dynamics 365 Customer Service so that all locations can look up current data on one unified system.

Three levels of inmates attend the college:

- misdemeanor
- major
- federal

Employees of Bellows College consist of the following:

- wardens: supervisors of the guards
- guards: single contributors to the system
- chief: in charge of the whole college

Each inmate level has two wardens and one chief. Twenty-five guards report to each warden.

#### Current environment

- Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets. Spreadsheets are also used for registration, tracking and for listing the available classes.

Microsoft Office 365 was implemented last year for email.

#### Inmates

- Misdemeanor and federal inmates can attend any classes available.
  - Major inmates can attend only online classes.
  - Inmates must open a ticket with the college to register for a class.
  - Inmates have homework assignments that they load to a Microsoft SharePoint
- All inmates have an email address on Office 365 in the same tenant.

#### Requirements

##### General

- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
  - All class lists must be brought into the new system with inmate assignments kept intact.
  - All special instructions are in separate files on an integrated SharePoint server attached to the class record.
  - Homework will be held in a Microsoft Azure Blob Storage.
  - Once an inmate is registered, an email needs to be sent to the inmate.
  - The system must have a live help function that uses chat (CafeX).
  - The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.
  - All data older than five years has been maintained in a Microsoft SQL Server database.

Every six months the college receives a new guard list in a CSV file. **Output**

- Wardens need to see statistics on one page on a daily basis.
- A graph of how many inmates have taken classes in the last month, quarter, and year.
- The ability to click on the graph and get details about each class.
- A list of inmates who have not taken any classes in the last month.



- A list of classes that have low registration for the last month and quarter.

#### Data visibility

- Wardens should be able to see only the information their guards put into the system.
- Chiefs should be able to see all data in the system.
- Guards should be able to see only their own record.
- Inmates should be able to see only their own classes and no one else's information.

#### Go-live plans

- All previous data needs to be in the system before going live.
- The college needs to ensure that going live is completed in the time allotted.

#### Issues

In the primary test for data integration, the following issues arise:

- Inmate names come in with last names in the first name column.
- Registration numbers come incorrectly.
- Inmates report seeing different registration forms.

#### QUESTION 1

##### DRAG DROP

You need to ensure that data security requirements are met.

Which security feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each security feature 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: [none]**

**Explanation**

**Explanation/Reference:**

Explanation:

- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.

Charges: Security roles

A security role defines how different users, such as salespeople, access different types of records. To control access to data, you can modify existing security roles, create new security roles, or change which security roles are assigned to each user. Each user can have multiple security roles.

Security role privileges are cumulative: having more than one security role gives a user every privilege available in every role. Each security role consists of record-level privileges and task-based privileges.

Inmate's views: Field-level security

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.

- Enable field security on one or more fields for a given entity.
- Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

<https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

## QUESTION 2 HOTSPOT

You need to recommend the technology that matches the requirement.

Which component should you recommend? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section: [none]**

**Explanation**

**Explanation/Reference:**

Explanation:

Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets.

- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
- Once an inmate is registered, an email needs to be sent to the inmate.
- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365

## QUESTION 3 HOTSPOT

You need to recommend a solution to meet each requirement.

Which source should you use? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section: [none]**

**Explanation**

**Explanation/Reference:**

Explanation:

- The system must have a live help function that uses chat (CafeX). (CafeX is available from AppSource)
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365. (Dynamics supports SharePoint integration out of the box)

Once an inmate is registered, an email needs to be sent to the inmate. (configure a workflow to automatically send the email)

## Testlet 2

### Case study

#### Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

#### Current environment

- The company uses Microsoft Office 365.



- The company has a custom app for managing and tracking passenger luggage. The app uses Common Data Service
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

## Requirements

### Environment

- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee
- Minimize the use of third-party products and custom development.
- Reduce customer support call volumes by having the system automatically resolve common issues.
- The security role for agents must contain the privileges in the default Customer Service Representative security role.
- Log issues as cases. The case form must show variable sections based on the case type.
- Include a custom entity named Seats and grant agents access to the entity.
- Application user layout should be role specific.

