vce trainer

Reference Solution for MB-200.54q

MB-200

MB-200

Microsoft Dynamics 365 Customer Engagement Core

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Score: 800/1000

Version:

Time Limit: 120 Minutes

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Perform Discovery, Planning, and Analysis

(3 questions)

Question 1

You are a Dynamics 365 for Customer Service system administrator.

A user experiences slow performance when using Dynamics 365.

You need to check the latency of the environment.

What should you do?

- ☐ Use the organization Insights tool.
- ☐ View the Health section of Microsoft Office 365 Admin portal.
- ☐ View the Power platform Admin center.
- ☒ Run the Dynamics 365 Diagnostics tool.

Explanation:

References:

https://community.dynamics.com/365/customerservice/f/763/t/285347

Question 2

You are a Dynamics 365 for Customer Service system administrator.

You need to implement a Dynamics 365 portal that allows customers to perform the following tasks:

Post product experience information to forums.
Enter issues in an online support center.
Enter ideas for future products.

Which type of portal should you implement?

- ☐ Partner
- ☒ Customer Self-Service
- ☐ Employee Self-Service
- ☐ Community
- ☐ Custom

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Question 3

A company identifies a new opportunity.

Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales.

You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.

Which tool should you use?

- ☐ Microsoft OneDrive for Business
- ☐ Microsoft Skype for Business
- ☐ Microsoft Office 365 Delve
- ☐ Yammer
- ☒ Microsoft Office 365 Groups

Explanation:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups

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Manage user experience design

(9 questions)

Question 4

You are a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.

You activate the business rule. The form does not mark the specified fields as required when the condition is met.

You need to determine the cause of the issue.

What is the cause?

- ☒ the Created On and Modified On date fields are not included on the form.
- ☐ the Created On and Modified On date fields are in a hidden tab on the form.
- ☐ Created On and Modified On are system fields and cannot be used in business rules.
- ☐ the fields to be required are set to Optional at the field property level.

Explanation:

References:

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

Question 5

You are a Dynamics 365 for Customer Service system administrator.

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

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

Where should you create the view?

- ☐ Templates area
- ☐ System Settings
- ☒ App Designer
- ☐ Advanced Find

Explanation:

References:

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

Question 6

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

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

What should you do?

- ☐ Export the solution as managed.
- ☐ Update the publisher prefix to new.
- ☐ Publish all customizations.
- ☒ Export the solution as unmanaged.

Question 7

You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team.

Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- ☐ Dynamics administration center
- ☒ Manage Roles
- ☐ Dynamics 365 home
- ☐ Security Roles

Explanation:

References:

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

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Question 8

You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

- ☐ business rule
- ☐ workflow
- ☐ business process flow
- ☒ field visibility on the form

Explanation:

References:

https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/

Question 9

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

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

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

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

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

Does the solution meet the goal?

- ☒ Yes
- ☐ No

Explanation:

References:

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

Question 10

You manage a Dynamics 365 environment for a company.

You must prevent users from launching and using Microsoft Flow.

You need to hide the Flows button on the user interface.

Which configuration setting should you change?

- ☒ the Customizations section of System Settings
- ☐ the SiteMap
- ☐ the Buttons tab of Flow
- ☐ the Entity component of the default solution

Explanation:

Reference:

https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/

Question 11

You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app.

When a user views the Buildings form, a field for Location is missing. You create the field and add the field to the form, but the user cannot see it.

You need to make the Location field visible to the user.

What should you do?

- ☐ Add the Location field to the Buildings form.
- ☒ Publish customizations.
- ☐ Change privileges to the user's security role.
- ☐ Create a new Buildings form.

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Question 12

HOTSPOT

You set up a new instance of Dynamics 365 for Customer Service.

Users report a variety of issues working with cases on mobile devices.

You need to configure the mobile app to be able to view cases.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Solution:

Answer Area

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

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Case Study (2 questions)

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

Lamna Healthcare Company owns and operates childcare centers nationwide. The company serves children ranging in age from four to ten. Childcare centers are open 7:00 am to 6:00 pm Monday through Friday.

The company has a Dynamics 365 system administrator who works from 9:00 am to 5:00 pm Monday through Friday. The administrator creates user records for potential hires during final interview processes.

