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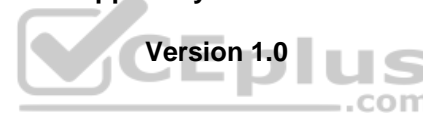
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MB-400

Microsoft PowerApps + Dynamics 365 Developer (beta)



Version 1.0

Question Set 1

QUESTION 1

HOTSPOT

A company is building a new model-driven app.

The app must integrate with a number of on-premises and cloud solutions. No VPNs are in place.

You need to determine the method for each integration.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer: Section:
[none]

Explanation
Explanation/Reference:

Explanation:

Box 1: Webhook

With Common Data Service, you can send data about events that occur on the server to a web application using webhooks. Webhooks is a lightweight HTTP pattern for connecting Web APIs and services with a publish/subscribe model.

Box 2: Azure Event Hub

Azure Event Hubs is a big data pipeline. It facilitates the capture, retention, and replay of telemetry and event stream data. The data can come from many concurrent sources.

It has the following characteristics:

- low latency
- capable of receiving and processing millions of events per second ▪

at least once delivery Box 3: Plugin

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/use-webhooks> <https://docs.microsoft.com/en-us/azure/event-grid/compare-messaging-services>

QUESTION 2

DRAG DROP

You need to select the appropriate methods using the Azure Event Grid.

Which method should you use for each requirement? To answer, drag the appropriate methods to the correct requirements. Each 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:
Explanation:

Box 1: Event handler

Event handlers - The app or service reacting to the event.

Box 2: Event subscriptions

Event subscriptions - The endpoint or built-in mechanism to route events, sometimes to more than one handler. Subscriptions are also used by handlers to intelligently filter incoming events.

Note:

There are five concepts in Azure Event Grid that let you get going:

Events - What happened.

Event sources - Where the event took place.

Topics - The endpoint where publishers send events.

Event subscriptions - The endpoint or built-in mechanism to route events, sometimes to more than one handler. Subscriptions are also used by handlers to intelligently filter incoming events. Event

handlers - The app or service reacting to the event.

Reference: <https://docs.microsoft.com/en-us/azure/event-grid/overview>



Testlet 2

Case Study

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Background

Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.

Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.

They use Dynamics 365 Customer Engagement for all customer activities, including field service.

Current environment. Retail store information

- Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.
- Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features: -
 - Customer selects yes or no if they are on the mailing list.
 - Customer select the amount of times they have visited the store.
 - Customer select the type of service needed.
 - The search result returns all last name records that match the search term.

Current environment. Technology

- A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.
- Microsoft Teams is used for all collaboration.
- All testing and problem diagnostics are performed in a copy of the production environment.
- Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Requirements. Automation

- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
 - Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
 - A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight. ▪
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

- The warehouse manager's dashboard must contain warehouse counting variance information.
 - A warehouse manager needs to quickly view warehouse KPIs by using a mobile device. ▪
- Power BI must be used for reporting across the organization.

Requirements. User experience

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
 - All customer repairs must be tracked in the system no matter where they occur. ▪
- Qualified leads must be collected from local bike fairs.

Issues. Internal

- User1 reports that performance is slow when viewing total billed customer time.
 - User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month and sales orders have also increased. ▪
- User5 receives the error message "Endpoint unavailable" during a test of the technician dispatch ISV solution. ▪ The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

QUESTION 1 You need to replace the bicycle inspection forms.

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

NOTE: Each correct selection is worth one point.

- A. a canvas app that guides the technician through the inspection
- B. a logic app that guides the technician through the inspection
- C. a flow that maps inspection data to Dynamics 365 for Field Service
- D. a model-driven app based on customer service entities

Correct Answer: CD

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario: The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.

C: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set mobile workers up for success when they're onsite with customers fixing issues.

D: Model-driven apps are good for creating end-to-end solutions. For example, after a customer service support ticket has been created, it must be routed, addressed, updated, marked as complete, and so on. There will likely be quite a few teams, roles, and processes involved in this complete cycle of case resolution, which would require a model-driven app.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/overview> [https://us.hitachi-solutions.com/blog/canvas-vs-](https://us.hitachi-solutions.com/blog/canvas-vs-model-driven-apps/)

[model-driven-apps/](#) **Testlet 1**

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Background

Contoso Pharmaceutical manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Customer Engagement and Dynamics 365 Finance.

Current environment

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit orders requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Customer Engagement instance.

Requirements. General

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

Requirements. Accounts

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority_Trigger must be created to trigger the Priority field.
- A field name Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

Requirements.

Users

- UserA must be able to create and publish PowerApps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting PowerApps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.

Sales users must only have access to their own records.

Requirements. Reporting

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenue under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

Requirements. Customizations

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
- Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
- Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
- Fields for the doctor's name and phone number must be displayed in the customer record.
- The doctor entered on the customer's record must be validated against doctors that exist in the system.
- The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number. ▪

When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

QUESTION 1**HOTSPOT**

You need to configure the fields with the appropriate type.

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

NOTE: Each correct selection is worth one point.

Hot Area:**Correct Answer:****Section: [none]****Explanation****Explanation/Reference:**

Explanation:

Box 1: Lookup

Lookup is a field that allows setting a reference to a single record of a specific type of entity.

Scenario: Doctors must be manually added to a custom entity named Doctor if the doctor is not listed. The doctor entered on the customer's record must be validated against doctors that exist in the system.

Box 2: Calculated

Scenario: Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.

Calculated field: Contains calculations that use fields from the current entity or related parent entities.

Box 3: Text

Text: This option simply displays text.

Incorrect Answers:

Rollup field: Contains an aggregate value computed from the records related to a record, or a value computed over a hierarchy.

Option sets, also referred to as "drop downs" or "pick lists", are field types which can be created in Microsoft Dynamics 365. An option set contains a list of predefined options, which a user can choose from.

QUESTION 2 You need to configure that the mobile app meets the requirements for phone entities.

Which expression should you use?

- A. IsNumeric
- B. PlainText
- C. IsMatch
- D. IsType



Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario: When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

QUESTION 3

DRAG DROP

You need to assign the minimum environment security role to the appropriate users.

Which security roles should you use? To answer, drag the appropriate security roles to the correct users. Each security role 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:

Box 1: Common Data Service User

UserA must be able to create and publish PowerApps apps.

Common Data Service directly against your core business data already used within Dynamics 365 without the need for integration. ▪

Build Apps against your Dynamics 365 Data

- Manage reusable Business logic and rules
- Reusable skills across Dynamics 365 and Power Apps

Box 2: Environment Maker

UserB must be the owner of all the systems and be able to provide permissions and create all new environments.

The Environment Maker role can create resources within an environment including apps, connections, custom connectors, gateways, and flows using Power Automate.

Box 3: System Administrator

UserC must be able to create apps connected to the systems and update the security roles and entities.

System Administrator is the highest level role which encompasses all the privileges and has over-riding rights. The System Administrator has the authority to allow and remove access of other users and define the extent of their rights. For example, the System Administrator and the System Customizer are given access to custom entities by default while all other users need to be given access. This is the only role that cannot be edited.

Box 4: System Customizer

End users must have minimum access to the required systems.

Sales users must only have access to their own records.

The System Customizer role is similar to the System Administrator role which enables non-system administrators to customize Dynamics 365. A Customizer is a user who customizes entities, attributes and relationships.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/environments-overview>

<https://crmbook.powerobjects.com/system-administration/business-administration/security-roles/>

Testlet 2

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- Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features: -
 - Customer selects yes or no if they are on the mailing list.
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 - Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
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- The warehouse manager's dashboard must contain warehouse counting variance information.
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Requirements. User experience

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Issues. External

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

QUESTION 1**HOTSPOT**

You need to select the visualization component.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

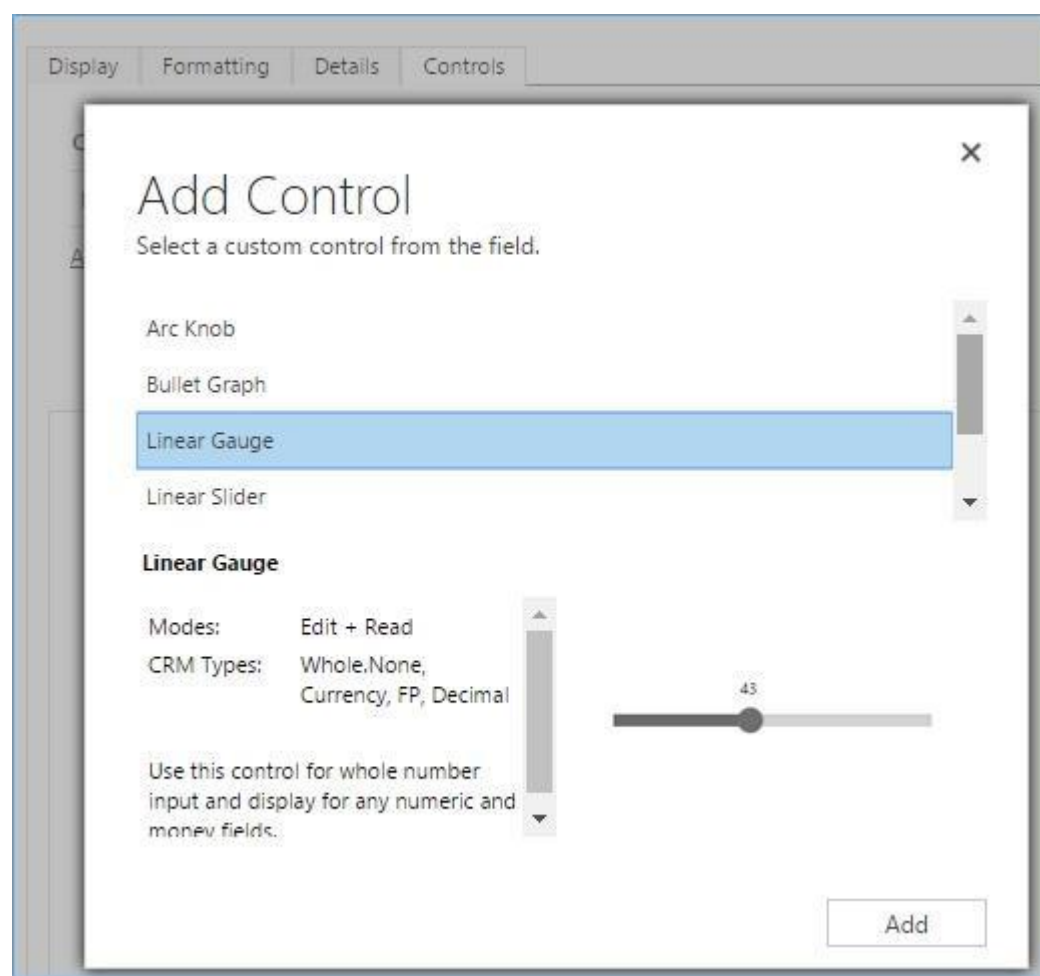
Box 1: Flip switch

The Field Type to use Flip Switch would be ‘Two options’.

If you go by UI perspective, Flip switch control- Yes/No (Boolean) options would give the nice field look in the web, mobile app and Tablet. Instead of using check boxes and radio buttons, this control adds a visual effect like the On/Off switch way.

Box 2: Linear gauge





Box 3: Option Set

Option sets are the ideal choice for offering users a list of defined options for a field selection.

Reference: <https://www.inogic.com/blog/2018/04/controls-in-dynamics-365-for-mobile-app-flip-switch/>
<https://community.dynamics.com/365/sales/b/crminogic/posts/new-controls-for-phones-and-tablets-in-dynamics-crm-2016-update-1>

Question Set 3

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.

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A Common Data Service (CDS) environment has two custom entities named Building code and Work item. Building code has a code date custom field and Work item has an elapsed time custom field. Construction workers use a consolidated custom form with data from both entities to fill in their daily work items.

A JavaScript library is used with these custom entities and fields to apply complex logic.

