vce trainer



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Microsoft Dynamics 365 Unified Operations Core

Version 2.0

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Use common functionality and implementation tools

(6 questions)

Question 1

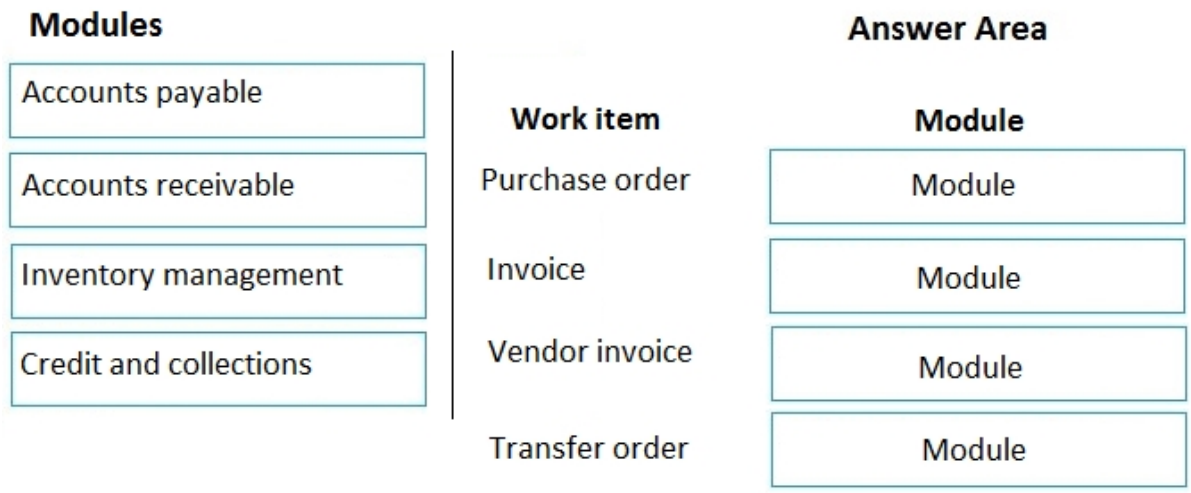
DRAG DROP

An organization implements Dynamics 365 for Finance and Operations.

You need to determine where work items originate.

From which module do the following work items originate? To answer drag the appropriate modules to the correct work items. Each module 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.



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Question 2

HOTSPOT

You are tasked with enhancing usability in the Dynamics 365 for Finance and Operations deployment for your organization.

Your organization is evaluating different approaches, including using workspaces.

You need to identify the goals of using workspaces.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Functional use
Visibility	Understand the current state of the light task activity to support informed decisions Display deep information supporting complex task execution
Workspace definition	An initial overview for a specific role to increase productivity A view of complex activities requiring interaction across different roles

Question 3

You are responsible for regulatory compliance for a Dynamics 365 for Finance and Operations environment.

You need to be able to search for the regulatory features of Dynamics 365 for Finance and Operations.

What should you use?

- ☐ Intelligent Data Management Framework (IDMF)
- ☐ System diagnostics
- ☐ Application Object Tree (AOT)
- ☐ Issue search

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Question 4

You are a Dynamics 365 for Finance and Operations systems administrator.

Microsoft recently released a new feature for public preview that would add significant value to your organization without licensing adjustments.

You need to enable the feature.

Where can you enable the preview feature?

- ☐ Solution management
- ☐ Lifecycle Services
- ☐ Organizational administration module
- ☐ experience.dynamics.com
- ☐ System administration module

Question 5

DRAG DROP

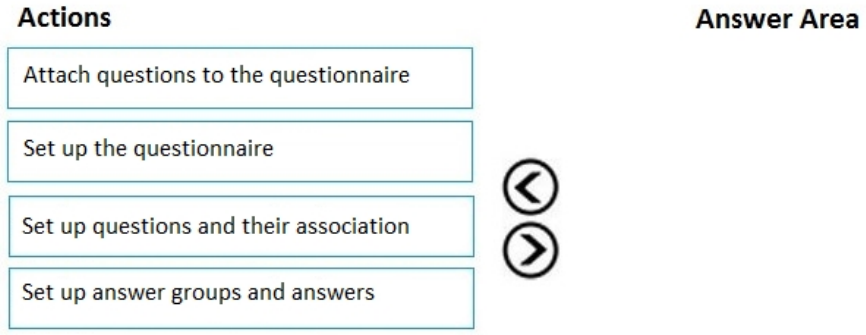
A company is migrating to Dynamics 365 for Finance and Operations from a legacy system. The company is creating new questionnaires for customers.

When the survey responses come in, the company wants to provide ratings as a foundation for a further discussion.

You set up questionnaire types, question types, and questionnaire parameters.

You need to design the questionnaire.

In which order should you perform the actions? To answer, move all actions to the answer area and arrange them in the correct order.



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Question 6

HOTSPOT

A company is standardizing its business processes. You plan to facilitate business process alignment by using the Business process modeler (BPM) tool in Lifecycle Services (LCS).

You need to identify the main capabilities of BPM.

Which of the following can you accomplish with the BPM tool in LCS? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Capability	Tasks
Integration	Upload flowcharts from Task recorder Pull master data Pull reference data Connect to external databases
All functionality except	Modify flowcharts Attach video Push process configurations toinstances Generate gap analysis

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Configure security, processes, and options

(35 questions)

Question 7

You are a Dynamics 365 for Finance and Operations security administrator.

You have 50 identified purchase order numbers that are not used in the system and are not being recycled. Why they are missing is unknown. Purchasing operations is currently operating around the clock and no downtime can occur.

You need to use the missing numbers in the system.

What should you do?

- ☐ Run the Number sequence wizard for the purchase order number sequence
- ☐ Change the number sequence to continuous and create the new purchase orders
- ☐ Run Automatic cleanup of number sequence and create the new purchase orders
- ☐ Change the number sequence to non-continuous and create the new purchase orders
- ☐ Change the number sequence to manual, then manually assign the number sequences to the new purchase orders

Question 8

A company implements Dynamics 365 for Finance and Operations.

They need additional information and want a subledger to record information for additional reporting rather than customizing all reports.

You need to set up the posting to accommodate the need for a subledger.

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

- ☐ Update existing reports to prevent data in the identified area from reporting
- ☐ Create posting profiles to post to the identified area as needed for the request
- ☐ Create posting definitions to post to the identified area as needed for the request
- ☐ Update existing reports to add data in the identified area
- ☐ Identify an area of the chart of accounts to record to as the subledger

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Question 9

HOTSPOT

A company uses May 1 as the start of its fiscal year.

The company's management needs to define fiscal calendars and date intervals for financial activities and financial reporting.

You need to set up fiscal calendars and date intervals and understand how they are used in financial accounting.

Which of the following attributes or purposes does each of the data configurations have? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Date configurations	Attributes
Fiscal calendar	Is an optional setup Is a mandatory setup Is company specific Contains only one fiscal year
Date interval	Is an optional setup Is a mandatory setup Used by one legal entity only Can cross different fiscal calendars

Date configurations	Purposes
Fiscal calendar	Sales calendar Fixed asset calendar Warehouse calendar Procurement calendar
Date interval	Easy date range selection Mark a date range for journal adjustments Mark a date for financial auditing Limit posting date range

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Question 10

HOTSPOT

A company implements Dynamics 365 for Finance and Operations. You create a new security role to cover the approval of vendor invoices.

You must prevent users who enter vendor invoices from approving the invoices.