Lamna separates children into groups based on age. Group A is for ages 4-6, Group B is for ages 7-8, and Group C is for ages 9-10. Each group is monitored by a team of 2-3 childcare workers.

Most correspondence between workers and parents is done by using email.

The company runs employee meetings each month to present updates and discuss issues. The administrator creates appointments in Dynamics 365 for each employee meeting.

Current processes

Dynamics 365

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

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

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

Child registration

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

Intake

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

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

Reports

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

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

Requirements

Attendance

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

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

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

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Medication

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

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

System customization

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

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

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

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

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

Question 13

You need to set up annual surveys.

What should you do?

- ☒ Enable Voice of the Customer.
- ☐ Use dialogs.
- ☐ Enable Customer Insights.
- ☐ Install a custom workflow solution.

Explanation:

References:

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

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Question 14

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

What should you do?

- ☐ a workflow
- ☒ a field mapping
- ☐ a business process flow
- ☐ a business rule

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Manage Entities and Data

(9 questions)

Question 15

You are a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences.

The system must prevent the addition of duplicate leads from the workbooks.

Sales team members must be able to manually create a duplicate lead record.

You need to configure duplicate detection settings.

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

NOTE: Each correct selection is worth one point.

- ☒ Create a duplicate detection job for all active accounts.
- ☐ Set the value of When a record is created or updated to on.
- ☐ Set the value of When a record is created or updated to off.
- ☐ Set the value of Enable duplicate detection to off.
- ☒ Set the value of During import to on.

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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 that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

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

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

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

Does the solution meet the goal?

- ☒ Yes
- ☐ No

Question 17

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator. You have a data file that contains a list of accounts which must be important into the system.

You need to import the accounts by using the Import Data wizard.

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.

Actions	Answer Area
Set the **Delimiter Settings**	
Configure the number of parallel import processes.	
Confirm and address issues with the field mapping.	
Select the data map.	
Specify the number of records in the file.	
Select **Mapping History.**	
Select the appropriate setting **Allow Duplicates** property.	

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Solution:

Actions	Answer Area
Set the **Delimiter Settings**	Set the **Delimiter Settings**
Configure the number of parallel import processes.	Select the data map.
Confirm and address issues with the field mapping.	Select the appropriate setting **Allow Duplicates** property.
Select the data map.	Specify the number of records in the file.
Specify the number of records in the file.	
Select **Mapping History.**	
Select the appropriate setting **Allow Duplicates** property.	

Question 18

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.

Why is the user unable view all available data?

- ☐ You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- ☐ You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- ☐ You created a chart in Dynamics 365 Customer Engagement and exported the chart.
- ☒ You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

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Question 19

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

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

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

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

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Question 20

You are a Dynamics 365 for Customer Service system administrator.

You must create a new entity to support a new feature. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

- ☐ organization-owned
- ☒ user or team owned
- ☐ business-owned
- ☐ none

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Question 21

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

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

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

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

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

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Question 22

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

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

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

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

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

Does the solution meet the goal?

- ☒ Yes
- ☐ No

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Question 23

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type.

What should you use?

- ☒ Parental
- ☐ Restrict
- ☐ Referential
- ☐ Referential, Restrict Delete

Explanation:

References:

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

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Case Study (2 questions)

Case Study

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Background

Lamna Healthcare is a local medical clinic comprised of doctors, nurses, and office staff. The company is implementing Dynamics 365 for Sales.

Current environment
Environments
The company has the following environments: Sandbox, QA, and Production.
All environments use one custom app in the Unified Interface.
There is one solution in the Sandbox environment containing modifications to the Patient and Invoice forms.
A security group has been created for each environment.

You configure the system as follows:

Duplicate detection is not set for the Patient entity.
The currency field for Service Fee is set to two decimal places.
Mailboxes are set to synchronize with Microsoft Exchange in the Production instance.
Testing and customization
All changes are first created in the Sandbox environment and then imported into the QA environment for testing.
Testers only have access to the QA environment where testing occurs.
Doctors and nurses enter patient, billing, diagnostic, and other information directly.

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Security roles

There are two custom security roles; one for doctors and nurses, and another for the support staff.