You need to ensure that the JavaScript library continues to function as originally designed if other developers expand the environment.

Solution: In form properties of the consolidated form, add the JavaScript library in the events tab and add the two custom fields to the dependent fields section of the non-event dependencies tab.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead, in the JavaScript library, add Building code with Code date and Work item with Elapsed time in the dependencies tab.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies>

QUESTION 2

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A JavaScript library is used with these custom entities and fields to apply complex logic.

You need to ensure that the JavaScript library continues to function as originally designed if other developers expand the environment.

Solution: In the JavaScript library, add Building code with Code date and Work item with Elapsed time in the dependencies tab.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Section: [none]

Explanation

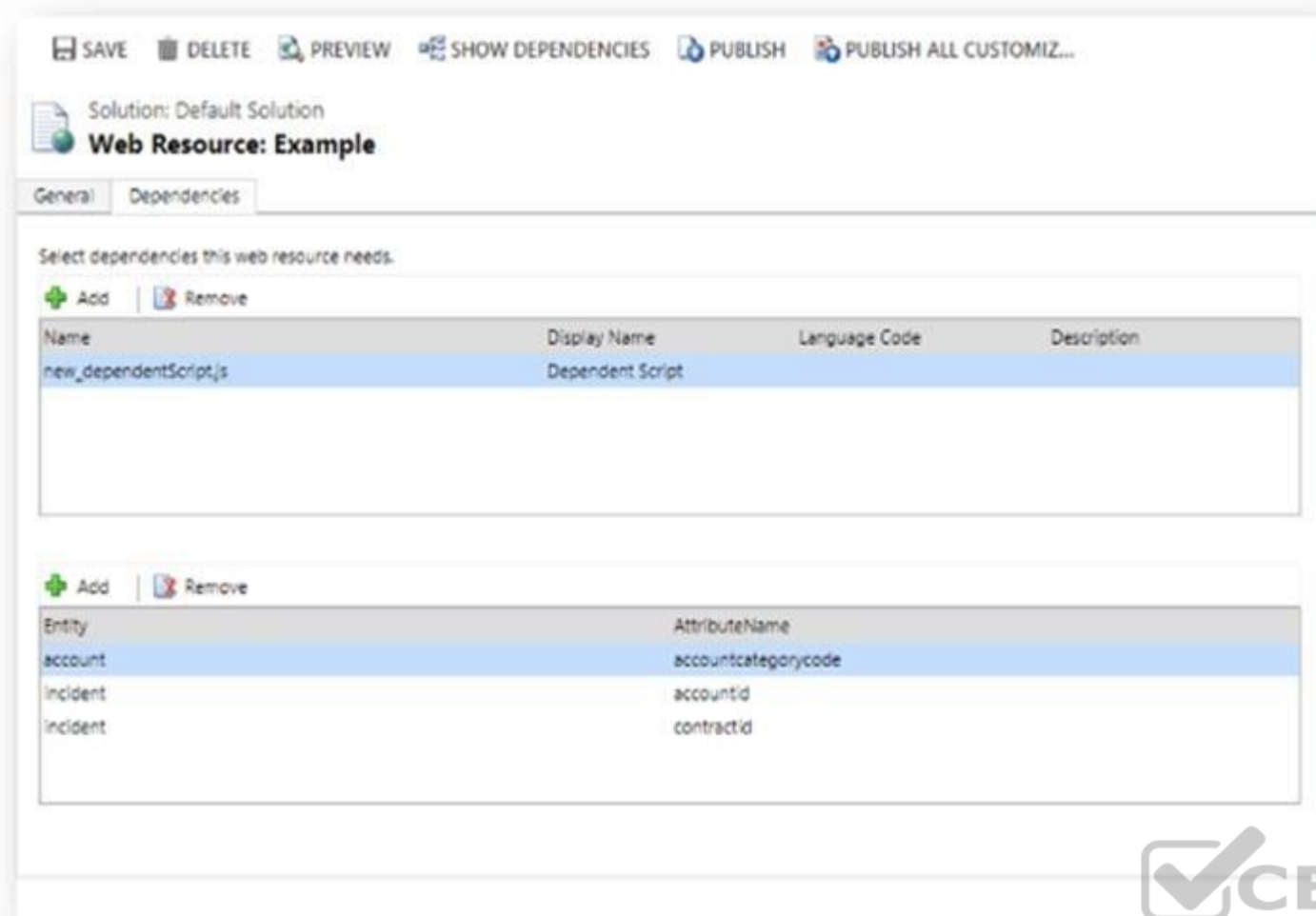
Explanation/Reference:

Explanation:

Within a solution you can define dependencies within solution components. Up until Dynamics 365 for Customer Engagement apps version 9.0 the main purpose of these dependencies was to prevent the deletion of a solution component when another solution component depended on it.

The following image shows the dependencies tab within the web resource form. Dependencies between web resources are set in the top list.





Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies>

QUESTION 3

You have the following code:

```
Xrm.WebApi.createRecord("account", data).then(
    function success(result) {
        console.log("Success");
    },
    function (error) {
        console.log(error.message);
    }
);
```

You have a contact record that uses the GUID 2CFB1599-DEAD-425F-AB4A-76E6CAB51B09.

You need to assign the contact record as the primary contact for an account when you create the account.

Which two code segments can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

```
var data =
{
    "name": "Contoso account",
    "primarycontactid@odata.context": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
};

var data =
{
    "name": "Contoso account",
    "primarycontactid":
    {
        "logicalname": "contact",
        "id": "2CFB1599-DEAD-425F-AB4A-76E6CAB51B09"
    }
};

var data =
{
    "name": "Contoso account",
    "primarycontactid@odata.bind": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
};

var data =
{
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    "primarycontactid": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
};
```

A.



B.

C.

D.

Correct Answer: BC

Section: [none]

Explanation

Explanation/Reference:

Explanation:

B: LogicalName is required when entity id is not specified.

QUESTION 4 An organization has a Dynamics 365 Customer Engagement.

You plan to use a JavaScript web resources file in the Accounts form. The file has a dependency on two image web resource files and on the custom field new_placeofbirth in the Account entity.

You need to add the dependencies for the JavaScript file.

Which three action should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. From Web Resources, select the JavaScript file for the Account form and then select the JavaScript file.
- B. Open the web resources file, add the two image web resources to the dependency's lists, and then add the custom field **new_placeofbirth** to the dependency's list.
- C. In the Account form, select **Form Properties**, select **Non-Event Dependencies**, and then add the custom field **new_placeofbirth**.
- D. In the Account form, select **Form Properties** and add the primary JavaScript file and the other two image web resources in Form Libraries.
- E. From Settings, select **Customization** and then select **Customize the System**.
- F. Select **Account**, select **Forms**, and then select the **Account** form.

Correct Answer: BCE

Section: [none]

Explanation

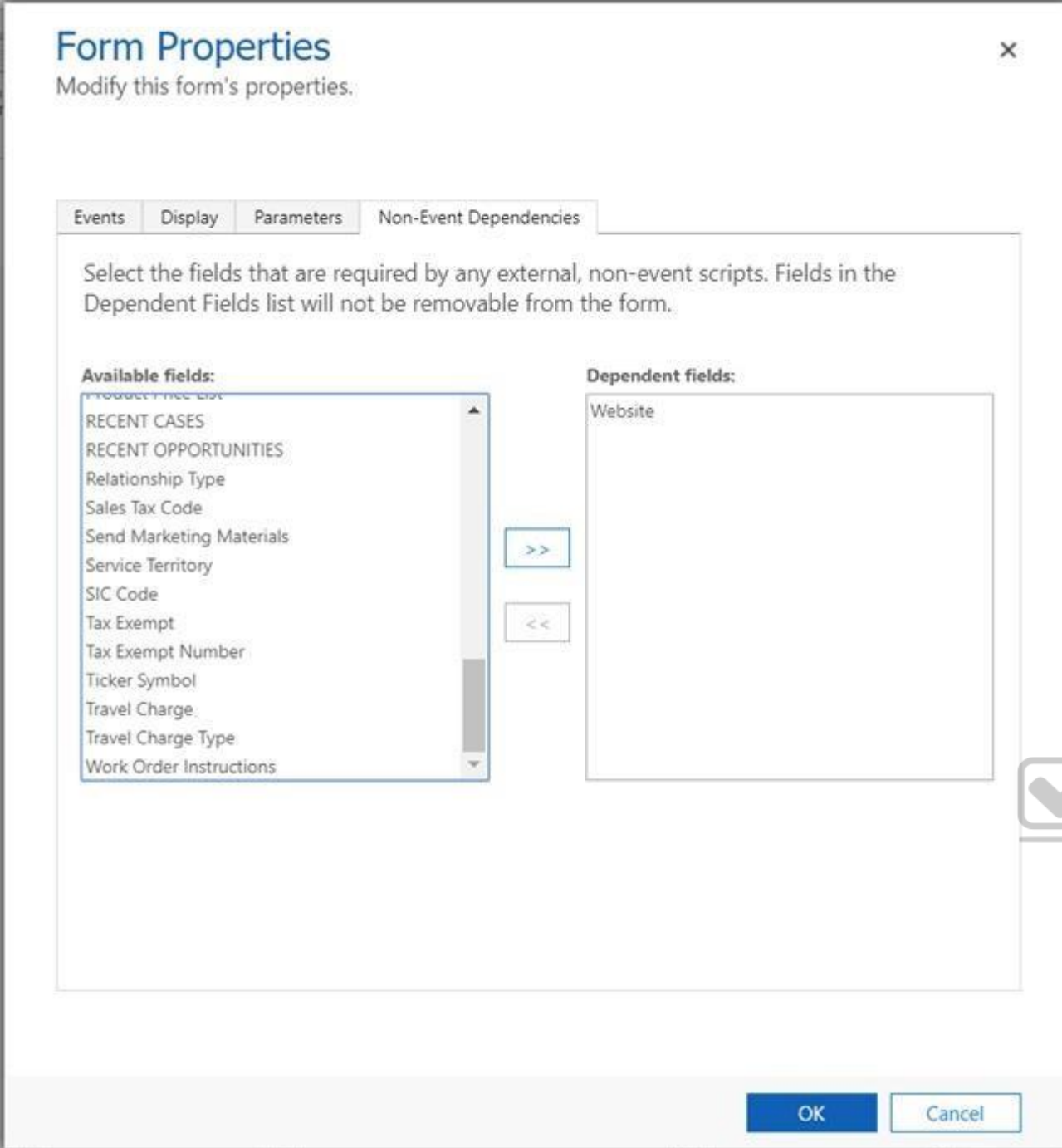
Explanation/Reference:

Explanation:

All the Web Resources stored in the database can be accessed in the CRM. Following are the steps involved –

Step 1 (E) – Go to Settings → then Customizations → and then Customize the System. Step 2 (B)– From the left navigation, select CRM Web Resources.

C: In our Dynamics 365 forms, there are measures we can take to ensure fields that are being used by JavaScript are not removed from forms. To prevent this from happening, we can go to Form Properties and select the Non-Event Dependencies, and add the website field:



Form Properties
Modify this form's properties.

Events | Display | Parameters | **Non-Event Dependencies**

Select the fields that are required by any external, non-event scripts. Fields in the Dependent Fields list will not be removable from the form.

Available fields:

- Product Price List
- RECENT CASES
- RECENT OPPORTUNITIES
- Relationship Type
- Sales Tax Code
- Send Marketing Materials
- Service Territory
- SIC Code
- Tax Exempt
- Tax Exempt Number
- Ticker Symbol
- Travel Charge
- Travel Charge Type
- Work Order Instructions

Dependent fields:

- Website

>> <<

OK Cancel

Reference: <https://msdynamics.net/microsoft-dynamics-news/crm-web-resources-using-jscript/>
<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies>

QUESTION 5

DRAG DROP

A company is creating a new system based on Common Data Service.

You need to select the features that meet the company's requirements.