You need to ensure that the compliance policy is enforced.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
When new roles are assigned, the system must confirm that the compliance policy is enforced.	Create a new Segregation of duties rule Add a new privilege for creating vendor invoices Add a new permission for creating vendor invoices
Determine whether any violations of the policy for the accounts payable manager exist.	Use Verify compliance of user-role assignments Use the Segregation of duties rule Use Segregation of duties conflicts Use Segregation of duties unresolved conflicts

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Question 11

You are a systems administrator at a company that has implemented Dynamics 365 for Finance and Operations.

New employees are starting at the company.

You need to extend the electronic signatures functionality to them.

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

NOTE: Each correct selection is worth one point.

- ☐ On the Email parameters page, specify that SSL is required
- ☐ Specify the user's email address
- ☐ In License configuration, enable Maintenance mode
- ☐ Select the Electronic signature check box

Question 12

A multinational company plans to implement centralized procurement using purchase requisition workflows.

Multiple workflows must be of the same type. Each region must use its own purchase requisition workflow.

You need to implement the workflows.

What should you do?

- ☐ Configure Instructions for users
- ☐ Configure the workflow owner
- ☐ Configure automated tasks
- ☐ Configure manual tasks
- ☐ Add a condition for running the workflow

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Question 13

A company plans to implement the case management feature of Dynamics 365 for Finance and Operations.

You need to describe the scenarios in which you should use the case management tool.

Which three scenarios should be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- ☐ Since case activities can be assigned to different people, a case can use workflow.
- ☐ Although the sales module already has return-order functionality, case management is still used for customer returns and claims.
- ☐ Knowledge articles used by case management are associated with specific functional modules.
- ☐ A human resources generalist can use the case management tool to track employee interactions, even though the department stores confidential information about employees.
- ☐ A case can be used to track both external and internal issues.

Question 14

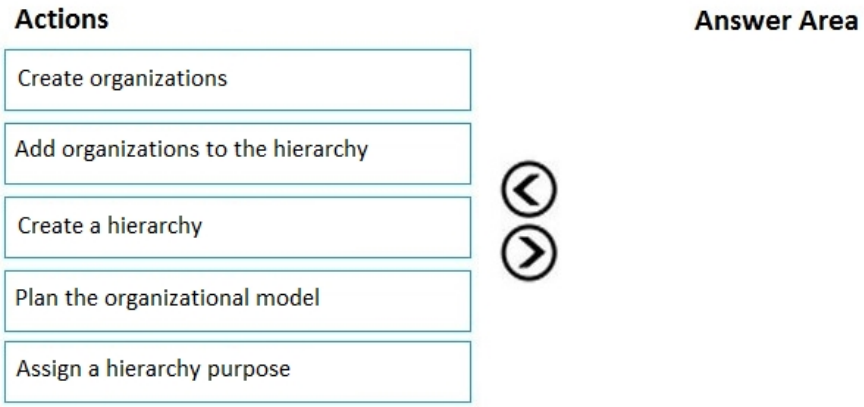
DRAG DROP

A multinational company has many legal entities and a complex organizational structure.

The management of the company wants to set up an organizational hierarchy to help improve efficiency.

You need to help create the organizational hierarchy.

In which order should you recommend that actions be performed to create an organizational hierarchy? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



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Question 15

HOTSPOT

You work with a systems administrator for Dynamics 365 for Finance and Operations.

The system has been configured to prompt users for how they want to send emails based on the given scenario they are encountering. In certain situations, they will want to generate an email to forward to an account executive who doesn't have access to Dynamics 365 for Finance and Operations. Other times, the emails should be either sent as an attachment to a user email or through a generic no reply email.

You need to determine which configuration to provide to the file system administrator for the given scenario.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Messaging Tool
Generate a file to send to a coworker for additional personalization.	Use an email app such as Outlook Use the Dynamics 365 email client Use Microsoft Exchange server for email
Send an email with the actual user's email address without generating an external file.	Use an email app such as Outlook Use the Dynamics 365 email client Use Microsoft Exchange server for email
Send an email with a generic email address without generating an external file.	Use an email app such as Outlook Use the Dynamics 365 email client Use Microsoft Exchange server for email

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Question 16

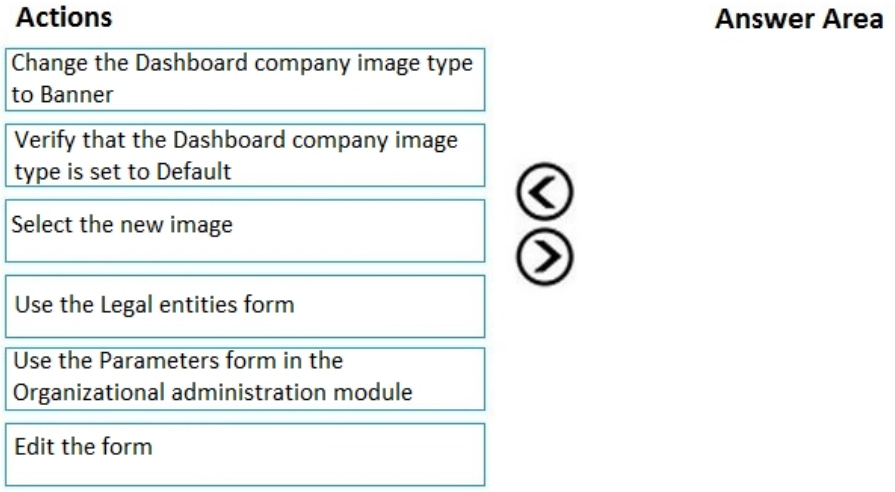
DRAG DROP

You are a Dynamics 365 for Finance and Operations system administrator for your company.

The company sets up a new legal entity and wants to update the main page of the entity with a large banner containing the company logo.

You need to configure the new legal entity to display this.

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.



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Question 17

HOTSPOT

You are a consultant and set up Dynamics 365 for Finance and Operations for local and multinational companies.

You need to establish policy rules for purchasing.

What policy frameworks should you implement for each scenario? To answer, the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Policy framework
A company is established in the US and Canada. Ensure that employees in the US and Canada buy from different catalogs and vendors.	Purchasing policies are set up at the legal-entity level Purchasing policies are set up at the organizational level
For a large multinational company, ensure that department and global purchasing controls apply to sales users in the UK.	Purchasing policies are set up at the legal-entity level Purchasing policies are set up at the organizational level
Ensure that a specific user can access only the Tools category when the user creates purchase requisitions.	Catalog policy rule Category policy rule Category access policy rule
Ensure that a specific user can access only a subset of vendors for the Tools category.	Catalog policy rule Category policy rule Category access policy rule

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Question 18

HOTSPOT

You want to enhance usability in the Dynamics 365 for Finance and Operations deployment for your organization.

Your environment has been configured using default components. You set up filters on the channel deployment workspace.

You need to use the correct UI filter.

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

NOTE: Each correct selection is worth one point.

Answer Area

Desired result	UI filter
Filter retail stores by region from an all up workspace	Workspace filter Section filter Grid column filter
Look for stores in Illinois from a view of stores	Workspace filter Section filter Grid column filter

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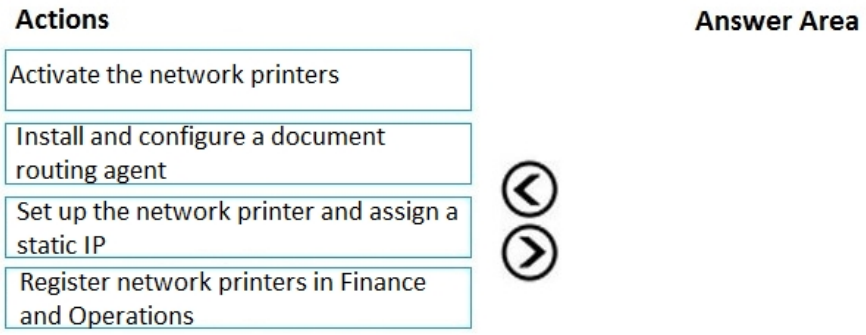
Question 19

DRAG DROP

A company needs to set up its printers to work with Dynamics 365 for Finance and Operations.