Data import
You import records for all current patients and past patients for the last five years.
A static worksheet of the patient records was exported after data import for validation. All records have been updated since that time.
Requirements
Functional
Ensure changes can be quickly made to customizations in the Production environment.
Provide all staff members access to a list of patients with the flue.
Provide doctors the ability to add medications related to a patient without navigating away from the patient's record. Medications must be stored against a custom entity named Medication.
Provide doctors, nurses, and office staff default navigation schemes based on their roles.
User interface
Populate the custom field Follow-up Date with a date seven days from the visit date if a custom Follow-up checkbox is selected. Display the Visit Date field on the Visit form. Do not display the Follow-up Date field.
Display values in the Service Fee field as whole dollars.
The Status field on the Patient form contains historical data that must be retained.
Issues

You observe the following issues:
For some imported patient records, the doctor's name in the Current Doctor field is not spelled correctly.
A nurse uses the search on the All Patients view and cannot find a patient who left the clinic last year.
During testing, a nurse discovers a redundant field on the patient record.
An office staff member tests emails, but the email is not sent.
The modification to the Patient form needs to be tested immediately, but the Invoice form modification needs to be tested the following week.
A new user account for a doctor has been created in Office 365. The user account for the doctor must be available only in the QA environment.
A change in process has caused a Status field to be unnecessary to display on the Patient form.

Question 24

You need to update the Service Fee field to meet requirements.

What should you modify?

- ☐ data type
- ☐ field type
- ☒ precision
- ☐ minimum and maximum values

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Question 25

You need to resolve the redundant field issue.

What should you do?

- ☐ Delete the field from the solution in the Sandbox environment.
- ☐ Remove the field from the solution in the Sandbox environment.
- ☐ Remove the field from the solution in the QA environment.
- ☒ Delete the field from the solution in the QA environment.

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Implement Security

(2 questions)

Question 26

You are a Dynamics 365 for Customer Service system administrator for a company.

The vice president of sales must be able to read account data for her business unit and other business units that report to her.

You need to configure the minimum level of access for the read privilege on the Account entity.

Which access level should you assign?

- ☐ Business Unit
- ☐ Organization
- ☐ User
- ☒ Parent: Child Business Unit

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Question 27

HOTSPOT

You are a Microsoft 365 administrator. You create a Dynamics 365 online tenant in the environment.

You must assign users into Office 365 security roles using the principle of least privilege.

You need to assign security roles for users.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Minimum Office 365 role
Configure server-side synchronization within Dynamics 365.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Allocate Dynamics 365 licenses to users.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Configure a new Dynamics 365 Customer Engagement instance.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Back up and restore Dynamics 365.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Add new accounts to Dynamics 365 for Sales.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin

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Solution:

Answer Area

Requirement	Minimum Office 365 role
Configure server-side synchronization within Dynamics 365.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Allocate Dynamics 365 licenses to users.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Configure a new Dynamics 365 Customer Engagement instance.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Back up and restore Dynamics 365.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin
Add new accounts to Dynamics 365 for Sales.	Office 365 global admin User (no administrator access) Dynamics 365 service admin Office 365 service admin

Explanation:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-tenant

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Implement Integration

(10 questions)

Question 28

DRAG DROP

You have the following customers: CustomerA, CustomerB.

The customers report the following issues:

Customer	Email environment	Issue description
CustomerA	On-premises Exchange Server	The customer can track received email but cannot send email from Dynamics 365
CustomerB	Exchange Online	The customer cannot send or receive emails from Dynamics 365

You need to resolve the issues.

What should you do? To answer, drag the appropriate actions to the correct customers. Each action 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.

Actions

- Review the Server-Side Synchronization Dashboard.
- Reinstall the Dynamics 365 App for Microsoft Outlook.
- Configure folder-level tracking.
- Initiate a Test and Enable Mailbox.

Answer Area

Customer	Action
CustomerA	
CustomerB	

Solution:

Actions

- Review the Server-Side Synchronization Dashboard.
- Reinstall the Dynamics 365 App for Microsoft Outlook.
- Configure folder-level tracking.
- Initiate a Test and Enable Mailbox.

Answer Area

Customer	Action
CustomerA	Review the Server-Side Synchronization Dashboard.
CustomerB	Review the Server-Side Synchronization Dashboard.

Explanation:

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References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/connect-exchange-server-on-premises

Question 29

You create and share a Microsoft Flow button for the Account entity. The button sends a Microsoft Teams meeting invitation from Dynamics.