Which options should you use? To answer, drag the appropriate options to the correct requirements. 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:

Explanation:

Box 1: self-referential relationship

Box 2: connection

There are other less formal kinds of relationships between records that are called connections. For example, it may be useful to know if two contacts are married, or perhaps they are friends outside of work, or perhaps a contact used to work for another account. Most businesses won't generate reports using this kind of information or require that it is entered, so it's probably not worthwhile to create entity relationships. Box 3: one-to-many relationship Box 4: many-to-many relationship

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/create-edit-entity-relationships>

QUESTION 6

An organization uses Dynamics 365 Customer Engagement. The organization has accounting and customer service departments.

You must restrict users in customer service from being able to change the value of the balance field on the Contact records. The accounting team must be the only team able to edit this field.

You need to create the appropriate solution without any customizations.

What should you do?

- A. Create an accounting form and role and make the balance field read-only.
- B. Enable field security for the balance field and allow the customer service team to read and update it.
- C. Create a customer service form and role and make the balance field read-only.
- D. Enable field security for the balance field and allow the accounting team to read and update it.



Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

Explanation:

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.

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

Note: Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.

Reference:

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

QUESTION 7


HOTSPOT

You have a model-driven app that uses the Common Data Service (CDS). You create three custom entities that are in many-to-one parental relationships with the Account entity.

You run a real-time workflow that assigns an account you own to another user. You receive the error message as shown in the Error Message exhibit. (Click the **Error Message** tab.)

Summary Details Related

ACCOUNT INFORMATION

Account Name *  Business Process Error

Phone

Fax

Website

Parent Account

Ticker Symbol --

Principal user (Id=344d74b8-07b7-e911-a9c2-002248008742, type=8, roleCount=1, privilegeCount=405, accessMode=0, is missing prvReadcreb4_Building privilege (Id=e0c48ee2-3cbf-480b-9d95-f2ef45dfce36) on OTC=10013. context.Caller=da8c31ad-d028-41c6-a926-f13b6e70028e

OK

You check the security roles for the user as shown in the Manage User Roles exhibit. (Click the **Manage User Roles** tab.).

Manage User Roles



What roles would you like to apply to the 1 User you have selected?

Role Name	Business Unit
<input checked="" type="checkbox"/> Common Data Service User	org3f9b041e
<input type="checkbox"/> Delegate	org3f9b041e
<input type="checkbox"/> Environment Maker	org3f9b041e
<input type="checkbox"/> Knowledge Manager	org3f9b041e
<input type="checkbox"/> System Administrator	org3f9b041e
<input type="checkbox"/> System Customizer	org3f9b041e



OK

Cancel

You also check the privileges for that role as shown in the Common Data Service User Security Role exhibit. (Click the **Security Role** tab.)

Details	Core Records	Service	Business Management	Customization	Missing Entities	Business Process Flows	Custom Entities				
Entity				Create	Read	Write	Delete	Append	Append To	Assign	Share
Account											

Details	Core Records	Service	Business Management	Customization	Missing Entities	Business Process Flows	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Asset								
Building								
Job								

You need to prevent the error from recurring.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Box 1: No

There is a read error.

Box 2: No

Note: The Environment Maker role can create resources within an environment including apps, connections, custom connectors, gateways, and flows using Power Automate.

Box 3: Yes

The System Customizer role is similar to the System Administrator role which enables non-system administrators to customize Dynamics 365. A Customizer is a user who customizes entities, attributes and relationships. Box

4: Yes

QUESTION 8

A financial services company uses the Common Data Service (CDS) to develop solutions. The company uses development and production instances.

You need to move solutions from the development instance to the production instance.

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. Export all managed solutions from the development instance and import the solutions into the production instance.
- B. In the development instance, make changes to the solutions that are deployed in the production instance, export the solutions as managed solutions, and import the managed solutions into the production instance.
- C. In the production instance, import solutions with the same version number or higher when updating solutions.
- D. In the development instance, highlight the solution you want to make changes to, select **Clone a Path**, make changes, export the solution, and import the solution into the production instance.

Correct Answer: CD

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/wp-solution-packages>

QUESTION 9

A financial institution that has a Dynamics 365 Customer Engagement environment requires that the account balance field from the account entity be visible to specific users only.

You need to set up the field security for the account balance field.

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

NOTE: Each correct selection is worth one point.

- A. Create a field security profile.
- B. Set the field to **Read-Only** and then publish the entity.
- C. Create a security role and add the specific users to the role.
- D. Enable field security and then publish the entity.
- E. Set the field permission **Allow Read** to **Yes** and add the users to the members section.

Correct Answer: ADE

Section: [none]

Explanation

Explanation/Reference:

Explanation:

To implement field-level security, a system administrator performs the following tasks.

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

A security profile determines the following:

- Permissions to the secure fields
- Users and Teams

A security profile can be configured to grant user or team members the following permissions at the field level:

- Read. Read-only access to the field's data.
- Create. Users or teams in this profile can add data to this field when creating a record.
- Update. Users or teams in this profile can update the field's data after it has been created.

Reference:

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

QUESTION 10

HOTSPOT

A company delivers packages to businesses and consumers. A custom entity named Package captures the package details.

You need to add the following sets of fields to the entity and leverage the built-in operations of the platform:

- A set of fields to represent the package length, width, depth, and weight. The maximum value for any dimension is 100 centimeters.
- A set of fields for time-sensitive attributes to calculate the efficiency of a delivery based on the existing custom fields: Pickup time and Delivery time. Results of the calculations must be stored as whole numbers.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

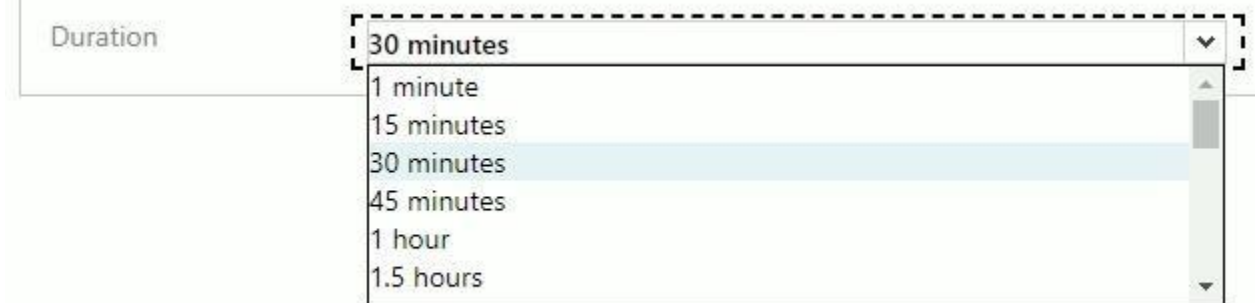
Box 1: DIFFINMINUTES(Created On, Delivery Time)

DIFFINMINUTES (date and time, date and time) returns the difference in minutes between two Date and Time fields as a whole Number

Box 2: Duration

Duration fields can be used to show a whole number as x number of minutes, x number of hours or x number of days instead of just showing the whole number of minutes to the user. Out of the box, CRM activities such as Phone Calls use the Duration field to track the length of time a phone call lasted. For new Phone Call activity records, the Duration field is set to 30 minutes, but the user can update that prior to completing the phone call activity record.

Prior to the user updating the field, they can click on the Optionset arrow and choose a formatted duration.



Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/define-calculated-fields> <https://www.arbelatech.com/insights/blog/how-to-use-duration-fields-in-dynamics-365-for-sales.html>

QUESTION 11

HOTSPOT

You are developing an app for a sales team to record contact details in their Common Data Service (CDS) database.

The app must handle loss of network and save the data to CDS when reconnected.

The main screen of the app has a form to collect contact data and a button. The OnSelect property for the button has the following expression:

```
1. If (  
2. Connection.Connected,  
3. Path(  
4. Contacts,  
5. Defaults(Contacts),  
6. {  
7. 'First Name': DataCardValue_FirstName.Text, 'Last Name': DataCardValue_LastName.Text  
8. }  
9. );  
10. Navigate(ConfirmationScreen,ScreenTransition.Fade)  
11. ,  
12. ClearCollect(  
13. LocalRecord,  
14. {  
15. 'First Name': DataCardValue_FirstName.Text, 'Last Name': DataCardValue_LastName.Text  
16. }  
17. );  
18. SaveData(LocalRecord, "LocalRecord");  
19. Navigate(PendingScreen,ScreenTransition.Fade)  
20. )
```

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation



Explanation/Reference:

Explanation:

Box 1: Yes

LoadData and SaveData combine to form a simple mechanism to store small amounts of data on a local device. By using these functions, you can add simple offline capabilities to your app.

Box 2: No

Box 3: No

Box 4: Yes

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/offline-apps>

QUESTION 12

HOTSPOT

A company is preparing to go live with their Dynamics 365 Customer Engagement solution, but first they need to migrate data from a legacy system. The company is migrating accounts in batches of 1,000.

When the data is saved to Dynamics 365 Customer Engagement, the IDs for the new accounts must be output to a log file.

You have the following code:


```

1. ExecuteMultipleRequest request = new ExecuteMultipleRequest()
2. {
3.     Settings = new ExecuteMultipleSettings()
4.     {
5.         ContinueOnError = true,
6.         ReturnResponses = false
7.     },
8.     Requests = new OrganizationRequestCollection()
9. };
10. GetAccountData(request.Requests);
11. ExecuteMultipleResponse responseWithResults = (ExecuteMultipleResponse)crmSvc.Execute(request);
12. foreach (var responseItem in responseWithResults.Responses)
13. {
14.     ...
15. }

```

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Statements	Yes	No
The developer is able to get access to the newly-created accounts IDs.	<input type="radio"/>	<input type="radio"/>
If an error occurs, the developer can get access to the request that caused the fault.	<input type="radio"/>	<input type="radio"/>
If there are errors in the requests, the request will raise an exception at the first error and stop processing.	<input type="radio"/>	<input type="radio"/>
If there are ten errors in the 1,000 CreateRequest requests, ten responses will be returned from the platform.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
The developer is able to get access to the newly-created accounts IDs.	<input checked="" type="radio"/>	<input type="radio"/>
If an error occurs, the developer can get access to the request that caused the fault.	<input checked="" type="radio"/>	<input type="radio"/>
If there are errors in the requests, the request will raise an exception at the first error and stop processing.	<input type="radio"/>	<input checked="" type="radio"/>
If there are ten errors in the 1,000 CreateRequest requests, ten responses will be returned from the platform.	<input checked="" type="radio"/>	<input type="radio"/>

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Box 1: Yes

Box 2: Yes

Even when ReturnResponses is false, the Responses collection will not be empty if errors are returned. If errors are returned, there will be one response item in the collection for each processed request that returned a fault and Fault will be set to the actual fault that occurred.

Box 3: No

ContinueOnError, here set to true: when true, continue processing the next request in the collection even if a fault has been returned from processing the current request in the collection. When false, do not continue processing the next request.

Box 4: Yes

Even when ReturnResponses is false, the Responses collection will not be empty if errors are returned. If errors are returned, there will be one response item in the collection for each processed request that returned a fault and Fault will be set to the actual fault that occurred.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/org-service/execute-multiple-requests>

QUESTION 13

A company has two development instances, two test instances, two staging instances, and one production instance.

The test team reports connection issues with the test and staging instances.

You need to identify which of the instances the testing team currently has access.

Which two URLs can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. <https://myorg.api.crm.dynamics.com/api/data/v.9.1/>
- B. <https://dev.crm.dynamics.com/api/discovery/v9.1/Instances>
- C. [https://dev.crm.dynamics.com/api/discovery/v9.1/Instances\(UniqueName='myorg'\)](https://dev.crm.dynamics.com/api/discovery/v9.1/Instances(UniqueName='myorg'))
- D. <https://disco.crm.dynamics.com/api/discovery/v9.1/>
- E. <https://globaldisco.crm.dynamics.com/api/discovery/v9.1/Instances>

Correct Answer: CE

Section: [none]

Explanation

Explanation/Reference:

Explanation:

C: Organization information is stored in the Instance entity of the Discovery service. To see the kind of information contained in that entity, send an HTTP GET request to the service for one of your instances. GET

[https://dev.{servername}/api/discovery/v9.0/Instances\(UniqueName='myorg'\)](https://dev.{servername}/api/discovery/v9.0/Instances(UniqueName='myorg'))

In the above example, the discovery service is used to obtain the organization information of the instance with a unique name of "myorg".