You need to set up the printers for network printing from the Dynamics 365 client browser.

Which three actions should be performed in order? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



Question 20

You are a Dynamics 365 for Finance and Operations security administrator.

Users are reporting that they cannot access a given form in the system.

You need to quickly identify what roles, duties, and privileges grant access to this form to determine the best course of action for granting access.

What should you do?

- ☐ Security duty assignments report
- ☐ Security role access report
- ☐ Security development tool
- ☐ Security diagnostics
- ☐ Maintenance mode

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Question 21

A company implements Dynamics 365 for Finance and Operations.

You have a requirement that the component data for address structure in the system be available in Portuguese (Brazil).

You need to provide address and contact information purpose with translation.

What should you do?

- ☐ Under Organization administration, on the Global addresses tab, enter the appropriate translation value in the translations form
- ☐ In User options, set the language preference to Portuguese pt-BR and enter addresses for customers and vendors
- ☐ Upload files to Dynamics 365 Translation Services (DTS) for conversion
- ☐ Apply return from Dynamics 365 Translation Services (DTS) to the system by submitting a support ticket

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Question 22

HOTSPOT

You are a system administrator using Dynamics 365 for Finance and Operations.

You are responsible for troubleshooting workflows.

You need to determine where workflows are failing based on error messages.

Which runtime is raising the error when the following activity and error occurs? To answer, select the appropriate runtime in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Activity and error	Runtime
A user submits an expense report by clicking the Submit button on one of the workflow controls. An error occurs.	Managed workflow runtime X++ workflow runtime
.NET Interop from X++ receives the message and starts a new workflow instance via Windows Workflow Foundation. An error occurs.	X++ workflow runtime Managed workflow runtime
The messaging batch job reads the Workflow started message from the message queueu and invokes the application event handler to process a workflow started event. An error occurs.	Managed workflow runtime X++ workflow runtime

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Question 23

You are a Dynamics 365 for Finance and Operations systems analyst.

A user configures an alert for purchase orders that have a delivery date of two weeks away. However, batch alerts are not being sent.

You need to troubleshoot why alerts are not processing

What two actions may be the cause for alerts not being sent? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- ☐ A batch processing window may be set up for that batch job.
- ☐ The date format in the Dynamics 365 tenant does not match the format in the client device.
- ☐ The change-based alert has expired.
- ☐ There may not be a batch server assigned to the batch job.

Question 24

A company implements Dynamics 365 for Finance and Operations.

The company wants to utilize Case management to track project issues and risks and associate them to the projects. Project managers will be responsible for managing the new cases.

You need to configure the system.

What should you do?

- ☐ Create case category security roles named Issue and Risk and assign them to the Project managers duty.
- ☐ Create case activities for Issue and Risk
- ☐ Create parent case categories named Issue and Risk
- ☐ Create case subcategories named Issue and Risk

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Question 25

A company implements Dynamics 365 for Finance and Operations and sets up and configures the system to support its reporting requirements using Microsoft Power BI. A user creates a chart in her Power BI instance to display customer order patterns for the top 10 customers daily.

You need to configure the Power BI integration to pin the chart to the user's workspace in Dynamics 365 for Finance and Operations.

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

NOTE: Each correct selection is worth one point.

- ☐ In the Dynamics 365 for Finance and Operations client, authorize sign-in to Power BI.
- ☐ In Azure Active Directory, grant the customer services manager administrative permissions to the company's Azure Active Directory account to run the report.
- ☐ In Microsoft Azure Active Directory, add the PowerBI service to the app registration and grant the necessary delegated permissions.
- ☐ In the Entity store, configure the Application ID and Application key for PowerBI.
- ☐ In the Dynamics 365 for Finance and Operations System administration setup screen in PowerBI.com, configure the application ID and application key.

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Question 26

HOTSPOT

You are tasked with setting up Case management in the Dynamics 365 for Finance and Operations deployment for your organization.

Your organization must use cases to track defect and enhancement reports for products, so that engineers can improve products over time. Only appropriate employees within the organization should have access to cases and related information.

Call enter employees create thousands of service cases and ensure that the proper resources are allocated for each service.
Service department employees fix cases created by the call center and create cases for defects and enhancement suggestion when they identify them.
Engineers review the cases from the service department while planning and designing the next version.

You need to configure the tool to enable tracking of service cases and product defects and enhancements.

Which Case management settings should you choose for each category or categories? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Option	Value
Category to use	General and Production Service and Product change
Service department in which employees create cases	General Production Service Product change
Call center in which employees create cases	General Production Service Product change

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Question 27

DRAG DROP

You are configuring the address books for a company's accounts receivable, accounts payable, and retail operations.

You need to configure the appropriate address books to meet various requirements.

Which address book should you use for each scenario? To answer, drag the appropriate address book objects to the correct scenarios. Each address book object may be used once, more than once, or not at all. You may need to drag the spit bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Address Book Object

- employee
- global
- customer
- contact

Answer Area

Scenario	Address Book Object
Restrict account visibility for a given retail channel transaction.	Address Book Object
Create an address for a vendor.	Address Book Object
Link workers to retail locations.	Address Book Object
Create an address for a prospect.	Address Book Object

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Question 28

HOTSPOT

You are a Dynamics 365 for Finance and Operations system administrator.

You need to configure the system to support several new use case scenarios.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Value
Business process can be documented by clicking through the steps of a user in the application.	Business process modeler Task recorder Operational workspaces Test generation
Documented steps can be used for test-code generation	Download the task recording package Download the Business process modeler package Save the developer recording file Save to a disconnect Lifecycle Services library
A user can search for a business process and the guided by the prompted steps in the application	Maintenance mode Business process modeler Help Microsoft SharePoint
A user can be prevented from clicking in spaces during a business-scenario training walkthrough	Error detection Security roles Gestures On-rails

Question 29

A company plans to set up an organizational hierarchy to manage organizational relationships.

You need to identify which organizational purpose to use.

What purpose can you assign to an organizational hierarchy?

- ☐ Financial reason code
- ☐ Centralized payments
- ☐ Cost accounting
- ☐ Price models

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Question 30

DRAG DROP

You set up a new installation of Dynamics 365 for Finance and Operations for a Fortune 500 company. The company is organized into divisions.

You need to design the structure in the application.

What application features should you use? To answer, drag the appropriate setting to the correct drop targets. Each source may be used once, more than once, or not at all. You may need to drag the split bat between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Application features

- Legal entity
- Business unit
- Department
- Value stream

Answer Area

Organizational structure	Application feature
The fortune 500 company	Application feature
A semi-autonomous operating entity	Application feature
Human resources	Application feature
Production flow activity control	Application feature

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Question 31

HOTSPOT

You use different elements to construct a workflow.

You need to identify which workflow element to use for each scenario.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Actions
Create a customer record for a customer if a record doesn't already exist.	Create task Create approval process
Reject a document.	Create task Create approval process
Assign a document to another user for approval.	Create task Create approval process
Perform a credit check.	Create task Create approval process

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Question 32

You set up security roles for the users in a company.