### Agents

- You must standardize the format used by agents to enter customer phone numbers.
- Agents need a solution to replace paper reservation checklists.
- Agents need dashboards to show a current count of all reservations on the entity.
- Agents need a way to track reservation issues.
- Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
- Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
- Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

### IT

- IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
- IT staff needs a system that is easy to navigate to active cases.
- IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
- IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

### Management

- Management requires paginated reports for stakeholders.
- Management wants to provide frequent flyers with better service when the flyers call.
- Managers need to see all customer dashboards at the top of their menu on their mobile device.

### Maintenance

- Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
- All vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

## QUESTION 1

### DRAG DROP

You need to recommend a solution for integrating luggage information.

What should you recommend? To answer, drag the appropriate types to the correct entities. Each type must 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:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 2** You need to recommend a solution that provides a seamless customer experience.

What should you recommend?

- A. Business Process Flows
- B. Power Automate
- C. workflows D. task flows

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

### Question Set 3

#### QUESTION 1

**Note:** This question is part of 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 want to integrate Microsoft Teams with Dynamics 365 Customer Service.

You install both apps, but Teams is not working when in Dynamics 365 Customer Service.

You need to troubleshoot the situation.

Solution: Set up server-side synchronization with Microsoft SharePoint Online.

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 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 want to integrate Microsoft Teams with Dynamics 365 Customer Service.

You install both apps, but Teams is not working when in Dynamics 365 Customer Service.

You need to troubleshoot the situation.

Solution: Change the options to **Yes** in the System settings of Dynamics 365 Customer Service.

Does the solution meet the goal?

- A. Yes
- B. No

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://msdynamicsworld.com/story/integrate-dynamics-365-customer-engagement-apps-microsoft-teams>

**QUESTION 3** A company is using Dynamics 365 Sales with Microsoft Power Platform.

The final solution must consist of the following:

- Dynamics 365 for tablets app

- Power BI dashboards and reports to display sales quotas and other metrics for internal users
- A PFX-compliant canvas app for external contractors to view and updates project tasks from a Microsoft SharePoint list.

You need to recommend a security solution that achieves the data encryption requirement.

Which two solutions should you recommend? Each correct answer presents part of the solution.

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

- A. Use single sign-on (SSO) for authentication for internal users.
- B. Turn on data encryption for your Dynamics 365 Sales environment.
- C. Provide an encryption key to external users using the canvas app.
- D. Create a new Dynamics 365 security group to authenticate users to view the dashboards.

**Correct Answer:** BC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 4** A company plans to implement Dynamics 365 Sales. The company stores data about book locations in the fields, room, and shelf.

The company must import legacy data into the new system. Legacy data must be modified to match the current system design.

You need to recommend a solution to combine the room and shelf fields into a single field on import.

Which tool should you recommend?

- A. Data Import Wizard
- B. web services
- C. Microsoft Excel Online
- D. import from CSV



**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

A client that uses Dynamics 365 Sales has forms with both Business Rules and JavaScript added to handle the business logic on the form.

The form contains logic that cannot be handled by Business Rules. The combination of using both Business Rules and JavaScript is now too complex to maintain.

You need to recommend a simplified form setup so the form can be maintained moving forward.

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

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

- A. Remove the Business Rules and use only JavaScript.
- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C. Manage the business logic with a Power Apps Component Framework (PCF) control.
- D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

**Correct Answer:** AC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 6** You are designing forms for a company that has a new Dynamics 365 Sales implementation.

Three departments need specific fields on the main form so they do not have to fill out multiple forms.

Each person should see only the fields they need.

Role	Requirements
Inside sales	<ul style="list-style-type: none"> <li>Use only a browser-based app.</li> <li>Include fields for contact name, phone number, products, order date, and total amount owed.</li> </ul>
Fulfillment	<ul style="list-style-type: none"> <li>Use either a mobile or browser-based app.</li> <li>Include fields for contact name, product, and order date.</li> </ul>
Field sales	<ul style="list-style-type: none"> <li>Use only a mobile app.</li> <li>Include fields for contact name, address, phone number, and product.</li> </ul>

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly.

How should you design the form?