Reference: <https://docs.microsoft.com/en-in/dynamics365/customerengagement/on-premises/developer/webapi/discover-url-organization-web-api>

<https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/webapi/samples/global-discovery-service-csharp>

QUESTION 14

A company uses the Data Export Service (DES) to refresh their Azure SQL Data Warehouse instance. The data warehouse is used for historical trend analysis and forecasting.

The refresh process from the Common Data Service (CDS) environment to the data warehouse has errors. Users report that data is missing.

A CDS test environment that contains DES is available to troubleshoot the import outside of the production environment. You create a new SQL database for testing.

You need to configure the test environment to point to the new SQL database.

What should you create first to access the SQL database?

- A. a new secret in Azure Key Vault
- B. a new export profile in CDS test
- C. a new user in the SQL database
- D. a new application registration

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Because this service requires access to an external Microsoft Azure SQL Database from Dynamics 365 (online), a number of prerequisites must be satisfied before you can successfully access this service including: ▪ Global / Tenant Admin access, or an Azure Key Vault must be provisioned and the setup user must have permissions on Secrets.

Reference:

<https://blog.crgroup.com/dynamics-365-latest-feature-the-data-export-service/>

QUESTION 15

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.

A Common Data Service (CDS) environment has two custom entities named Building code and Work item. Building code has a code date custom field and Work item has an elapsed time custom field. Construction workers use a consolidated custom form with data from both entities to fill in their daily work items.

A JavaScript library is used with these custom entities and fields to apply complex logic.

You need to ensure that the JavaScript library continues to function as originally designed if other developers expand the environment.

Solution:

- In the Building code form, add the JavaScript library in the events tab and the Code date field to the non-event dependencies.
- In the Work item form, add the JavaScript library in the Events tab and the Elapsed time field to the non-event dependencies.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead, in the JavaScript library, add Building code with Code date and Work item with Elapsed time in the dependencies tab.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies>

QUESTION 16

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

A university has implemented Dynamics 365 Customer Engagement. Several departments use opportunity records to bid for funding for projects within their own departments.

Each department's opportunities are not visible to other departments. However, there are times when two departments need to work together on an opportunity.

You need to configure the security to meet the business requirements.

Solution: Use access team templates and give access to members in the two departments.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Access Team template

The privileges assigned to the access team through Access Team Templates. Access Team template allows you to create a template for the entities on which "Access Teams" option is enabled. You can grant or restrict access to the entity records through "Access Rights". Essentially, this is like a record-based security model on an entity record for specific users.

Once the access team template is created and added to the entity form, you can start adding users. For example, on an opportunity record add a new user in the Access Team Template sub-grid.

Reference:

<https://community.dynamics.com/crm/b/crmdevmigrationconfigandcustomization/posts/access-teams-and-access-team-templates>

QUESTION 17

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

A university has implemented Dynamics 365 Customer Engagement. Several departments use opportunity records to bid for funding for projects within their own departments.

Each department's opportunities are not visible to other departments. However, there are times when two departments need to work together on an opportunity.

You need to configure the security to meet the business requirements.

Solution: Create a security role that has organization-level access to opportunities. Give this security role to all members of the two departments who need access.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead use access team templates and give access to members in the two departments.

Reference:

<https://community.dynamics.com/crm/b/crmdevmigrationconfigandcustomization/posts/access-teams-and-access-team-templates>

QUESTION 18

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

A university has implemented Dynamics 365 Customer Engagement. Several departments use opportunity records to bid for funding for projects within their own departments.

Each department's opportunities are not visible to other departments. However, there are times when two departments need to work together on an opportunity.

You need to configure the security to meet the business requirements.

Solution: Share the individual opportunity that member of one department are working on with all members of the second department, and give those members the appropriate permissions.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead use access team templates and give access to members in the two departments.

Reference:

<https://community.dynamics.com/crm/b/crmdevmigrationconfigandcustomization/posts/access-teams-and-access-team-templates>

Question Set 1

QUESTION 1

A multinational company requires that all phone numbers be standardized as country code + area code + phone number.

The application design team decides that a custom PowerApps component framework (PCF) control should be used to prompt users for an area code and correctly format the phone number.

You need to get the list of valid area codes when a contact record is opened and before the user enters a new phone number.

In which function should you call `webAPI.retrieveMultipleRecords`?

- A. `updateView`
- B. `getOutputs`
- C. `init`
- D. `notifyOutputChanged`

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:

The `updateView` method will be called when any value in the property bag has changed. This includes field values, data-sets, global values such as container height and width, offline status, component metadata values such as label, visible, etc.

Set the value of the field component to the raw value from the configured field.

Note: `webAPI.retrieveMultipleRecords` retrieves a collection of entity records.

Incorrect Answers:

B: `getOutputs` is called by the framework prior to a component receiving the new data. Returns an object based on nomenclature defined in manifest, expecting objects[s] for the property marked as bound or output.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/component-framework/reference/control/updateview>

QUESTION 2

DRAG DROP

A company uses Common Data Service (CDS) and manages their engineers using a model-driven app.

You create a new reusable custom component using the PowerApps component framework (PCF).

You need to package the custom component to be deployed into the model-driven app.

Which three commands should you run 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:

Explanation:

Step 1: `npm install`

Install Npm

Step 2: `pac pcf init ..`

Commands for working with Power Apps component framework. It has the following parameters:

▪ `init`: Initializes the code component project. It has the following parameters ▪
`namespace`: Namespace of the code component.

▪ `name`: Name of the code component. ▪

`template`: Field or dataset

Step 3: `pac solution add-reference`

Commands for working with Common Data Service solution projects. It has the following parameters: add-References:
Sets the reference path to the component project folder by passing the path parameter.

Syntax: pac solution add-reference --path <path to your Power Apps component framework project>

Incorrect Answers:

pac solution init ..

Commands for working with Common Data Service solution projects. We are working with a PowerApps component framework project though.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/powerapps-cli>

QUESTION 3

DRAG DROP

A travel company has a Common Data Service (CDS) environment.

The company requires the following:

- Custom entities that track which countries/regions their clients have traveled. ▪
- The dates their clients traveled to these countries/regions.

You need to create the entities and relationships to meet the requirements.

Which three actions should 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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct order you select.

Select and Place:



Actions

Answer Area

On the main form for ContactCountry, add the lookup fields for the Contact and Country, and a date field for the visit date.

Create a 1:N relationship from Contact to the Country entity.

Create a N:N relationship from Contact to the Country entity.

Create a 1:N relationship from ContactCountry intersect entity and Country.

Create the Country entity.

On the main form for ContactCountry, add a sub grid to view the country information.

Create an intersect entity named ContactCountry and create two N:1 relationships to Contact and Country.

Create an intersect entity named ContactCountry and create two 1:N relationships to Contact and Country.



Correct Answer:

Actions

On the main form for ContactCountry, add the lookup fields for the Contact and Country, and a date field for the visit date.

Create a 1:N relationship from Contact to the Country entity.

Create a N:N relationship from Contact to the Country entity.

Create a 1:N relationship from ContactCountry intersect entity and Country.

Create the Country entity.

On the main form for ContactCountry, add a sub grid to view the country information.

Create an intersect entity named ContactCountry and create two N:1 relationships to Contact and Country.

Create an intersect entity named ContactCountry and create two 1:N relationships to Contact and Country.

Answer Area

Create the Country entity.

Create a 1:N relationship from Contact to the Country entity.

On the main form for ContactCountry, add a sub grid to view the country information.



Section: [none]

Explanation

Explanation/Reference:

Explanation:

You can configure a sub-grid on a form to display a list of records or a chart.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/sub-grid-properties-legacy>

QUESTION 4

HOTSPOT

A fine arts school uses a custom canvas application based on the Common Data Service (CDS) platform.

Artists experience errors on their Artist canvas app and delays when switching pages.

You need to identify the root causes of these issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

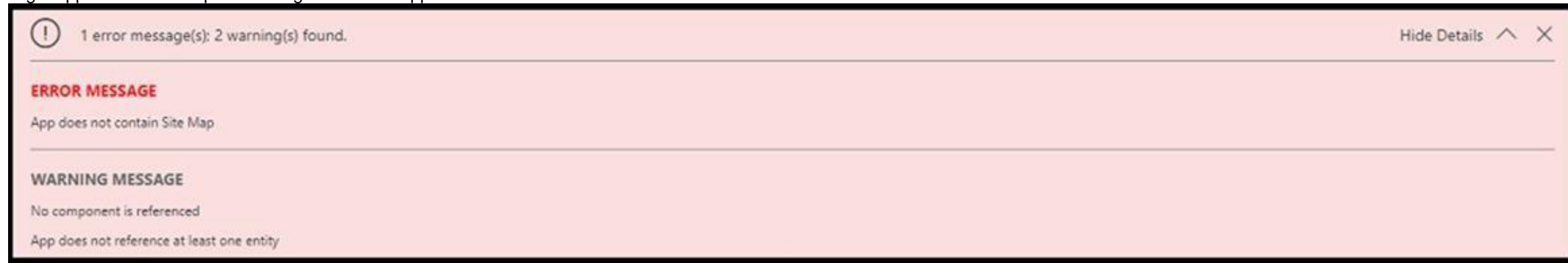
Explanation:

Box 1: Site Map validation

When you validate the app, the app designer canvas shows you details about the assets that are missing.

In the app designer, select Validate.

A notification bar appears and shows you whether the app has any errors or warnings. The notification bar shows warnings in cases where, for example, an entity has no forms or views, or the app doesn't contain any components. An error might appear if a site map isn't configured for the app.



Incorrect Answers:

With Solution checker, you can inspect your code against a set of best practice development rules specific to customizing and extending the CDS for Apps platform. Get access to rich detailed reports listing issues identified, severity, locations, and sometimes the line code, with linkage to detailed prescriptive guidance on how to fix the problem.

PowerApp Checker checks your solution for any usage of code that was deprecated or any performance or security issues in the code. It checks the plugin code as well as web resources.

Box 2: Service Performance in Power Apps Analytic

Regarding Microsoft Power Apps Canvas Driven Apps: for reviewing performance bottlenecks and API calls, admins can leverage the Service Performance report for connection health. Admins can gain insights into the least and best performing services, the mean response time and success rate for connectors and the 50th, 75th and 95th percentile markers for response time. Each of these can be filtered down by service or connector, device, player version and regionally.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/validate-app>

<https://community.dynamics.com/crm/b/crmthefield/posts/monitoring-the-power-platform-canvas-driven-apps---power-apps-analytics>

QUESTION 5

A client uses a model-driven app that is deployed by using a managed solution in the production environment. The app contains only entities and UI components and has no custom code or extensions to the platform.

The client needs an exact copy of the app with a different name in the production environment.

You need to recreate this app in production without disrupting the end users.

What should you do?

- A. Select the original model-driven app, select **Edit**, and then select **Save As**.
- B. Create a new model-driven app. Select the **Use existing solution to create the App** check box, and then select the solution that contains the original app.
- C. Select the managed solution and select **Clone**.
- D. Create a new model-driven app, manually add each component, and then recreate its original functions.
- E. Add the original app to a solution, export it as unmanaged, import it into a test environment and rename it, and then deploy it back into production.

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

The option Use existing solution allow users to select a specific solution for this app. Users can create a whole new design from scratch by not checking check box of use existing solution.

Reference: <https://www.inogic.com/blog/2019/02/create-model-driven-app-cds-environment/>

QUESTION 6

DRAG DROP

A company has a Common Data Service (CDS) environment. The company creates model-driven apps for different sets of users to allow them to manage and monitor projects.