You must use standard security roles when possible.

You need to identify the standard security roles.

Which of the following can you assign to a user as a standard security role?

- ☐ Waterspider
- ☐ System engineer
- ☐ Developer
- ☐ Business development manager

Question 33

You are working as a functional consultant in a new Dynamics 365 for Finance and Operations environment.

Your organization conducts business within the United States, with offices in several states. The organization has legal entities defined for each state and must share common tables between entities.

Each legal entity has the following setup:

Users
Products
Customers
Tax authorities
Payment terms
Human Resources data
Site-specific stock ordering

You need to consolidate reports used for financial-consolidation reporting in a new legal entity.

What should you do?

- ☐ Define the consolidation period
- ☐ Specify the range of product for consolidation
- ☐ Define Human Resources data
- ☐ Create users

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Question 34

HOTSPOT

A company has complex security requirements. You are asked to set up security access for users.

You need to identify the main attributes for security role, duty, privilege, and permissions.

Which of the following attributes does each of the security components have? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Security component	Attributes
Security role	Can be automatically assigned to users through batch jobs Is assessed through entry points Corresponds to parts of a business process and can be segregated Specifies the level of access to perform a job or solve a problem
Duty	Can be automatically assigned to users through batch jobs Is assessed through entry points Corresponds to parts of a business process and can be segregated Specifies the level of access to perform a job or solve a problem
Privilege	Can be automatically assigned to users through batch jobs Is assessed through entry points Corresponds to parts of a business process and can be segregated Specifies the level of access to perform a job or solve a problem
Permissions	Can be automatically assigned to users through batch jobs Is assessed through entry points Corresponds to parts of a business process and can be segregated Specifies the level of access to perform a job or solve a problem

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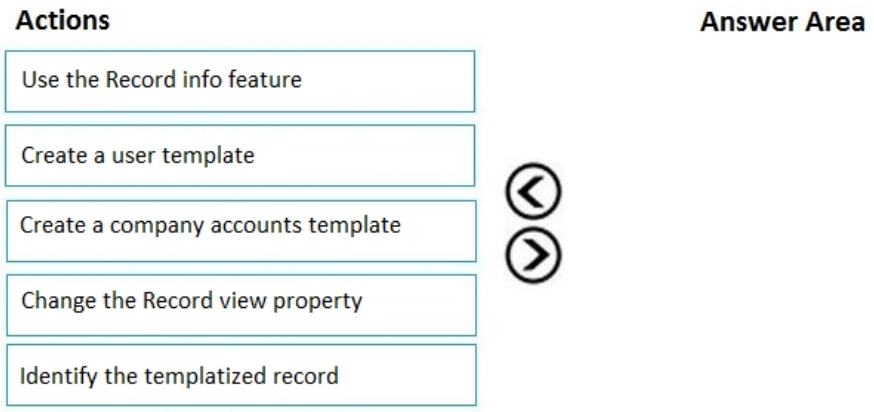
Question 35

DRAG DROP

A company plans to use record templates in its implementation.

You need to set up and use record templates.

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

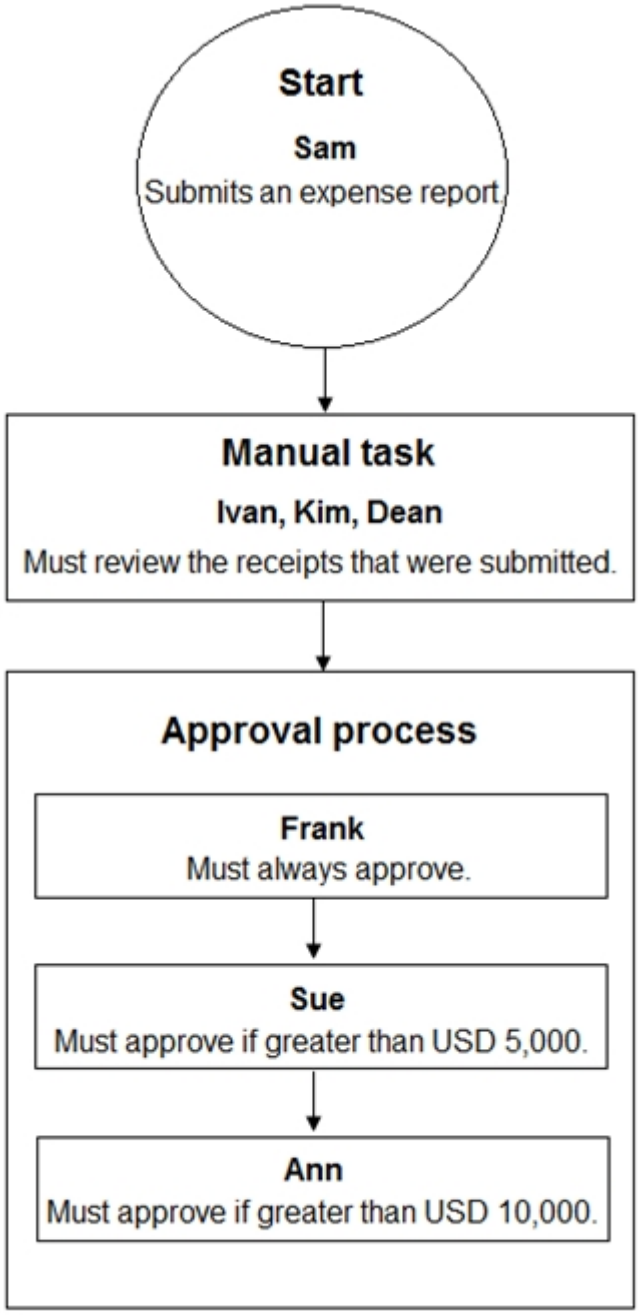


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Question 36

HOTSPOT

A company sets up a workflow for expense reports. An employee named Sam submits an expense report totaling USD 7,000 to go through the workflow.



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Answer Area

Questions	Answer choice
What statement about the workflow is correct?	Ann can reject the expense report. Ivan, Kim, and Dean must all complete the manual task. The workflow ends after Sue approves the expense report. The expense report will go through Frank, Sue, and Ann for approval.
What type of workflow is this?	Workflow with roles Workflow with a manual decision Workflow with multiple users in a task Workflow with a line-item workflow element

Question 37

You are a Dynamics 365 for Finance and Operations system administrator. You have production and testing environments. You move the workflow from the testing environment to the production environment.

The workflow in the production environment is stuck in a wait state.

You need to resolve the issue with the workflow in the production environment.

What should you do?

- ☐ Set the workflow batch job to critical
- ☐ Set the workflow messaging batch job group
- ☐ Grant the user workflow permissions
- ☐ Set the workflow execution account in the workflow parameters

Question 38

You set up Dynamics 365 for Finance and Operations.

Your organization will use email with the application.

You need to ensure that email will be sent using typical secure settings.

What setting must be set up as specified?

- ☐ Specify if SSL is required is selected.
- ☐ Information rights management is enabled.
- ☐ In-place hold and Litigation hold are enabled.
- ☐ In-place eDiscovery is enabled.

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Question 39

A company implements Dynamics 365 for Finance and Operations.

You are the primary approver for purchase requisitions that are greater than $500,000. You are going on vacation for two weeks.

You need to assign another user as the approver only for purchase requisitions greater than $500,000.

What should you do?

- ☐ Under User Options, add a user and assign the scope of Module
- ☐ Under User Options, add a user and assign the scope of All
- ☐ Under User Options, add a user and assign the scope of Workflow

Question 40

You are a Dynamics 365 for Finance and Operations system administrator.