Which users can view the flow button run history?

- ☐ Each user can only view their run history.
- ☐ System administrators may only view the run history.
- ☒ Only the user who creates the button can view the run history for all users.
- ☐ Every user can view all run history.
- ☐ People with the appropriate role can see all run history.

Explanation:

References:

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

Question 30

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.

Why is the user view all available data?

- ☐ You exported a static worksheet and the columns are automatically hidden from other users.
- ☐ You exported a dynamic worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- ☒ You selected the This Page Only option and exported a static worksheet.
- ☐ You exported a static worksheet. The user does not have the appropriated security role in Dynamics 365 to see all records.

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Question 31

You are a Dynamics 365 for Customer Service system administrator.

You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook.

You need to ensure Flow will trigger on the Opportunity entity.

What should you do?

- ☒ Enable connections.
- ☐ Add the timeline control.
- ☐ Enable business process flow.
- ☐ Enable change tracking.

Question 32

You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer.

The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline.

You need to make the tab visible.

What should you do first?

- ☒ Enable the entity for Microsoft SharePoint document management.
- ☐ Grant access in the user's security role.
- ☐ Check document management for the entity in the default solution.
- ☐ Grant access under the user's product licenses.

Explanation:

References:

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

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Question 33

You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook.

The sales team reports the following synchronization issues between Dynamics 365 and Outlook:

Microsoft PowerPoint presentations are missing from meeting invitations that are sent from Dynamics 365.
Outlook task lists are not visible in Dynamics 365.

You need to enable system settings to help address these issues.

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

NOTE: Each correct selection is worth one point.

- ☐ Exchange folder-level tracking.
- ☒ Synchronize appointment attachments with Outlook or Exchange.
- ☒ Synchronize tasks that assigned in Outlook.
- ☐ Go Offline

Explanation:

References:

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

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Question 34

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

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Microsoft Dynamics 365 administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

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

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

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

Does the solution meet the goal?

- ☐ Yes
- ☒ No

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Question 35

HOTSPOT

You are a Dynamics 365 for Customer Service system administrator. You have a production instance named Organization1 that is integrated with an ERP system. When a new account is created in the ERP system, an account is created in Organization1 and with the ERP Account field set to Yes.

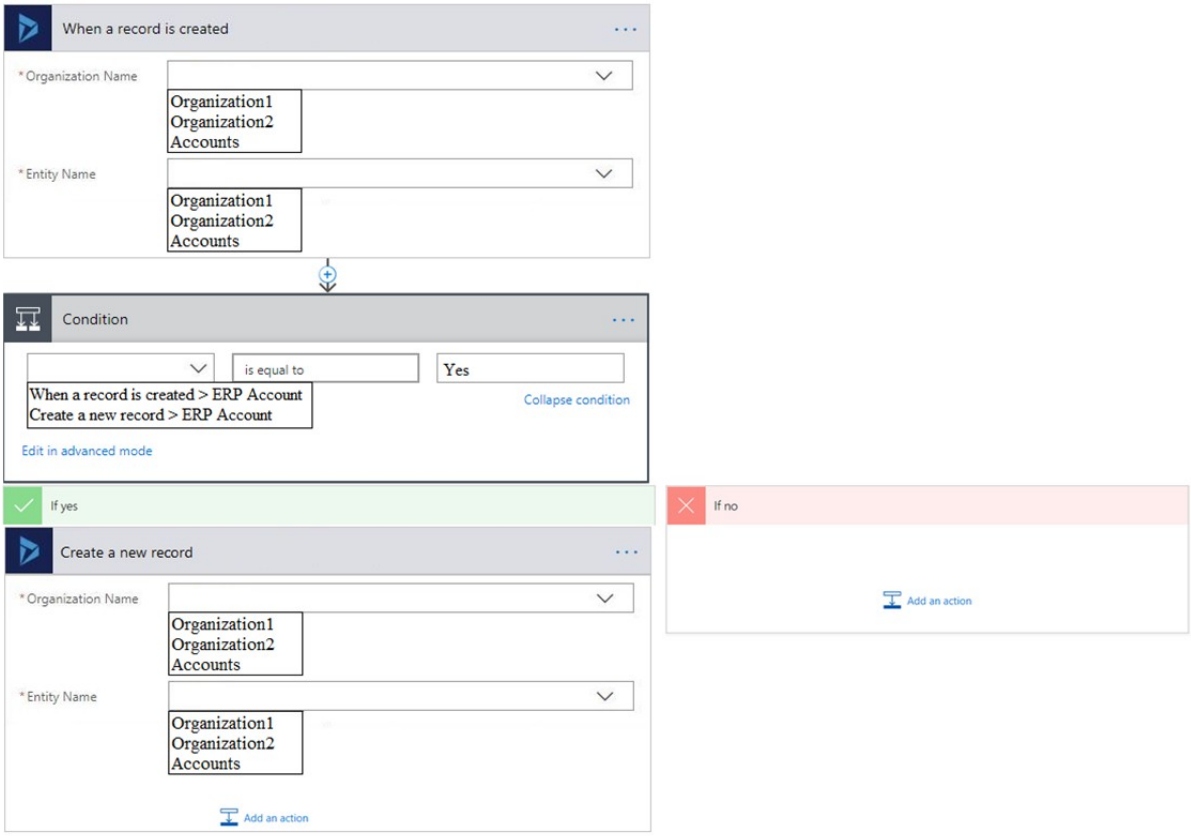
When the field value is set, an account must be created in a separate production instance named Organization2.