Finance team users report that the current app does not include all the entities they require and that the existing project form is missing cost information. Cost information must be visible only to finance team users.

You create a security role for finance team users.

You need to create a new app for finance team users.

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
Edit the Project main form. Select Save As to create a new Finance Form, add the missing cost fields and remove the fields not relevant to Finance.	
In the Maker portal, share the Finance app and select the Finance Security role.	
Create a new model-driven app. Add the project entity, and select the Finance Security role.	⬅️
Create a new model-driven app. Add the project entity, and select the Finance form.	➡️
Enable security roles and select the Finance Security role on the Finance form.	⬆️
Select the Finance app from the My Apps page and configure the app to use the Finance Security role.	⬇️

Correct Answer:

Actions	Answer Area
Edit the Project main form. Select Save As to create a new Finance Form, add the missing cost fields and remove the fields not relevant to Finance.	Edit the Project main form. Select Save As to create a new Finance Form, add the missing cost fields and remove the fields not relevant to Finance.
In the Maker portal, share the Finance app and select the Finance Security role.	Create a new model-driven app. Add the project entity, and select the Finance form.
Create a new model-driven app. Add the project entity, and select the Finance Security role.	Enable security roles and select the Finance Security role on the Finance form.
Create a new model-driven app. Add the project entity, and select the Finance form.	In the Maker portal, share the Finance app and select the Finance Security role.
Enable security roles and select the Finance Security role on the Finance form.	
Select the Finance app from the My Apps page and configure the app to use the Finance Security role.	

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Step 1: Edit the Project main form. Select Save as..

Step 2: Create a new model-driven app. Add the project entity, and select the Finance form.

Step 3: Enable security roles and select the Finance Security role on the Finance
Assign security roles to the main form. Use this to make a main form available to specific groups.

Step 4: In the Maker portal, share the Finance app and select the Finance Security role.
Sharing a model-driven app involves two primary steps. First, associate a one or more security role(s) with the app then assign the security role(s) to users.

- Visit <https://make.powerapps.com>
- Select a model-driven app and click Share.
- Select the app then choose a security role from the list.

Reference: <https://docs.microsoft.com/dynamics365/customer-engagement/admin/assign-security-roles-for>

Testlet 1

Case Study

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Background

Contoso Pharmaceutical manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Customer Engagement and Dynamics 365 Finance.

Current environment

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit orders requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Customer Engagement instance.

Requirements. General

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.



Requirements. Accounts

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority_Trigger must be created to trigger the Priority field.
- A field name Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

Users

- UserA must be able to create and publish PowerApps apps.
 - UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
 - UserC must be able to create apps connected to the systems and update the security roles and entities.
 - Pharmacy representatives must only be able to run the apps and access their own records.
 - Access to the accounting PowerApps app must be restricted to accounting team members.
 - End users must have minimum access to the required systems.
 - Only supervisors must be able to view phone numbers in the Accounts form.
 - Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

Requirements. Reporting

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenue under \$100,000

- Research facilities ▪ Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension. **Requirements.**

Customizations

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
- Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
- Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
- Fields for the doctor's name and phone number must be displayed in the customer record.
- The doctor entered on the customer's record must be validated against doctors that exist in the system.
- The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number. ▪

When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

QUESTION 1 You need to create the model-driven app for referrals.

Which function should you add?

- A. Subgrid
- B. Business rule
- C. Flow
- D. Chart
- E. Workflow

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation: B

Scenario: When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.

QUESTION 2

DRAG DROP

You need to select a process to create each function.

Which process should you use? To answer, drag the appropriate processes to the correct functions. Each process 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:

Box 1: Microsoft flow

Using Microsoft Flow, you can automatically post to Slack when an event happens in Dynamics 365, enabling similar functionality that is available with the Microsoft Yammer integration with third-party collaboration tools.

Box 2: Workflow

Box 3: Business process flow

A business process flow is composed of Stages, and within each stage there are Steps to complete which are fields. In the business process flow heading, a user can see which stage they are at in the process, and which steps they need to complete before they proceed in the process.

Business process flows enable you to require users to complete certain steps before completing the process and if needed you can also allow users to jump stages.

Reference: <https://us.hitachi-solutions.com/blog/dynamics-365-workflow-vs-microsoft-flow/>

QUESTION 3 You need to configure the trigger for account records.

Which expression should you use?

- A. ADDWEEKS(1, CreatedOn)
- B. ADDDAYS(10, CreateOn)
- C. SUBTRACTDAYS(10, Now())
- D. DIFFINDAYS(CreatedOn, now())
- E. DIFFINWEEKS(now, 1)

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario: A trigger must be created that changes the Priority field to 1 in the Account record 10 days after an Account record is created.

DIFFINDAYS (date and time, date and time): Returns the difference in days between two Date and Time fields. If both dates and times fall on the same day, the difference is zero.

Note: Whenever we talk about history, the bone of contention are the below four fields:

- CreatedOn
- ModifiedOn
- CreatedBy
- ModifiedBy

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/define-calculated-fields>

Testlet 2

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Background

Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.

Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.

They use Dynamics 365 Customer Engagement for all customer activities, including field service.

Current environment. Retail store information

- Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.
- Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features: -
 - Customer selects yes or no if they are on the mailing list.
 - Customer select the amount of times they have visited the store.
 - Customer select the type of service needed.
 - The search result returns all last name records that match the search term.

Current environment. Technology

- A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives' visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.
- Microsoft Teams is used for all collaboration.
- All testing and problem diagnostics are performed in a copy of the production environment.
- Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Requirements. Automation

- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
 - Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
 - A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight. ▪
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

- The warehouse manager's dashboard must contain warehouse counting variance information.
 - A warehouse manager needs to quickly view warehouse KPIs by using a mobile device. ▪
- Power BI must be used for reporting across the organization.

Requirements. User experience

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
 - All customer repairs must be tracked in the system no matter where they occur. ▪
- Qualified leads must be collected from local bike fairs.

Issues. Internal

- User1 reports that performance is slow when viewing total billed customer time.
 - User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month and sales orders have also increased. ▪
- User5 receives the error message "Endpoint unavailable" during a test of the technician dispatch ISV solution. ▪ The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

QUESTION 1 You need to ensure that Adventure Works Cycle can track information from visitors to bike fairs.

What should you create?

- A. a workflow in Dynamics 365 Customer Engagement for capturing leads
- B. a Microsoft flow that generates a new customer record in SharePoint
- C. a flow that connects with the bike fair Power Apps app to create a lead in Dynamics 365 Customer Engagement
- D. a flow to capture customer data from the bike fair Power Apps app in SharePoint and create a lead in Microsoft Teams

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

Explanation:

By using a Dynamics 365 connector, you can create flows that initiate when an event occurs in Dynamics 365, or some other service, which then performs an action in Dynamics 365, or some other service.

Reference: <https://docs.microsoft.com/en-us/power-automate/connection-dynamics365>

QUESTION 2 You need to reduce response time for the information email on the website.

What should you create?

- A. a PowerApps app that displays the number of emails received in a dashboard
- B. a flow that creates a SharePoint item for each email response
- C. a logic app that moves all emails received to Azure Blob storage
- D. a flow that creates a notification in Microsoft Teams

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario:

- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days. ▪
- Microsoft Teams is used for all collaboration.

QUESTION 3 You need to modify Microsoft Flow to resolve CustomerC's issue.

What should you do?

- A. Add a condition containing approval hierarchy.
- B. Add a timeout setting to the approval flow.
- C. Add a configure run that is set to **is successful**.
- D. Add a data operation that specifies the false conditions.

Correct Answer: B



Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario: CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Imagine having a process where you want to give someone a couple of days to reply to an approval. If that someone doesn't respond in time, you want to assign a new approval to another person or group of people. To achieve this you can set the timeout in the action settings.

Reference: <https://www.o365dude.com/2018/06/02/timeout-flow-approvals/>



Question Set 3

QUESTION 1

DRAG DROP

A company creates a custom connector to use in a flow named Search Company.

When this custom connector is used, requests must be redirected to a different endpoint at runtime.

You need to apply a policy to the custom connector to route calls to a different endpoint.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Step 1: Select the Search Company custom connector in the Microsoft Flow portal under Custom connectors and select edit.

Login to the Microsoft Flow portal, and on right top corner click on the settings icon and then click on custom connectors option.

Step 2: Select the Definition tab

Policy template are available only for custom connectors. To use a policy template, open Power Automate portal and either create a new custom connector or edit an existing one.

1. In the custom connector wizard, select the Definition page.
2. From the Definition page, select New Policy.
3. Etc.



Step 3: Select New Policy

Reference: <https://docs.microsoft.com/en-us/connectors/custom-connectors/policy-templates>

QUESTION 2

DRAG DROP

User1 and User2 use a form named F1 to enter account data. Both users have the same security role, SR1, in the same business unit.

User1 has a business rule to make the main phone mandatory if the relationship type is Reseller. User2 must occasionally create records of the Reseller type without having the reseller's phone number and is blocked by User1's business rule.

You need to ensure that User2 can enter reseller data into the system.

Which three actions should 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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct order you select.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

QUESTION 3

An organization implements Dynamics 365 Customer Engagement.

You need to create a Microsoft Flow that runs daily.

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. Create the flow and set the flow frequency to daily and the interval to **1**.
- B. Create the flow and set the flow frequency to hourly and the value to **1**.
- C. Create the flow and set the flow frequency to hourly and the value to **24**.
- D. Create the flow and set the flow frequency to daily and the interval to **24**.

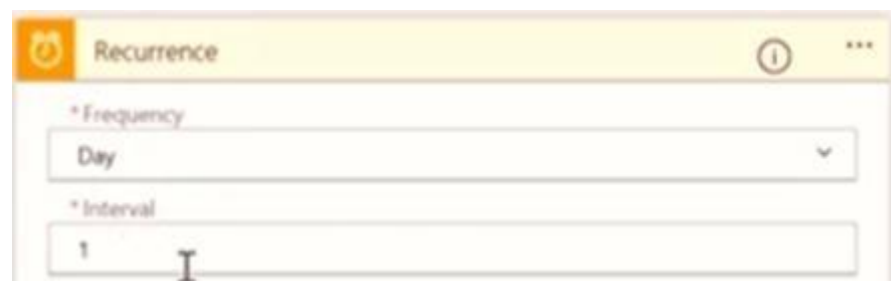
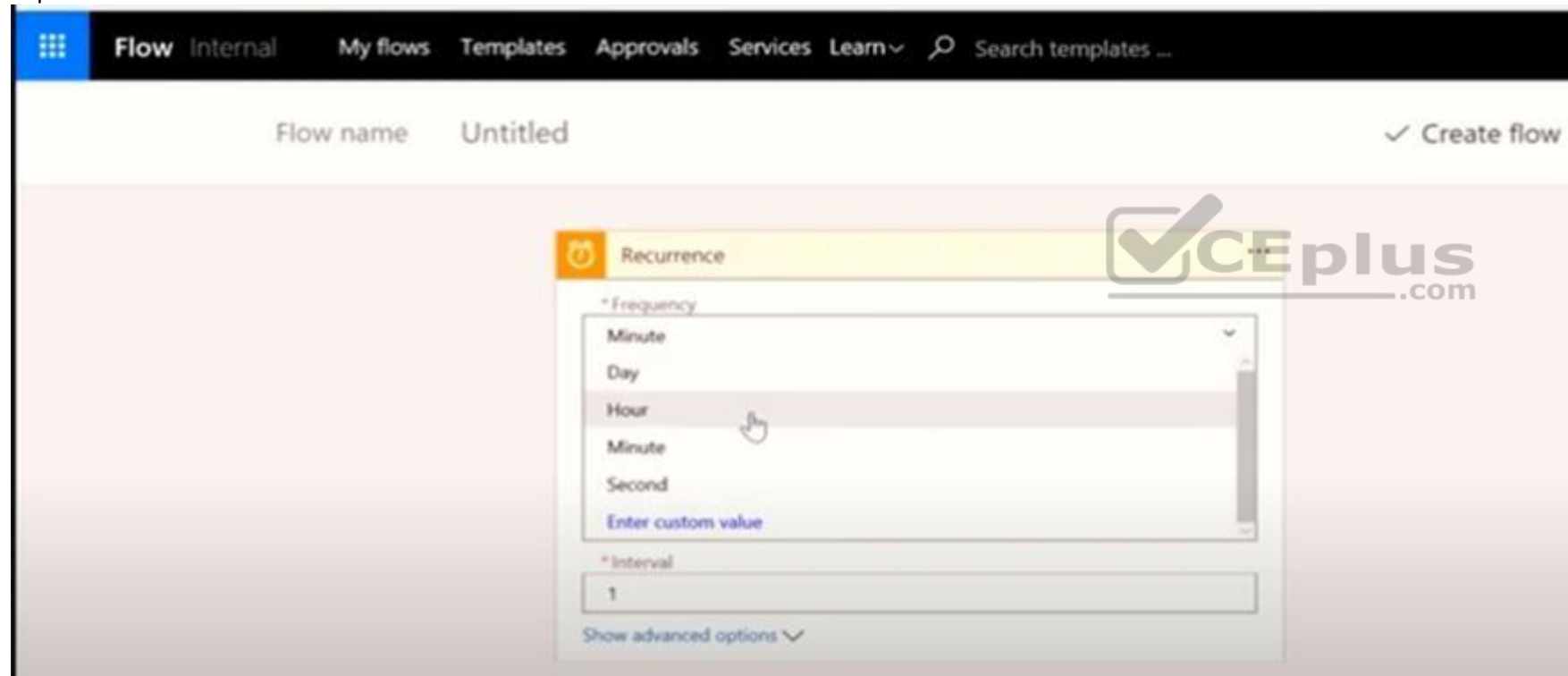
Correct Answer: AD