The expense department relies heavily on properly operating workflows. If there is a failure in the workflow, the issue needs to get resolved quickly.

You need to make sure that the system actively tracks the status, so the support team can monitor and take actions against any failures.

What should you do? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- ☐ Set the monitoring category of the Workflow message processing batch job to Workflow.
- ☐ Set the critical job flag of the Workflow message processing batch job to True.
- ☐ Set the Ignore task failure flag of the Workflow message processing batch job to False .
- ☐ Set the batch job named Workflow message processing to send an email when the status of the batch job is Error.
- ☐ Set the priority field of the Workflow message processing batch job to 1.

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Question 41

HOTSPOT

You set up a new instance of Dynamics 365 for Finance and Operations.

The IT department needs to track requisitions for new equipment by using unique identifiers. Due to regulatory requirements, the unique identifiers must not have missing values. Everyone in the organization will make requisitions using the unique identifiers.

You need to establish unique identifiers.

What application features should you use? To answer, select the application feature to match the parameter in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Parameter	Application feature
System entity	Number sequences Case management Workflow system Purchasing policy
Type for a prefix of ITreq	Alphanumeric segment Constant segment
Scope	Legal entity Company Shared
Type	Non-continuous Continuous

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Case Study (5 questions)

Background

Relecloud is a cloud point of sale (POS) software company specializing in direct to consumer food stands. They have multiple business units using their new Dynamics 365 Finance and Operations implementation including customer-facing representatives for account management, technical support, customer service, and finance. There are two legal entities, one for operations and one for financials. Customers pay for the Relecloud POS software monthly and everything is deployed in the cloud. The Dynamics instance URL is https//relecloud prod operations.dynamics.com.

Munson's Pickles and Preserves Farm is a company that uses Relecoud's cloud POS software to sell their produce in farmers markets. Munson's was one of Relecloud's first customers, and Relecloud stocks their employee lunchroom with Munson's products. Munson's has also been subcontracting their employees to Relecloud to help functionally build a best-in-breed solution. Munson's employees assume multiple organizational positions. Each employee has only a single email address by which people can contact them.

Current environment: System and IT
Dynamics 365 for Finance and Operations was recently updated.
All recurring batch jobs in the system were removed and recreated.
The alert notification batch processing was recently changed from every 10 minutes to once every two hours.
Real-time reporting of the information is not needed.
Current environment: Customer Service
Customer credit requests are entered through the customer service team.
All requests must contain a date, time, reason for request, and customer service notes on initial recommendations for credit action.
Customers have multiple points of contact who can enter support tickets to the Relecoud portal.
Tickets are automatically generated in the support team's third-party system when they are created by support technicians.
The Dynamics 365 email client mail is used to correspond with customers.
Current environment: Technical Support/IT
The technical support team gets involved when technical issues arise with the Relecloud software.
Service tickets are entered and get escalated to the team, depending on the issue.
Microsoft Flow is used for automating different workstreams.
Workflows are not configured for the technical support request flows in Dynamics 365 Finance and Operations.
Management and history of technical support tickets are handled in a third-party issue management solution.
The technical service team manages issues related to the Relecloud POS as well as the Dynamics 365 application.
Current environment: Account Representatives
Each customer is assigned a single account representative.
Account representatives use multiple devices.
Only account representatives have the ability to approve credits.
All email to customers come through their own Outlook instance.
Current environment: Finance

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Customers do not have invoice accounts.
Only finance resources have the ability to enter credits.
Credits can be entered by any of the four finance resources assigned the Credits and Refunds security role.
If the request has not been updated in four days, the request is escalated to the Controller. The account representative must be alerted when this occurs.
Requirements: Technical support/IT
Support technicians must use Microsoft's existing knowledge base to resolve open issues.
If an issue exists, support technicians must report the status of the issue on a weekly basis.
If there is no existing support request, support technicians must create one for Microsoft evaluation.
All software must be installed centrally when possible.
The Dynamics 365 Finance and Operations production environment must have an update cadence of every second Saturday from 4-7 A.M. EST.
Updates must be tested in separate environment.
Requirements: Account representatives
Account representatives must be able to see only the relevant customer fields and records automatically from their dashboard.
Account representatives must be able to export the list of customers to Microsoft Excel.
Account representatives must be able to navigate to the customer master record for any editing or record entry tasks.
The forms must be relevant based on each account representative's needs.
Account representatives need a centralized location to see multiple data components.
Account representatives require an offline list of their current customers in Excel with only the fields they need.
The IT Director must reassign all instances of an account representative's customer contacts if the representative leaves the company.
An alert must be sent automatically to an account representative when a credit is issued or any data is changed on a customer’s record.
Requirements: Financials
Any refund must be printed as a physical check.
All printers must be exclusive to the financial legal entity.
Issues
Typing ‘pickle’ in the search box yields no returned results for the account representative.
After the latest update, an account representative reports that he is no longer receiving alert notifications when a customer's contact is changed.
An account representative has recently resigned.

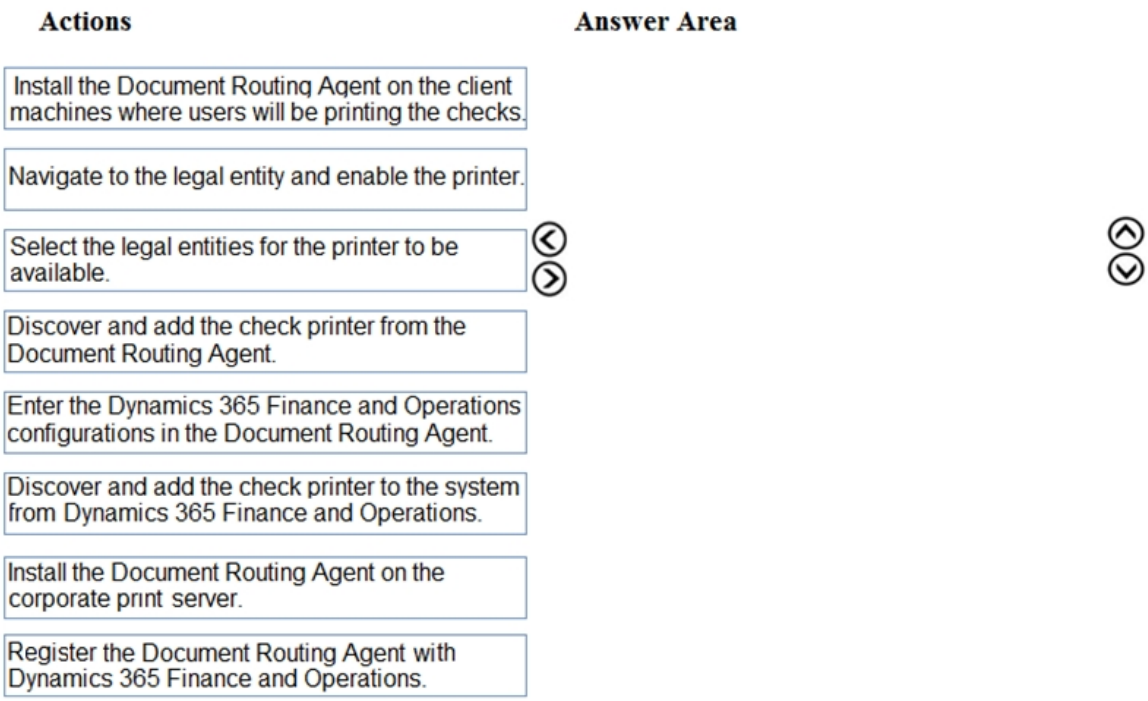
Question 42

DRAG DROP

You need to configure check printing for Munson’s.