- A. Create three forms for all departments. Add all the fields. Add field-level security to fields not needed for each group.
- B. Create one form for each department. Add all fields needed for all departments. Use business rules to hide fields.
- C. Edit an out-of-the box form. Add extra fields. Give all departments security roles for that form.
- D. Create one form for each department. Add only fields needed on the form for each department. Assign the appropriate security role to each form.

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 7** HOTSPOT

A client maintains many versions of Microsoft Dynamics CRM and Dynamics 365 Customer Engagement (on-premises). The client plans to migrate solutions between source systems and target systems.

You need to identify which versions of Dynamics CRM and Dynamics 365 are compatible for solution migration.

For which source and target combination can you migrate solutions? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions>

**QUESTION 8**

A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Dashboards
- B. Workflow
- C. Business Process Flow
- D. Microsoft Forms Pro

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 9 HOTSPOT

A client plans to implement a sales platform to help with sales activities.

The sales platform must have the following capabilities:

- Handle a high volume of sales calls that has transcription and call analytics.
  - Provide support for sales reps in the field on Android or iOS devices. ▪
- Include social networking capabilities by using email and LinkedIn.

You need to recommend solutions to help the client achieve the goal.

What should you recommend? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 10** You are a Dynamics 365 Customer Service consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

- All support issues must come in by email, need to be logged, and assigned to the support group
  - Accounts must synchronize with the parent company Oracle database
  - Reports must be sent to the executives on a weekly basis ▪
- No custom code will be used in the system

You need to recommend the components that should be configured.

Which two components should you recommend? Each correct answer presents part of the solution.

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

- A. Microsoft Azure Service Bus



- B. Common Data Services
- C. Microsoft Forms Pro
- D. Power BI
- E. server-side synchronization

**Correct Answer:** BD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 11

DRAG DROP

You are designing a Dynamics 365 Sales solution that will be deployed to two separate companies on the same Microsoft Office 365 tenant: Contoso, Ltd and Contoso Pharmaceuticals, The

solution must meet the following security requirements:

- Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
- Restrict access to Lead and Opportunities entities within their company.
- Restrict access to certain forms in an entity. ▪

Restrict access to certain fields on a form.

What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security 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:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 12

DRAG DROP

You are designing a business continuity strategy for a client who is using Dynamics 365 Sales.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

In which order should you recommend the actions be performed? 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:** [none]

**Explanation**

**Explanation/Reference:**



**QUESTION 13**

DRAG DROP

A client is implementing a Dynamics 365 Customer Service system. The company is divided into departments with one manager per department.

The company requires the following security setup:

- Managers should see only accounts for the employees who report to them.
- Employees should see only their own accounts.
- Executives should see all the accounts in the company.

You need to recommend a security setup for the new implementation of accounts.

Which should you recommend? To answer, drag the appropriate tool to the correct data type. Each tool 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:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 14** An architect is planning a security strategy within Dynamics 365 Sales.

The sales manager has a requirement that non-administrators have the ability to create and update the Sales Rep form field.

You need to identify the account types that can be assigned Field security profiles.

Which two account types can be used? Each correct answer presents a complete solution.

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

- A. User
- B. Service
- C. System
- D. Teams

**Correct Answer:** AD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/add-teams-users-field-security-profile>

**QUESTION 15**

DRAG DROP

A client plans to implement Dynamics 365 Sales.

The client identifies the following requirements for handling opportunities:

- Records must move to an approval stage after an opportunity is created.

- For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.▪
- An error message must display if a follow-up date is not within seven days of the opportunity creation date.

You need to recommend tools to meet the client requirements.

What should you recommend? To answer, drag the appropriate tools to the correct requirement. Each tool 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:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 16

##### HOTSPOT

You are designing the security model for a company implementing Dynamics 365 Sales.

This company is a large organization with several divisions that have several sets of customer bases. The company has the following requirements:

- Permissions must be set at a high level for these divisions and granulized as they get assigned to different departments.
- Centralized support staff need read/write access to accounts and the ability to assign accounts to salespeople.
- Large-scale projects need cross-functional groups to have permissions to the same accounts.

Which security model should you use for each requirement? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 17

##### DRAG DROP

You are designing a customer self-service Power Apps portal for Dynamics 365 Sales.