Section: [none]

Explanation

Explanation/Reference:

Explanation:



Testlet 1

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The company plans to implement Dynamics 365 Customer Engagement and Dynamics 365 Finance.

Current environment

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
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- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Customer Engagement instance.

Requirements. General

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.



Requirements. Accounts

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear. ▪ A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority_Trigger must be created to trigger the Priority field.
- A field name Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital. **Requirements.**

Users

- UserA must be able to create and publish PowerApps apps.
 - UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
 - UserC must be able to create apps connected to the systems and update the security roles and entities.
 - Pharmacy representatives must only be able to run the apps and access their own records.
 - Access to the accounting PowerApps app must be restricted to accounting team members.
 - End users must have minimum access to the required systems.
 - Only supervisors must be able to view phone numbers in the Accounts form.
 - Developers must be able to create new apps for all users. ▪
- Sales users must only have access to their own records.

Requirements. Reporting

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenue under \$100,000

- Research facilities ▪ Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

Requirements. Customizations

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
 - Ensure that leads have a review stage added to the sales process.
 - Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
 - Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
 - Fields for the doctor's name and phone number must be displayed in the customer record.
 - The doctor entered on the customer's record must be validated against doctors that exist in the system.
 - The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
 - The solution must be error free so that when it is installed in other environments it does not cause issues.
 - A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
 - Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number. ▪
- When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

QUESTION 1 You need to create an application to deploy to other pharmacies.

What should you do?

- A. Recreate customizations in a new environment.
- B. Navigate to Customize the System and export everything to a managed solution.
- C. Clone the solution
- D. Create packages for Package Deployer.

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Scenario: The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.

Microsoft Dynamics CRM Package Deployer enables administrators to deploy packages on Customer Engagement (on-premises) or Common Data Service environment.

Incorrect Answers:

B: You can only export an unmanaged solution.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/export-solution>

Question Set 2

QUESTION 1 A client requires that the system sends an email from a button on their customer contact form.

You need to call the action from JavaScript.

Which two functions achieve this result? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Xrm.WebApi.online.createRecord()
- B. Xrm.WebApi.online.updateRecord()
- C. Xrm.WebApi.online.execute()

D. Xrm.WebApi.online.executeMultiple()

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

Explanation:

You can execute action using Xrm.WebApi.online.execute in Dynamics 365 CRM V9.0.

Reference: <https://carldesouza.com/calling-a-dynamics-365-action-from-javascript-using-xrm-webapi-online-execute/>

QUESTION 2

HOTSPOT

You have the following JavaScript function: (Line numbers are included for reference only.)



```
01 function displayIconTooltip(rowData, userLCID)
02 {
03     var imgName = "";
04     var tooltip = "Relationship Health";
05     var str = JSON.parse(rowData);
06     var prevrev = str.new_previousyearannualrevenue_Value;
07     var rev = str.revenue_Value;
08     var health = parseFloat(rev) - parseFloat(prevrev);
09     if (health > 0)
10         imgName = "new_good";
11     else if (health == 0)
12         imgName = "new_warm";
13     else
14         imgName = "new_bad";
15     var resultarray = [imgName, tooltip];
16     return resultarray;
17 }
```



The Annual Revenue view column is configured to call the function as shown in the Column Properties exhibit. (Click the **Change Column Properties** tab.)

Change Column Properties ×

The properties of the selected column are listed below. You can change the width in pixels of the column.

Entity Name:	Account
Column Title:	Annual Revenue
Data Type:	Currency
Name:	revenue
Web Resource:	 <input type="text" value="new_/script/revdisplaylcon.js"/> 
Function Name:	<input type="text" value="displaylconTooltip"/>

Select a width for this column:

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25px	50px	75px	100px	125px	150px	200px	300px

<input type="button" value="OK"/>	<input type="button" value="Cancel"/>
-----------------------------------	---------------------------------------



Users report that the icons that appear in the Active Account view are incorrect, as shown in the Active Accounts View exhibit. (Click the **Active Accounts View** tab.)

Dynamics 365 CRM Hub CORE > Accounts

Show Chart + New Delete Refresh Email a Link Flow Run Report Excel Templates Export to Excel

Active Accounts

Account Name	Annual ...	Address 1: Stre ...	Address...	Address 1: ZIP/...	Primary Co...	Ope...
Ac Tellus Suspendisse Foundation	£10,000.00	---	---	---	---	£0,00
Adipiscing Elit Aliquam Inc.	£15,000.00	---	---	---	---	£0,00
Adventure Works (sample)	£60,000.00	4405 Balboa Court	Santa Cruz	95486	Nancy Anderson (s...)	£0,00
Aliquet Limited	£8,000.00	---	---	---	---	£0,00
Aliquet Proin Ltd	£75,000.00	---	---	---	---	£0,00
Alpine Ski House (sample)	£90,000.00	2313 B Southampton	Missoula	58047	Paul Cannon (sam...)	£30,000.00
Amazon Web Services (AWS)	£5,000.00	---	---	---	---	£0,00

All # A B C D E F G H I J K L M N O P Q R S T U

1 - 134 of 134 (0 selected)

You need to determine why the incorrect icons are being displayed.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Box 1: No parseFloat will return 'NaN' if it's not a number (null and undefined are NaNs).

Box 2: No

Box 3: Yes

Session.userLCID is the Locale ID for the ASP application.

Box 4: Yes

Reference:

<https://support.microsoft.com/en-us/help/229690/how-to-set-the-asp-locale-id-per-the-browser-s-language-settings> **QUESTION 3** HOTSPOT

A company has a model-driven app.

A custom button on a form calls a JavaScript function that validates form data fields and creates a web basket. The JavaScript function then displays a message to the user.

Users are located in the United States, which uses ISO Code 1033, and France, which uses ISO Code 1036.

Users in France report that the message displays in English.

You need to modify the RibbonDiffXml file to ensure that messages appear in the user's language.

How should you complete the CommandDefinition node? 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:

Explanation:

Box 1: CrmParameter

Ribbon actions are defined in the <Actions> element of a <CommandDefinition> element. There are several ways to pass contextual Dynamics 365 for Customer Engagement information as query string parameters to a URL by using the ribbon.

You can use a <JavaScriptFunction> element together with a <CrmParameter> element.

Box 2: UserLcid

UserLcid User Language Code: Language code identifier that is used by the current user.



Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/customize-dev/pass-parameters-url-by-using-ribbon>

QUESTION 4

HOTSPOT

A company has a model-driven app that captures applications from prospective students.

You are asked to create a new re-usable custom component using the PowerApps component framework (PCF).

The custom component must allow entry of a date of birth and validate that the applicant is not a minor.

You create the class AdultDatePicker in the TypeScript file Index.ts and the style sheet DatePicker.css.

You need to define the component to be available only for relevant fields and its properties when used in a form.

How should you complete the manifest? 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:

Explanation:

Box 1: AdultDatepicker Specify the implemented class.

Box 2: DateandTime, DateOnly
The custom component must allow entry of a date of birth and validate that the applicant is not a minor. DateOnly is enough.

Box 3: input

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/component-framework/implementing-controls-using-typescript>

QUESTION 5

HOTSPOT

You need to complete a PowerApps component framework (PCF) control.

How should you define the order in the manifest? 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:
Explanation:

The order property specifies the order of a flexible item relative to the rest of the flexible items inside the same container.

Reference:
https://www.w3schools.com/jsref/prop_style_order.asp

QUESTION 6

HOTSPOT

A manufacturing company takes online orders.

The company requires validation of order changes. Requirements are as follows:

- If validation is successful, the order is submitted.
- If exceptions are encountered, a message must be shown to the customer.

You need to set up and deploy a plug-in that encapsulates the rules.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]
Explanation

Explanation/Reference:

Explanation:

Box 1: PreValidation

PreValidation

Pre-event/Pre-Validation

This stage executes before anything else, even before basic validation if the triggering action is even allowed based on security. Therefore, it would be possible to trigger the plug-in code even without actually having permission to do so and great consideration must be used when writing a pre-validation plug-in. Also, execution in this stage might not be part of the database transaction.

Examples:- security checks being performed to verify the calling or logged on user has the correct permissions to perform the intended operation.

Note: Ideally, you should only cancel operations using synchronous plug-ins registered in the PreValidation stage. This stage usually occurs outside the main database transaction. Cancelling an operation before it reaches the transaction is highly desirable because the cancelled operation has to be rolled back.

Box 2: Synchronous

When you throw an InvalidPluginExecutionException exception within a synchronous plug-in an error dialog with your message will be displayed to the user.

Box 3: Pre Image

When are the different images available in the event execution pipeline?

Message	Stage	Pre-Image	Post-Image
Create	PRE	No	No
Create	POST	No	Yes
Update	PRE	Yes	No
Update	POST	Yes	Yes
Delete	PRE	Yes	No
Delete	POST	Yes	No



Box 4: Throw new InvalidPluginExecutionException("Your error message", ex);

When you throw an InvalidPluginExecutionException exception within a synchronous plug-in an error dialog with your message will be displayed to the user.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/handle-exceptions>

<https://community.dynamics.com/crm/b/thinkdynamicdodynamic/posts/pre-image-and-post-image-in-dynamics-crm>

QUESTION 7

DRAG DROP

You are creating a flow using the Common Data Service (CDS) connector.

You need to select the appropriate triggers.

Which triggers should you use? To answer, drag the appropriate triggers to the correct scenarios. Each trigger 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:



Testlet 1

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

Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.

Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.

They use Dynamics 365 Customer Engagement for all customer activities, including field service.

Current environment. Retail store information

- Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.
- Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features: -
 - Customer selects yes or no if they are on the mailing list.
 - Customer select the amount of times they have visited the store.
 - Customer select the type of service needed.
 - The search result returns all last name records that match the search term.

Current environment. Technology

- A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.
- Microsoft Teams is used for all collaboration.
- All testing and problem diagnostics are performed in a copy of the production environment.
- Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Requirements. Automation

- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
 - Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
 - A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight. ▪
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

- The warehouse manager's dashboard must contain warehouse counting variance information.
 - A warehouse manager needs to quickly view warehouse KPIs by using a mobile device. ▪
- Power BI must be used for reporting across the organization.