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.

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Question 43

You need to connect the Excel instance to the Relecloud production instance.

What should you do?

- ☐ Set the server URL to Microsoft.Dynamics.Platform.Integration.Office.UrlViewerApplet.
- ☐ Set the server URL to https://relecloud-prod.operations.dynamics.com.
- ☐ Set the App Correlation ID to https://relecloud-prod.operations.dynamics.com.
- ☐ Set the App Correlation ID to the App Id in the Dynamics 365 Office App Parameters.

Question 44

You need to determine why the sales associate is not able to see Munson's in the search results.

What is the cause of the issue?

- ☐ The search criteria is searching for only names that are exactly 'pickles'.
- ☐ The search criteria is only able to search by the shortened search name of the customer.
- ☐ The search criteria is searching for all customer names that start with 'pickles'.
- ☐ The search criteria is case sensitive.

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Question 45

You need to configure the system for account representatives.

Which two actions should you perform? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- ☐ Recreate the job alert as a change-based alert.
- ☐ Enable change-based alerts.
- ☐ Increase the batch job running frequency.
- ☐ Specify the batch server for the alert notifications job.

Question 46

You need to detail a business process for streaming the customer editing process for account representatives.

Which two actions should you perform? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- ☐ Navigate to the All Customer form for the Accounts receivable module and select the appropriate customer account.
- ☐ Navigate to the account representative's workspace and select the appropriate customer account.
- ☐ Select the form and then select Hide.
- ☐ Hide Invoice account from the view.

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Perform data migration

(13 questions)

Question 47

You plan a data migration from Dynamics AX 2009 to a Dynamics 365 for Finance and Operations environment.

You need to ensure that you can perform the data migration.

What should you do first?

- ☐ Upgrade the existing on-premises environment to Dynamics 365 for Finance and Operations online
- ☐ Migrate content to Dynamics POS (Point-of-Sale) 2009
- ☐ Upgrade the existing on-premises environment to Dynamics AX 2012 R2
- ☐ Migrate content to Dynamics 365 Business Central

Question 48

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Finance and Operations system administrator. You have a test environment that is used by several people at any given time.

You create a new data entity in your development and migrate the code to the test environment. In the test environment, you are unable to find the data entity in the list.

You need to locate the data entity.

Solution: Enable the Public API check box in the data entity.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

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Question 49

You are a Dynamics 365 for Finance and Operations system administrator.

You manage a system that imports a large volume of sales orders from multiple systems daily. The system encounters a performance problem due to the amount of data.

You need to improve performance for the import.

What should you do?

- ☐ Create an ODBC-type source data format and import directly from the database.
- ☐ Enable data import in recurrence.
- ☐ Configure entity execution parameters to make the data import multi-threaded.
- ☐ Enable change for the data entities.

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Question 50

HOTSPOT

You manage a Dynamics 365 for Finance and Operations environment.

In preparation for being migrated into a new environment, data packages are being numbered in alignment with the default numbering formats in Lifecycle Services. A package is named 03.01.002.

You need to identify what this package contains. To answer, select the appropriate option in the answer are.

NOTE: Each correct selection is worth one point.

Answer Area

Segments	Component
03	The environment The module The data type The month
01	The module The month The sequence number The data type
002	The sequence number The data package version The data entity The data type reference

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Question 51

HOTSPOT

You are a system administrator of an Azure-based Dynamics 365 for Finance and Operations instance.

Your company is using a single master configuration environment to refresh a test environment during implementation. You need to perform refreshes several times and make sure they are done successfully.

You need to automate the data migration and leverage the data task automation tool.

Which objects should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Object
Data packages need to be used in automated testing. Where are they stored?	File imports Data tasks Data projects Data entities
You need to add a new task in the automation steps. Where do you add it?	XML manifests Lifecycle Services projects Data task automation manager Data projects
There were errors that need to be viewed. Where can you view them?	Data task automation manager Data validation project page Data validation checklist workspace Lifecycle Services project

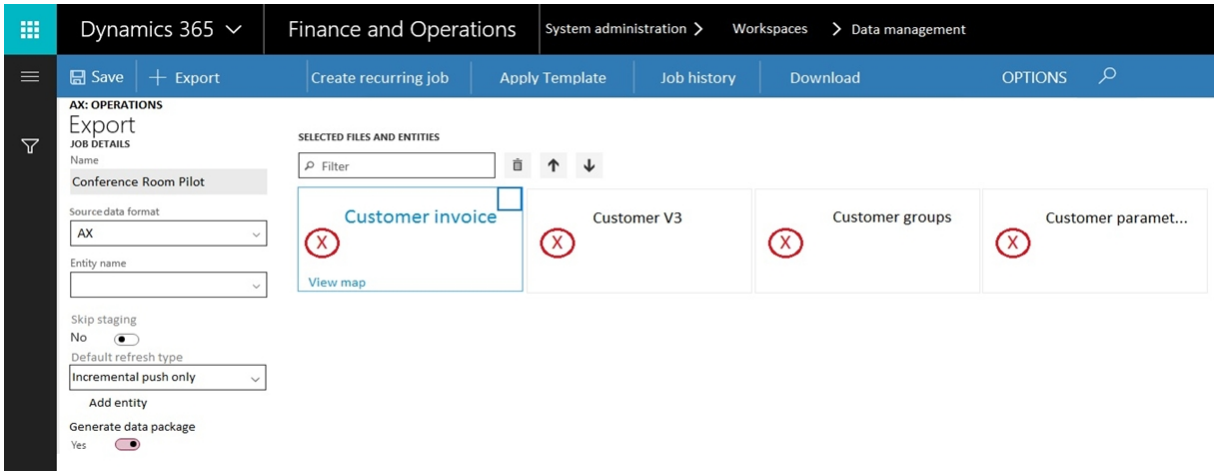
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Question 52

HOTSPOT

A company implements Dynamics 365 for Finance and Operations.

You set up a conference room pilot. You must configure the pilot with information from another instance by using the Data management tool.



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

NOTE: Each selection is worth one point.

Answer Area

You receive an error when importing data into the pilot instance. You need to troubleshoot the error. What should you do first?

- Set the entity order to Customer parameters, Customer groups, Customer V3, Customer invoicing journal
- Set Default refresh type to Full push only
- Set Skip staging to Yes
- Set Generate data package to No

Only a subset of customers is imported into the pilot instance. You need to import all customer data. What should you do?

- Set the entity order to Customer parameters, Customer groups, Customer V3, Customer invoicing journal
- Set Default refresh type to Full push only
- Set Skip staging to Yes
- Set Generate data package to No

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Question 53

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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You are a Dynamics 365 for Finance and Operations system administrator. You have a test environment that is used by several people at any given time.

You create a new data entity in your development and migrate the code to the test environment. In the test environment, you are unable to find the data entity in the list.

You need to locate the data entity.

Solution: Reopen the client browser.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

Question 54

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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You are a Dynamics 365 for Finance and Operations system administrator. You have a test environment that is used by several people at any given time.

You create a new data entity in your development and migrate the code to the test environment. In the test environment, you are unable to find the data entity in the list.

You need to locate the data entity.

Solution: In the Data management framework parameter screen, refresh the Entity list.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

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Question 55

You plan the migration from Dynamics AX 2009 to a Dynamics 365 for Finance and Operations environment.

You will be moving data.

You need to create a data package from a group of entities in Dynamics AX 2009.

What should you use?