The portal will contain thousands of image files that are associated with the customer order histories.

The portal must meet the following requirements:

- All image files must be hosted in the portal.
- The portal must use the URL <http://portal.tailspintoys.com/>.
- Performance issues must be minimized when loading the portal page.

You need to recommend a process for the company.

Which four actions should you recommend be performed 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: [none]**

**Explanation**

**Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/faq>

**QUESTION 18**

DRAG DROP

A client is implementing Dynamics 365 Sales.

You are working with a developer to identify data integration methodologies.

You need to plan a methodology to use for different integration scenarios.

Which methodology should you use? To answer, drag the appropriate methodology to the correct requirement. 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: [none]**

**Explanation**

**Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/integration-overview>



**QUESTION 19** A company that is implementing Dynamics 365 Sales commonly experiences high turnover.

The company requests security roles that are optimized for adding and removing large numbers of users daily.

Large groups of users share common access privilege needs.

Complex entity access scenarios must be able to be added and removed in bulk.

You need to recommend a feature that will meet the needs of the company.

Which feature should you recommend?

- A. User access management
- B. Team privileges
- C. Hierarchy security
- D. Field-level security

**Correct Answer: B**

**Section: [none]**

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

A company is implementing Dynamics 365 Sales.

The company has an internal system for tracking time that salespeople spend on each account. This system must be integrated with Dynamics 365 Sales.

When a user submits a timesheet in the internal system, a record must be created in Dynamics 365 Sales. The timesheet has no external-facing APIs.

You need to recommend a solution for integration.

What should you recommend?

- A. Extend the time tracking system by creating a synchronous real-time workflow in Dynamics 365 Sales.
- B. Extend the time tracking system by calling the Web API.
- C. Create a Dynamics 365 Sales asynchronous background workflow to call data from the timesheet system.
- D. Create a plug-in to call data from the timesheet system.

**Correct Answer:** B

**Section:** [none]

**Explanation**

**Explanation/Reference:**

#### QUESTION 21

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into Dynamics 365 Sales.

You need to recommend a data-loading solution.

What should you recommend?

- A. Use the Dynamics 365 Import Tool.
- B. Use the Import from Excel feature.
- C. Use the Excel Template feature
- D. Add to an existing list of contacts in a static worksheet.



**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-contacts>

#### QUESTION 22

**Note:** This question is part of 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 want to integrate Microsoft Teams with Dynamics 365 Customer Service.

You install both apps, but Teams is not working when in Dynamics 365 Customer Service.

You need to troubleshoot the situation.

Solution: Change settings in Teams.

Does the solution meet the goal?

- A. Yes
- B. No

**Correct Answer:** B

Section: [none]

Explanation

Explanation/Reference:



## Testlet 1

### Case study

#### Background

Bellows College is a prison program that offers classes to help rehabilitate inmates. The classes teach post-secondary skills to provide more job opportunities for when inmates leave prison. The college stores most information on spreadsheets and in email.

The college wants to implement Dynamics 365 Customer Service so that all locations can look up current data on one unified system.

Three levels of inmates attend the college:

- misdemeanor
- major
- federal

Employees of Bellows College consist of the following:

- wardens: supervisors of the guards
- guards: single contributors to the system
- chief: in charge of the whole college

Each inmate level has two wardens and one chief. Twenty-five guards report to each warden.

#### Current environment

- Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets. Spreadsheets are also used for registration, tracking and for listing the available classes.

Microsoft Office 365 was implemented last year for email.

#### Inmates

- Misdemeanor and federal inmates can attend any classes available.
  - Major inmates can attend only online classes.
  - Inmates must open a ticket with the college to register for a class.
  - Inmates have homework assignments that they load to a Microsoft SharePoint
- All inmates have an email address on Office 365 in the same tenant.

#### Requirements

##### General

- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
  - All class lists must be brought into the new system with inmate assignments kept intact.
  - All special instructions are in separate files on an integrated SharePoint server attached to the class record.
  - Homework will be held in a Microsoft Azure Blob Storage.
  - Once an inmate is registered, an email needs to be sent to the inmate.
  - The system must have a live help function that uses chat (CafeX).
  - The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.
  - All data older than five years has been maintained in a Microsoft SQL Server database.