Requirements. User experience

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
 - All customer repairs must be tracked in the system no matter where they occur. ▪
- Qualified leads must be collected from local bike fairs.

Issues. Internal

- User1 reports that performance is slow when viewing total billed customer time.
 - User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month and sales orders have also increased. ▪
- User5 receives the error message "Endpoint unavailable" during a test of the technician dispatch ISV solution. ▪ The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

QUESTION 1

DRAG DROP

You need to resolve the performance issue with the Total Billed customer plug-in.

In which order should you perform the actions? To answer, move all 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:

Explanation:

Scenario: User1 reports that performance is slow when viewing total billed customer time.

A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives' visits, phone calls, email correspondence, and repair time compared with hours spent.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/register-deploy-plugins> Question Set 2

QUESTION 1

DRAG DROP

Five high schools test a custom app from AppSource. They provide feedback that the Course credit entity should include additional fields that cover information shared by the schools.

You do not have access to each high school organization.

Each high school administrator must be able to apply the updates to the Course credit entity.

You need to deliver a custom program that creates the additional fields.

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

Retrieve the Course credit entity metadata by using RetrieveEntityRequest with LogicalName.

Retrieve the Course credit entity metadata by using RetrieveEntityRequest with MetadataId.

Define the AttributeMetadata for each new field.

Call the CreateAttributeRequest constructor for each new field.

Call the RetrieveAttributeRequest with LogicalName for each new field.

Call the login logic.

Retrieve the Course credit entity metadata by using RetrieveEntityRequest with EntityFilters = Attributes and LogicalName.



Correct Answer:

Actions

- Retrieve the Course credit entity metadata by using RetrieveEntityRequest with LogicalName.
- Retrieve the Course credit entity metadata by using RetrieveEntityRequest with MetadataId.
- Define the AttributeMetadata for each new field.
- Call the CreateAttributeRequest constructor for each new field.
- Call the RetrieveAttributeRequest with LogicalName for each new field.
- Call the login logic.
- Retrieve the Course credit entity metadata by using RetrieveEntityRequest with EntityFilters = Attributes and LogicalName.

Answer Area

- ⏮
⏭

Call the login logic.

⏮
⏭
- Retrieve the Course credit entity metadata by using RetrieveEntityRequest with EntityFilters = Attributes and LogicalName.
- Define the AttributeMetadata for each new field.
- Call the RetrieveAttributeRequest with LogicalName for each new field.

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Step 1: Call the login logic.

Step 2: Retrieve the Course credit entity metadata by using RetrieveEntityRequest with EntityFilters = Attributes and LogicalName The RetrieveEntityRequest.EntityFilters property gets or sets a filter to control how much data for the entity is retrieved.

Step 3: Define the AttributeMetaData for each new field.

Step 4: Call the RetrieveAttributeRequest with LogicalName for each new field.
The RetrieveAttributeRequest contains the data that is needed to retrieve attribute metadata.

Reference: <https://docs.microsoft.com/en-us/dotnet/api/microsoft.xrm.sdk.messages.retrieveentityrequest.entityfilters?view=dynamics-general-ce-9>

QUESTION 2

DRAG DROP

A developer must register a step using the Plug-in registration tool.

You need to associate the correct Event Pipeline Stage of Execution with its purpose.

Which stage should you associate with each description? To answer, drag the appropriate stages to the correct descriptions. Each stage 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 event pipeline allows you to configure when in the event the plug-in code will execute. The event pipeline is divided into the following events and stages:

Box 1: PreValidation

Pre-event/Pre-Validation

This stage executes before anything else, even before basic validation if the triggering action is even allowed based on security. Therefore, it would be possible to trigger the plug-in code even without actually having permission to do so and great consideration must be used when writing a pre-validation plug-in. Also, execution in this stage might not be part of the database transaction.

Examples:- security checks being performed to verify the calling or logged on user has the correct permissions to perform the intended operation.

Box 2: PreOperation

Pre-event/Pre-Operation

This stage executes after validation, but before the changes has been committed to database. This is one of the most commonly used stages.

Example uses:

If and “update” plug-in should update the same record, it is best practice to use the pre-operation stage and modify the properties. That way the plug-in update is done within same DB transaction without needing additional web service update call.

Box 3: PostOperation

Plug-ins which are to execute after the main operation. Plug-ins registered in this stage are executed within the database transaction.

This stage executed after changes have been committed to database. This is one of the most used stages.

Example uses:

Most of the “Create” plugins are post-event. This allows access to the created GUID and creation of relationships to newly created record.

Incorrect Answers:

MainOperation:- main operation of the system, such as create, update, delete, and so on. No custom plug-ins can be registered in this stage.

Reference: <https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/216569/ms-crm-plugin-execution-pipeline>

QUESTION 3

HOTSPOT

A company imports data from files.

The following code is created to import the files. (Line numbers are included for reference only.)

```
1. var transactionrequest = new ExecuteTransactionRequest()
2. {
3.     Requests = new OrganizationRequestCollection(),
4.     ReturnResponses = true
5. };
6. ...
7. foreach (DataRow dr in Rows)
8. {
9.     ...
10. var contact = new Entity("contact");
11. contact["firstname"] = firstname;
12. contact["lastname"] = lastname;
13. var createRequest = new CreateRequest() {Target = contact};
14. transactionrequest.Requests.Add(createRequest);
15. }
16. try
17. {
18. var response = (ExecuteTransactionResponse)crmSvc.Execute(transactionrequest);
19. foreach (var responseItem in response.Responses)
20. {
21. var createResponse = (CreateResponse)responseItem;
22. Console.WriteLine("Created: {0}", createResponse.id.ToString());
23. }
24. }
25. catch (FaultException<Microsoft.Xrm.Sdk.OrganizationServiceFault> ex)
26. {
27. Console.WriteLine("Error: {0}", ((ExecuteTransactionFault)(ex.Detail)).FaultedRequestIndex + 1, ex.Detail.Message);
28. }
```



For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Box 1: No

Need to set ContinueOnError=True. ContinueOnError: When true, continue processing the next request in the collection even if a fault has been returned from processing the current request in the collection. When false, do not continue processing the next request.

Box 2: No

ContinueOnError = true must be added before Requests = new OrganizationRequestCollection() on line 3.

Example:

```
// Create an ExecuteMultipleRequest object. requestWithResults
= new ExecuteMultipleRequest() {
    // Assign settings that define execution behavior: continue on error, return responses.
    Settings = new ExecuteMultipleSettings()
    {
        ContinueOnError = false,
        ReturnResponses = true
    },
    // Create an empty organization request collection.
    Requests = new OrganizationRequestCollection()
};
```

Box 3: Yes

You can use the ExecuteMultipleRequest message to support higher throughput bulk message passing scenarios in Common Data Service. ExecuteMultipleRequest accepts an input collection of message Requests, executes each of the message requests in the order they appear in the input collection, and optionally returns a collection of Responses containing each message's response or the error that occurred.

Box 4: No

This is just for displaying the result.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/org-service/execute-multiple-requests>

QUESTION 4

An organization plans to set up a secure custom connector for PowerApps. The app will capture tweets from Twitter about the organization's upcoming product for sales follow-up.

You need to configure security for the app.

Which authentication method should you use?

- A. OAuth
- B. Windows authentication
- C. API key
- D. Basic authentication
- E. Kerberos authentication



Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:
Configure OAuth2 provider settings for portals.

The OAuth 2.0 based external identity providers involve registering an "application" with a third-party service to obtain a "client ID" and "client secret" pair.

The supported providers are:

- Microsoft Account
- Twitter
- Facebook
- Google
- LinkedIn ▪
- Yahoo

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/configure-oauth2-settings>

QUESTION 5

HOTSPOT

You are developing a Web API for a company.

You need to implement the appropriate operations to meet the company's requirements.

What should you implement? 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:

Explanation:

Box 1: Functions

Box 2: Actions

Box 3: Complex types

Complex types are keyless named structured types consisting of a set of properties. Complex types are commonly used as property values in model entities, or as parameters or return values for operations.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/webapi/web-api-types-operations#complex-types>

QUESTION 6

HOTSPOT

A travel agency has a Dynamics 365 Customer Engagement.

Customers are allowed to add up to three countries/regions to their travel preferences from the website. Their preferences must be stored in the Contact entity.

You need to register the plug-in to meet the requirements.

Which value should you apply for each parameter? 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:

Explanation:

Box 1: associate

Box 2: contact

Customers are allowed to add up to three countries/regions to their travel preferences from the website. Their preferences must be stored in the Contact entity.

Box 3: country Box

4: synchronous

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/tutorial-write-plug-in>

QUESTION 7 A company needs to illustrate the relationships of the entities in Dynamics 365 Customer

Engagement.

You need to select the appropriate tool to show this graphic.

Which tool should you select?

- A. Security model
- B. Metadata diagram
- C. Power BI
- D. Web services

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Visual representation of metadata can be very useful, especially when you are trying to describe the relationship between entities in the system. You can use the Metadata Diagram sample code provided for Dynamics 365 Customer Engagement (on-premises) to generate the entity relationship diagrams. You can create a simple diagram that shows a relationship for just one entity, or a complex diagram that includes dozens of related entities, including custom and system entities.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-metadata-generate-entity-diagrams>



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.

An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.

You need to reduce the time required to synchronize data.

Solution:

- Enable change tracking for entities that will be synchronized. ▪ Implement a console application that queries for changes.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead use the Data Export Service to sync data between the database and Dynamics 365 Sales.

References: <https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization>

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.

An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.

You need to reduce the time required to synchronize data.

Solution:

Enable change tracking for entities that will be synchronized.

Use the Data Export Service to sync data between the database and Dynamics 365 Sales.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Large organizations that synchronize their data with external data sources can now enable entities for change tracking. You can export or retrieve a selected set of data, and then keep the external data warehouse in sync.

The Data Export Service is an add-on service made available on Microsoft AppSource that adds the ability to replicate data from Common Data Service database to an Azure SQL Database store in a customer-owned Azure subscription.

The Data Export Service intelligently synchronizes the entire data initially and thereafter synchronizes on a continuous basis as changes occur (delta changes) in the system.

You can use the Data Export Service with model-driven apps in Dynamics 365, such as Dynamics 365 Sales and Dynamics 365 Customer Service.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization>

<https://docs.microsoft.com/en-us/power-platform/admin/replicate-data-microsoft-azure-sql-database>

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.

An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.

You need to reduce the time required to synchronize data.

Solution:

- Write a SSIS package to connect to the source and target.
- Develop the SSIS package to find the records by the Modified on field.
- Create or update the records in the database instance based on results.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Instead enable change tracking for entities that will be synchronized, and use the Data Export Service to sync data between the database and Dynamics 365 Sales.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization>

<https://docs.microsoft.com/en-us/power-platform/admin/replicate-data-microsoft-azure-sql-database>

QUESTION 4 A company plans to replicate a Dynamics 365 Customer Engagement database into an Azure SQL Database instance for reporting purposes. The Data Export Service Solution has been installed.

You need to configure the Data Export service.

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

NOTE: Each correct selection is worth one point.

- A. Enable change tracking for all entities that must be replicated to Azure SQL Database.
- B. Enable auditing for all entities that must be replicated to Azure SQL Database.
- C. Create an Azure SQL Database service in the same tenant as the Dynamics 365 Customer Engagement environment.
- D. Set up server-based integration.
- E. Create an export profile that specifies all the entities that must be replicated.

Correct Answer: ACE

Section: [none]

Explanation

Explanation/Reference:

Explanation:

A: The entities that will be added to the Export Profile must be enabled with change tracking.

E: Create an Export Profile

C: To use the Data Export Service the model-driven apps in Dynamics 365 and Azure Key Vault services must operate under the same tenant and within the same Azure Active Directory.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/replicate-data-microsoft-azure-sql-database>

QUESTION 5

DRAG DROP

A company uses Dynamics 365 Sales.