- ☐ Upgrade analyzer
- ☐ Code upgrade estimation tools
- ☐ Dynamics AX 2009 Data migration tool (DMT)
- ☐ Data Import/Export Framework (DIXF)

Question 56

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Finance and Operations system administrator. You have a test environment that is used by several people at any given time.

You create a new data entity in your development and migrate the code to the test environment. In the test environment, you are unable to find the data entity in the list.

You need to locate the data entity.

Solution: Restart the Application Object Server (AOS) of the test environment.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

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Question 57

You are a Dynamics 365 for Finance and Operations system administrator.

Data is being migrated from a customized version of a legacy application to Dynamics 365 for Finance and Operations. Some of the fields in the entity are the same, and some are different.

As a starting point, you need to automatically map as many fields as possible within Dynamics 365 for Finance and Operations.

Which feature or tool should you use?

- ☐ Use the Mapping visualization tool
- ☐ Generate source mapping
- ☐ Use Data templates
- ☐ Use the Data task automation tool
- ☐ Copy configuration data

Question 58

You plan the migration from Dynamics AX 2012 R3 to a Dynamics 365 for Finance and Operations environment.

You will be using Lifecycle Services (LCS) and the tools provided with it.

You need to clean up data, review and configure SQL optimizations, and identify deprecated features in your code.

What tool should you use?

- ☐ Microsoft Azure DevOps
- ☐ Code upgrade estimation tools
- ☐ Data Import/Export Framework (DIXF)
- ☐ Upgrade analyzer

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Question 59

HOTSPOT

A company sets up a data package to import data by using the data management framework. You have the following data entity sequence.

Definition group entity sequence

Entity	Execution unit	Level in execution unit	Sequence in level	Fail level on error	Fail execution u...
Sales tax codes	1	1	1	☐	☐
Sales tax code values	1	1	2	☐	☐
Sales tax code limits	1	1	3	☐	☐
Sales tax groups	1	1	4	☐	☐
Sales tax group details	1	1	5	☐	☐
Sales tax item groups	1	1	6	☐	☐
Sales tax exempt numbers	2	1	1	☐	☐
Sales tax exempt code	3	1	1	☐	☐
Sales tax reporting codes	4	1	1	☐	☐

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

NOTE: Each selection is worth one point.

Answer Area

Which data entity will be imported first?

- Sales tax item groups
- Sales tax code values
- Sales tax reporting codes
- Sales tax groups

What data entities will start the importing process immediately after the data package is submitted for execution?

- All entities in the list
- Sales tax codes, sales tax groups, and sales tax item groups only
- Sales tax codes, sales tax exempt number, sales tax exempt code, and sales tax reporting codes only
- Sales tax codes, sales tax code values, sales tax code limits, sales tax groups, sales tax group details, and sales tax item groups

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Validate and support the solution

(17 questions)

Question 60

HOTSPOT

You are a project manager using Dynamics 365 for Finance and Operations Lifecycle Services (LCS).

You must be able to identify and publish gaps within your normal delivery schedule.

You need to determine whether your organization has the minimum requirements in place to use Business Process Modeler (BPM).

Which prerequisites are required to use Business Process Modeler? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Applications	Prerequisite
Choose the BPM prerequisites	Microsoft Azure DevOps Dynamics 365 Voice of the Customer Dynamics 365 Project Service Automation
Use the BPM-compatible application to generate documentation for business processes	Microsoft Word Microsoft Excel Microsoft Visio Microsoft Azure DevOps
Open business process diagrams with this BPM-compatible application	Microsoft Word Microsoft Excel Microsoft Visio Microsoft Azure DevOps

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Question 61

You implement Dynamics 365 for Finance and Operations. The implementation will undergo User Acceptance Testing (UAT).

You create test case recordings. To coordinate testing across multiple environments, UAT must be integrated with Microsoft Azure DevOps.

You need to configure Business process modeler (BPM) and Azure DevOps to complete user acceptance testing.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- ☐ Synchronize the BPM library with Azure DevOps
- ☐ Create a test pass and test case in Azure DevOps
- ☐ Upload saved Task recorder files to BPM
- ☐ Create a test plan and test suites in Azure DevOps
- ☐ Synchronize the BPM library with a Git repo
- ☐ Upload saved Task recorder files to Azure DevOps

Question 62

A company implements Dynamics 365 for Finance and Operations.

You are responsible for creating a custom feature within a solution by using Microsoft Azure DevOps. Testers have found a bug while running one of the User Acceptance Testing (UAT) scripts. However, it is not a high-severity bug and has been found to not have interconnected dependencies to other branches within the process flow.

You need to deploy the passed functionality features.

What should you do?

- ☐ Exclude the specific package from the deployable package in Microsoft Azure DevOps.
- ☐ Exclude the specific package from the data package in the Data management tool.
- ☐ Exclude the specific package from the deployable package in Configuration data manager.
- ☐ Exclude the specific package from the Business process modeler (BPM).

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Question 63

You are a Dynamics 365 for Finance and Operations systems administrator.

Your company needs to document and test all possible scenarios for a given implementation. Implementation gaps need to be documented using the tool available for tracking and linking to delivered extensions.

You need to identify the correct tool to accomplish this.

What should you use?

- ☐ APQC Unified Libraries
- ☐ Shared asset library
- ☐ Business process modeler (BPM)
- ☐ Microsoft Azure DevOps

Question 64

You are a Dynamics 365 for Finance and Operations systems administrator.

An issue has been reported that appears to be a base Dynamics 365 bug. The system was last updated three weeks ago. Searching for the issue by description in Lifecycle Services is not working.

You need to determine other ways to search for similar issues to help narrow down the search before opening a Microsoft ticket.

What are two ways to search for a released hotfix? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- ☐ By industry
- ☐ By Microsoft support ticket number
- ☐ By AOT object name
- ☐ Date range for release

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Question 65

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After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a functional consultant who is deploying Dynamics 365 for Finance and Operations.

The implementation must:

Use an iterative approach
Integrate with real-world data
Enforce standards and governance
Implement multiple rounds of feedback

You need to deploy and validate the implementation.

Solution: Perform a fit-gap analysis. Configure Dynamics 365 for Finance and Operations to address the functional gap. Deploy the configuration.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

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Question 66

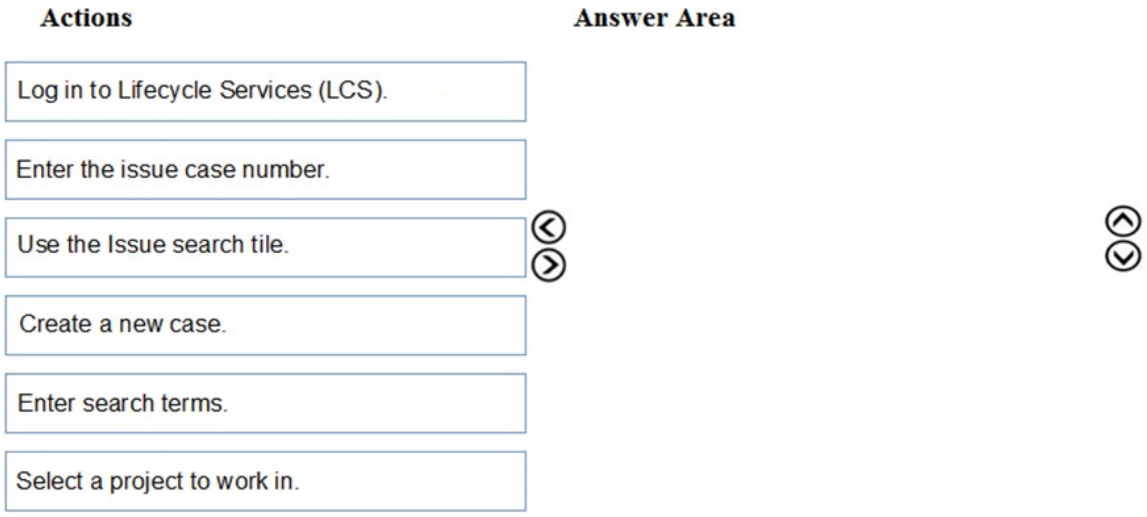
DRAG DROP

You are a Dynamics 365 for Finance and Operations system administrator.