Every six months the college receives a new guard list in a CSV file. **Output**

- Wardens need to see statistics on one page on a daily basis.
- A graph of how many inmates have taken classes in the last month, quarter, and year.
- The ability to click on the graph and get details about each class.
- A list of inmates who have not taken any classes in the last month.

- A list of classes that have low registration for the last month and quarter.

#### Data visibility

- Wardens should be able to see only the information their guards put into the system.
- Chiefs should be able to see all data in the system.
- Guards should be able to see only their own record.
- Inmates should be able to see only their own classes and no one else's information.

#### Go-live plans

- All previous data needs to be in the system before going live.
- The college needs to ensure that going live is completed in the time allotted.

#### Issues

In the primary test for data integration, the following issues arise:

- Inmate names come in with last names in the first name column.
- Registration numbers come incorrectly.
- Inmates report seeing different registration forms.

**QUESTION 1** You are doing a trial run of the go-live data import.

You need to fix the initial issues that arise when importing the new data.

What could be the issue?

- A. Duplicate detection is turned on.
- B. The Report Wizard configuration is incorrect.
- C. Excel is set up as a pivot table.
- D. The data mapping is incorrect.



**Correct Answer:** D

**Section:** [none]

**Explanation**

#### Explanation/Reference:

Explanation:

- Inmate names come in with last names in the first name column.
- Registration numbers come incorrectly.
- Inmates report seeing different registration forms.

**QUESTION 2** An audit reveals that security roles were not set up correctly.

Which three issues may occur? Each correct answer presents a complete solution.

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

- A. All inmate types will have Business Rule permissions on the class's entity.
- B. Wardens will have organizational permissions to all records.
- C. Federal inmates will have organizational permissions on all classes.
- D. Major inmates will have organizational permissions on registration forms.
- E. Wardens will have user permissions to all records.

**Correct Answer:** BDE

**Section:** [none]



Explanation

Explanation/Reference:



## Question Set 2

### QUESTION 1

A client manages users on Dynamics 365 Sales by using Microsoft Azure Active Directory (Azure AD) groups to assign security roles. The client also uses team ownership of records in Dynamics 365 Sales extensively.

Users report that they do not have the access they expect. They cannot edit their own records but can edit team-owned records.

You need to recommend a solution to fix the security role issues while continuing to manage users via Azure AD groups.

What should you recommend?

- A. Assign Security Roles to users directly instead of through Azure AD groups.
- B. Assign Security Roles to the Local Business Owner Team instead of the Owner Team.
- C. Ensure that member security role privileges are set to Direct User.
- D. Assign Security Roles to the Access Team instead of the Owner Team.
- E. Ensure that member security role privileges are set to Default.

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

### QUESTION 2

DRAG DROP

Your company is implementing Dynamics 365 Customer Service. You are part of the project team that meets weekly to review implementation progress and troubleshoot.

During the weekly project management meeting, you receive the following updates from developers:

- Versions of exported solution.zip files are being stored in source control.
  - Solution segmentation is not being practiced with first-party solution integrations.
  - Each independent solution is using a unique publisher. ▪
- Solution versions are not being updated.

You need to identify the common risk for each item.

Which common risk is represented? To answer, drag the appropriate risks to the correct developer updates. Each risk 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:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://novacontext.com/solution-lifecycle-management-for-dynamics-365/>

### QUESTION 3 HOTSPOT

A toy manufacturer is testing its processes in Dynamics 365 Sales and notices the following issues:

- The drop-down list of toy colors is different for different entities. They should be static and always the same.
  - Too many decimal places are in the Quantity field. The field should have two decimal places instead of four. ▪
- The Order Date field includes Date and Time but should include only Date.

You need to recommend how to fix the fields.

What should you recommend? To answer, select the appropriate option in the answer area.

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

**Hot Area:**

**Correct Answer:**

**Section:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/behavior-format-date-time-field> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-global-option-sets>

**QUESTION 4** A client is using Dynamics 365 Sales and Power BI with stringent security on read access to accounts.

You need to ensure that users will be unable to view restricted accounts in Power BI.