Sales commission must be calculated when an order is placed. You create an Azure Function to perform the calculation. The Azure Function has an HTTP trigger.

You need to configure the Plug-in Registration tool to send data to the Azure Function when an order is placed. You open the Plug-in Registration tool and connect to Dynamics 365 Sales.

Which five actions should you perform? 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 Register New Service Endpoint .	
Set authentication to HttpHeader .	
Register a New Step for Create of SalesOrder.	
Add the API Key Value of the Azure Function.	
Enter the endpoint URL.	
Enter a connection string.	
Select Register New Web Hook .	
Set authentication to WebhookKey .	

Correct Answer:

Actions

Select **Register New Service Endpoint**.

Set authentication to **HttpHeader**.

Register a New Step for Create of SalesOrder.

Add the API Key Value of the Azure Function.

Enter the endpoint URL.

Enter a connection string.

Select **Register New Web Hook**.

Set authentication to **WebhookKey**.

Answer Area

Select **Register New Web Hook**.

Set authentication to **WebhookKey**.

Enter the endpoint URL.

Add the API Key Value of the Azure Function.

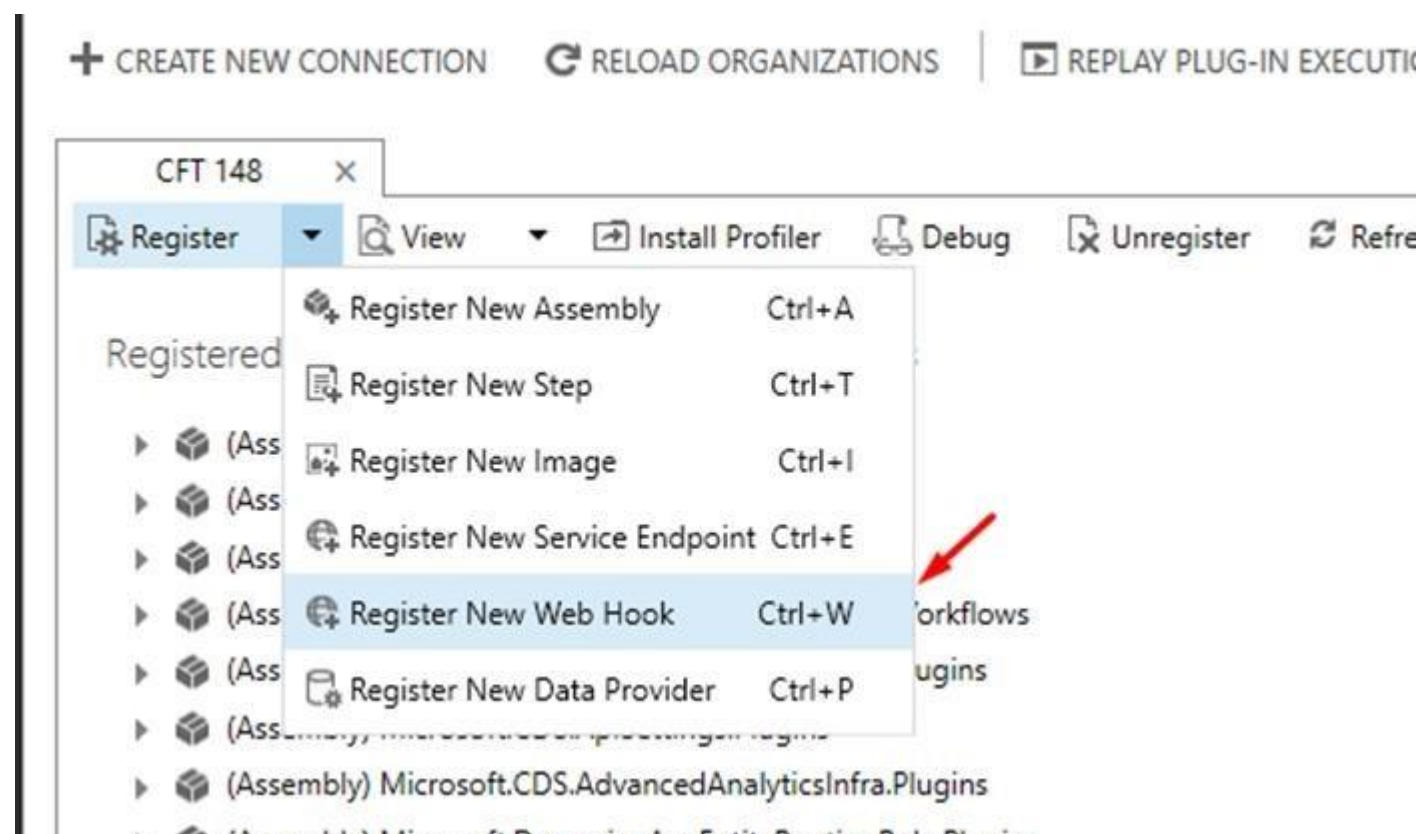
Register a New Step for Create of SalesOrder.



Section: [none]
Explanation

Explanation/Reference:
Explanation:

Step 1: Select Register New Web Hook
You can register a Webhook that will trigger on Account Name update to fire off the Function App. In Plugin Registration Tool, register a new Webhook.



Step 2: Set authentication to WebhookKey
Enter Webhook Details. Select Authentication type as WebhookKey.



WebHook Registration

Name	AccountPlugin
Endpoint URL	
Authentication	WebhookKey
Value	

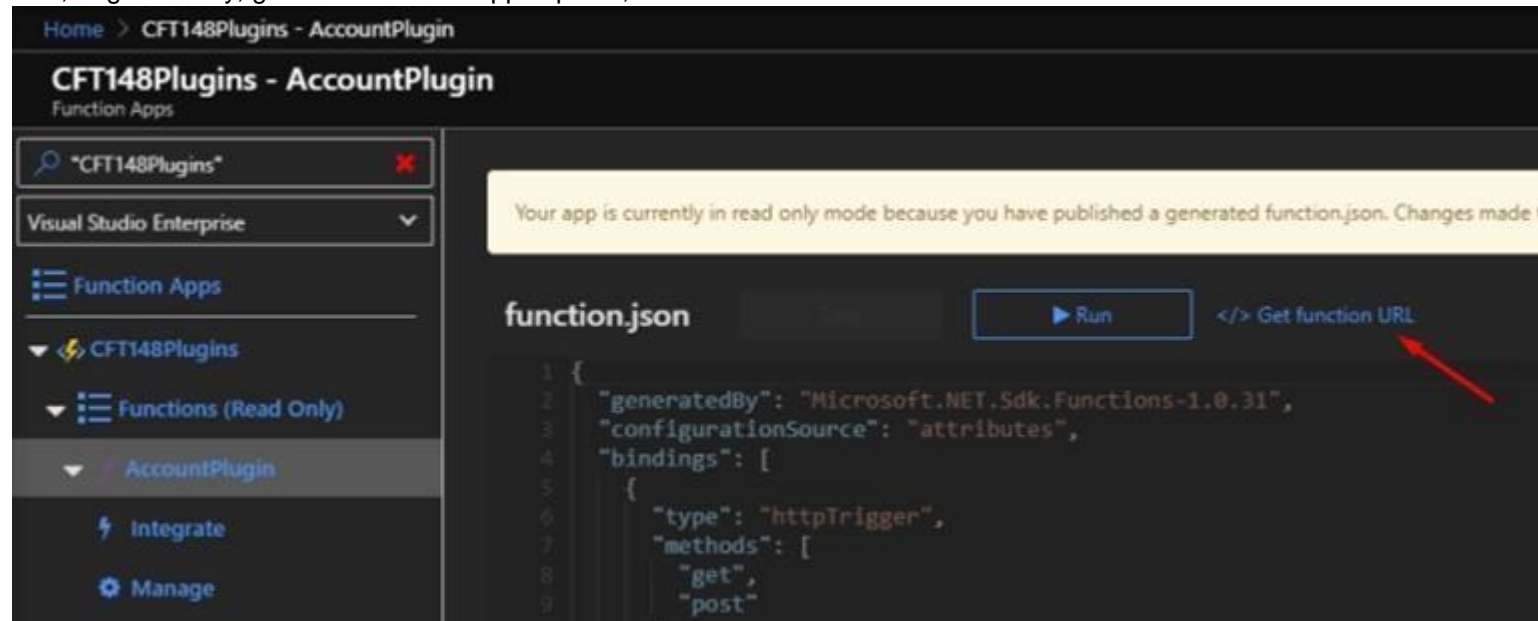
Save

Cancel

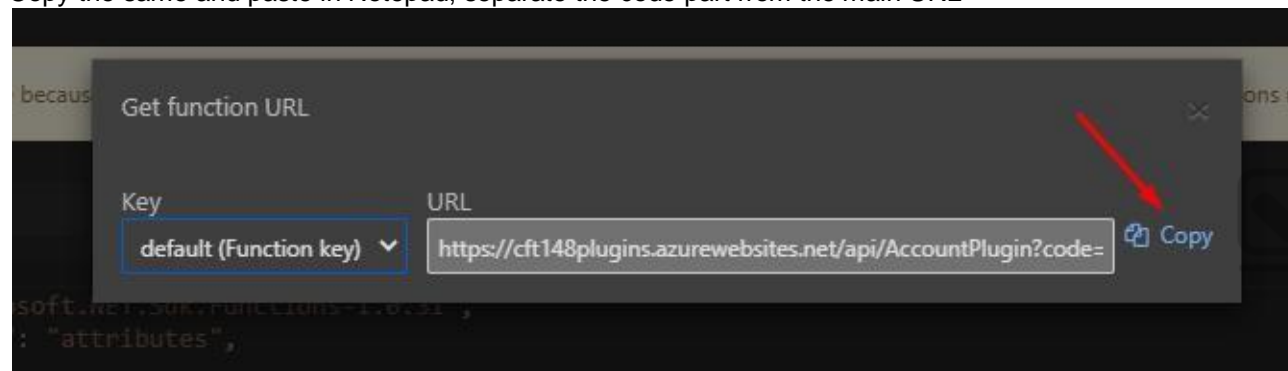
Step 3: Enter the endpoint URL

Step 4: Add the API Key Value of the Azure Function

Now, to get the key, go to the Function App in portal, and look </> Get function URL link.



Copy the same and paste in Notepad, separate the code part from the main URL



Paste the URL part in Endpoint URL and key in the Value field. Click Save.

WebHook Registration ✕

Name	AccountPlugin
Endpoint URL	https://cft148plugins.azurewebsites.net/api/Ac
Authentication	WebhookKey
Value	kjUcszvaR2UK17EqdY48QJeJy92tdeGQGJrY4C8



Save Cancel



Step 5: Register a New Step for Create of SalesOrder

Now, add a Step to the Webhook.

- ▶ (ServiceEndpoint) IoT Message
- ▶ (WebHook) AccountPlugin
- ▶ (Data Source) Cor Register New Assembly Ctrl+A
- ▶ (Data Source) OD Register New Step Ctrl+T
- ▶ (Data Source) Sol Register New Image Ctrl+I
- ▶ (Data Source) Sol



And Register it.

Register New Step

General Configuration Information

Message:
 Primary Entity:
 Secondary Entity:
 Filtering Attributes: ...
 Event Handler: (WebHook) AccountPlugin
 Step Name: AccountPlugin: Update of account
 Run in User's Context: CRM Admin
 Execution Order: 1
 Description: AccountPlugin: Update of account
 Event Pipeline Stage of Execution: PostOperation
 Execution Mode: ☐ Asynchronous ☒ Synchronous
 Deployment: ☒ Server ☐ Offline
☐ Delete AsyncOperation if StatusCode = Successful

Unsecure Configuration

Secure Configuration

Register New Step

Close

Reference:

<https://d365demystified.com/2020/03/19/call-azure-function-from-dynamics-365-crm-using-webhooks/>