The finance department is experiencing electronic reporting submittal issues. You must use all available sources to troubleshoot those issues.

You need to identity potential hotfixes.

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.



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Question 67

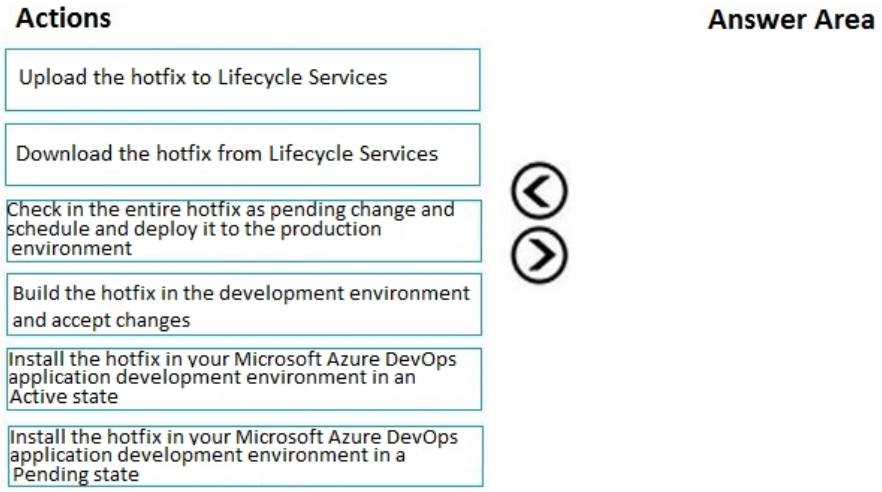
DRAG DROP

Your company is using a highly customized version of Dynamics 365 for Finance and Operations.

You have identified a new hotfix that will correct several important issues that have caused many user complaints.

You need to determine whether the hotfix will break any customizations.

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.



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Question 68

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You are a functional consultant who is deploying Dynamics 365 for Finance and Operations.

The implementation must:

Use an iterative approach
Integrate with real-world data
Enforce standards and governance
Implement multiple rounds of feedback

You need to deploy and validate the implementation.

Solution: Use the XPPBP tool to export customizations and scenarios from a development sandbox. Make changes to the sandbox containing users. Deploy from the sandbox to the production environment.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

Question 69

You are a Dynamics 365 for Finance and Operations implementation team lead.

A series of test plans need to be created and tracked during a company's development phase. Multiple users will be testing multiple aspects as code is released. Issues and remediations to bugs will also need to be tracked.

You need to identify Microsoft solutions that offer these capabilities.

What should you use?

- ☐ Dynamics 365 for Finance and Operations
- ☐ Lifecycle Services (LCS)
- ☐ Solution management
- ☐ Microsoft Azure DevOps

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Question 70

HOTSPOT

A company implements Dynamics 365 for Finance and Operations and uses Lifecycle Services (LCS). The company uses both standard and customized functionality.

Testers have reported problems using the recent User Acceptance Testing (UAT) round.

You need to resolve these issues before UAT can proceed.

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

NOTE: Each correct selection is worth one point.

Answer Area

Issue	LCS tool
A UAT tester cannot add a newly created bill of materials (BOM) into a production order.	Issue search Usage profiler System diagnostics
A UAT tester finds an error in the company's process to create a new vendor.	Business process modeler Customization analysis Issue search

Question 71

You develop a new purchasing solution for a Dynamics 365 for Finance and Operations environment.

You must provide functional test passes for the purchasing solution.

You need to plan a production environment test flow for the purchasing solution.

What three steps should you verify in the functional passes of the purchasing solution?

- ☐ Purchase orders are generated
- ☐ Item requirements are present
- ☐ Production order processing occurs
- ☐ Production orders are generated
- ☐ The item master is designed and released to a legal entity

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Question 72

You manage a Dynamics 365 for Finance and Operations environment.

Users report slow queries, deadlocks, and crashes.

You need identity which tool to use to troubleshoot.

What should you use?

- ☐ Environment monitoring
- ☐ Microsoft Azure Active Directory Connect Health Agent
- ☐ System diagnostics
- ☐ DirectQuery

Question 73

You are a Dynamics 365 for Finance and Operations developer.

New features for Dynamics 365 for Finance and Operations have been released. Your company plans to upgrade their Dynamics 365 instance soon.

You need to download a virtual machine that includes all of the new features so that you can explore the new features.

Where should you go?

- ☐ Microsoft Connect
- ☐ Shared Asset library
- ☐ Environments
- ☐ My subscription
- ☐ Microsoft Developer Network

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Question 74

You are a Dynamics 365 for Finance and Operations system administrator.

A user is reporting an issue with the Sales Order form. The UI for the form is not loading properly, and there are some performance issues. The object was working fine until the most recent update release. The user has personalized this form, is using Microsoft Internet Explorer 11, and no other users and reporting issues.

You need to resolve the issue.

What should you do?

- ☐ Export, delete, then reimport the usage data for the sales form object.
- ☐ Disable and then re-enable the user.
- ☐ Reset all the usage data for the user.
- ☐ Reimport and compile the AOT object causing issues.

Question 75

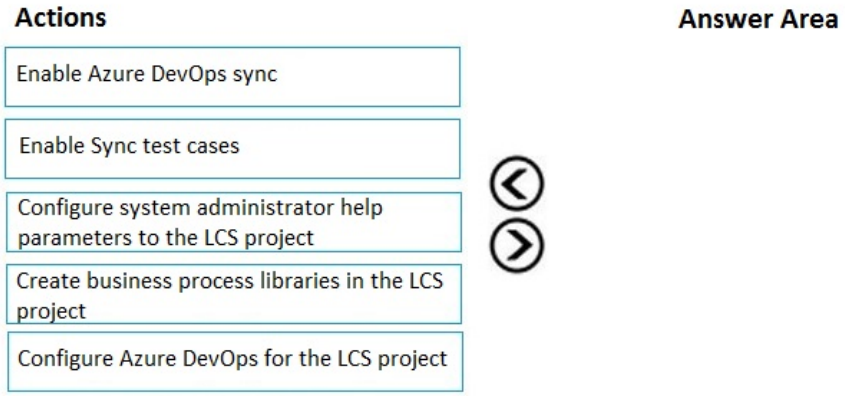
DRAG DROP

You are the project owner in a Lifecycle Services (LCS) project to deploy a Dynamics 365 for Finance and Operations environment.

The system must be configured to enable testers to record processes that become business and test plans.

You need to configure the system to generate User Acceptance Testing (UAT) test plans.

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.



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Question 76

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You are a functional consultant who is deploying Dynamics 365 for Finance and Operations.

The implementation must:

Use an iterative approach
Integrate with real-world data
Enforce standards and governance
Implement multiple rounds of feedback

You need to deploy and validate the implementation.

Solution: Deploy the out-of-the-box solution. Enable users to customize the solution based on individual user scenarios.

Does the solution meet the goal?

- ☐ Yes
- ☐ No

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