What should you recommend?

- A. Share the reports in Power BI to the same Microsoft Azure Active Directory (Azure AD) groups used in Dynamics 365 Sales.
- B. Embed the Power BI reports in Dynamics 365 Sales instead of sharing them by using Power BI to retain security.
- C. Set up the Data Export Service and use DirectQuery for reporting to include security roles.
- D. Add row-level security (RLS) roles to the DataSet in Power BI that matches the privileges assigned in Dynamics 365 Sales.

**Correct Answer:** D

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

A client is preparing to go live with a Dynamics 365 Sales implementation that uses Microsoft Azure Active Directory (Azure AD) group to manage security.

The chief compliance officer (CCO) requires that all solutions meet the following requirements:

- Undergo security testing to verify they are secure. ▪
- Address the needs of users with disabilities.

You need to recommend additional tests to be performed.

Which tests should you recommend? Each correct answer presents part of the solution.

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

- A. Perform bounds testing by using a user account assigned to the custom security role directly.
- B. Perform accessibility testing in the same model-driven apps the users will be using.
- C. Perform penetration testing on the Azure AD tenant.
- D. Perform user acceptance tests for all security user stories.

**Correct Answer:** BC

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 6**

A company asks you to migrate more than 5,000 records from Dynamics 365 Customer Engagement (on-premises) to the online version of Dynamics 365 Sales.

You used a third-party utility to migrate the data. The city and state are displayed in the field that should show the street address.

You must get the data migrated properly in the next 24 hours but have no one to help with this task. You have no other add-ins and do not want any more customization.

You need to resolve the issues to migrate the data.

What should you do?

- A. Remove data, ensure that field mappings of city and state are correct, and then migrate the data.
- B. Create a custom connector in the Common Data Service, and then migrate the data.
- C. Export the street address field, make changes, and then import the changes.
- D. Manually edit the street address, state, and city field, and then enter appropriate data.

**Correct Answer:** A

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 7**

You design a solution for a client that is moving from Microsoft Dynamics CRM on-premises to Dynamics 365 Sales.

During user acceptance testing, testers report significant performance issues.

You need to recommend a solution to mitigate the performance issues.

What should you recommend?

- A. Increase the plug-in execution time limit of the organization to five minutes.
- B. Create a Microsoft Azure Service Bus endpoint in Dynamics 365 Sales. Implement business logic in Azure functions.
- C. Enable direct access to a Microsoft Azure-replicated SQL database.
- D. Implement workflows. Schedule workflows to run at daily intervals.

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

DRAG DROP

A client plans to upgrade several solutions in the Dynamics 365 Customer Service application.

You need to recommend which upgrade option will achieve the outcome.

Which method should you use? To answer, drag the appropriate options to the correct outcomes. Each option 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:** [none]

**Explanation**

**Explanation/Reference:**

Reference: <https://crmkeeper.com/2019/10/09/managed-solutions-update-vs-upgrade-vs-stage/>

**QUESTION 9** A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updates total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

Which two options should you recommend? Each answer presents a complete solution.

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

- A. Implement a business process flow to replace the existing workflows.
- B. Convert the asynchronous workflows to a synchronous plug-in.
- C. Consolidate asynchronous workflows into a single real-time workflow.
- D. Consolidate multiple asynchronous workflows into a single asynchronous workflow.

**Correct Answer:** CD

**Section:** [none]

**Explanation**

**Explanation/Reference:**

**QUESTION 10** A company has extended Dynamics 365 Sales with an ISV product.

The ISV has locked the product. The ISV product fails to meet the business needs of the company. The company has a contractual obligation to continue using the ISV product but requires additional business logic.

You need to recommend a solution.

What should you recommend?

- A. Create a managed solution with the components that you need to extend.
- B. Update the business logic of the ISV to meet the needs of the company.
- C. Extend the ISV with a secondary ISV that adds the additional business logic.
- D. Create a new unmanaged solution with the components that you need to extend.

**Correct Answer:** C

**Section:** [none]

**Explanation**

**Explanation/Reference:**