You need to use Microsoft Flow to create the account.

How should you configure the flow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area



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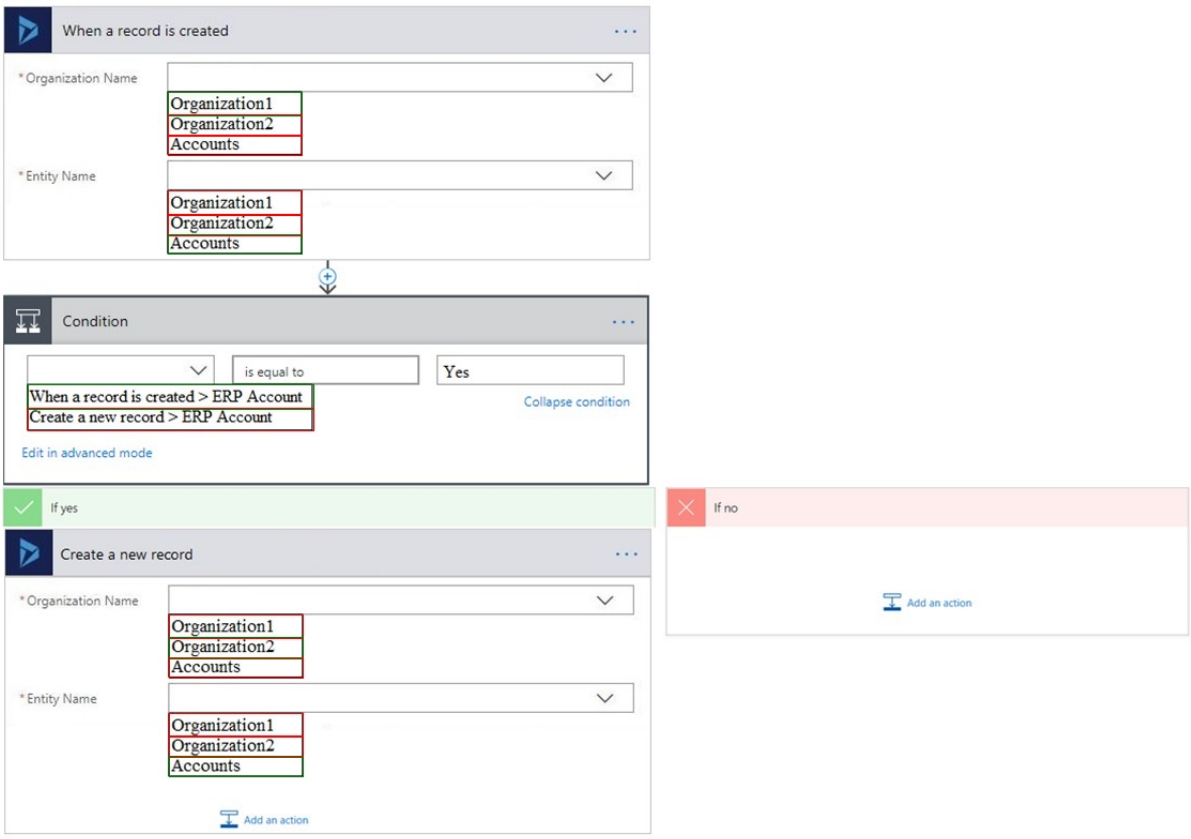
Solution:

Answer Area



Question 36

You manage the Dynamics 365 for Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- ☐ Microsoft OneDrive for Business
- ☒ Microsoft Yammer
- ☐ Microsoft OneNote
- ☒ Microsoft Exchange Online
- ☒ Microsoft Skype for Business

Explanation:

References:

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

Question 37

You manage a Dynamics 365 for Customer Service environment.

Some users report the installation for Dynamics 365 for Outlook fails.

You need to determine which devices comply with the software requirements to install and use Dynamics 365 for Outlook.

Which two configurations represent the required client software requirements to run Dynamics 365 for Outlook? Each correct answer presents a complete solution.

NOTE: Each correct solution is worth one point.

- ☒ Windows 8 and Internet Explorer 10
- ☒ Windows 8.1 with Internet Explorer 10
- ☐ Windows 8 and Internet Explorer 9
- ☐ Windows 7 and Internet Explorer 11

Explanation:

Explanation:

IE 10 or 11 are supported.

Windows 7 would require Service Pack 1.

References:

https://docs.microsoft.com/en-us/dynamics365/outlook-addin/admin-guide/software-requirements

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Case Study (1 questions)

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

Lamna Healthcare Company owns and operates childcare centers nationwide. The company serves children ranging in age from four to ten. Childcare centers are open 7:00 am to 6:00 pm Monday through Friday.

The company has a Dynamics 365 system administrator who works from 9:00 am to 5:00 pm Monday through Friday. The administrator creates user records for potential hires during final interview processes.

Lamna separates children into groups based on age. Group A is for ages 4-6, Group B is for ages 7-8, and Group C is for ages 9-10. Each group is monitored by a team of 2-3 childcare workers.

Most correspondence between workers and parents is done by using email.

The company runs employee meetings each month to present updates and discuss issues. The administrator creates appointments in Dynamics 365 for each employee meeting.

Current processes
Dynamics 365

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

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

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

Child registration

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

Intake

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

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

Reports

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

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

Requirements
Attendance

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

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

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

Medication

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

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

System customization

All customization and testing are performed in the sandbox environment and then moved to production. To simplify management of Dynamics 365, Lamna Healthcare keeps all components in the default solution but maintains a unique prefix. Dynamics is a no-code environment.

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

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

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

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

Question 38

DRAG DROP

You need to configure text messaging.

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.

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

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Actions	Answer Area
Create a schedule trigger.	
Send SMS by using a built-in connector.	
Create a wait condition.	
Send SMS by using an external connector.	
Enable change tracking on the attendance record entity.	
Enable change tracking for the child entity.	

Solution:

Actions	Answer Area
Create a schedule trigger.	Enable change tracking on the attendance record entity.
Send SMS by using a built-in connector.	Create a schedule trigger.
Create a wait condition.	Send SMS by using a built-in connector.
Send SMS by using an external connector.	
Enable change tracking on the attendance record entity.	
Enable change tracking for the child entity.	

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Perform Solutions Deployment and Testing

(16 questions)

Question 39

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

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

You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Question 40

You manage a Dynamics 365 for Customer Service instance.

You must modify the unit price from two decimal places to four decimal places.

You need to ensure the unit price displays with four digits after the decimal.

What should you configure?

- ☒ Currency Precision to use four decimal places.
- ☐ Base Currency to use four decimal places.
- ☐ Currency field type to whole number.
- ☐ Currency Conversion to use four decimal places.

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Question 41

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

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

You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items that have optimizations available and that have a positive operational impact percentage.

Does the solution meet the goal?

- ☐ Yes
- ☒ No

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Question 42

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities.

You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

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

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

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Solution:

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

Question 43

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

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

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note.

You need to find the note.

Solution: Use Relevance Search to search for the word run.

Does the solution meet the goal?

- ☒ Yes
- ☐ No

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Question 44

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

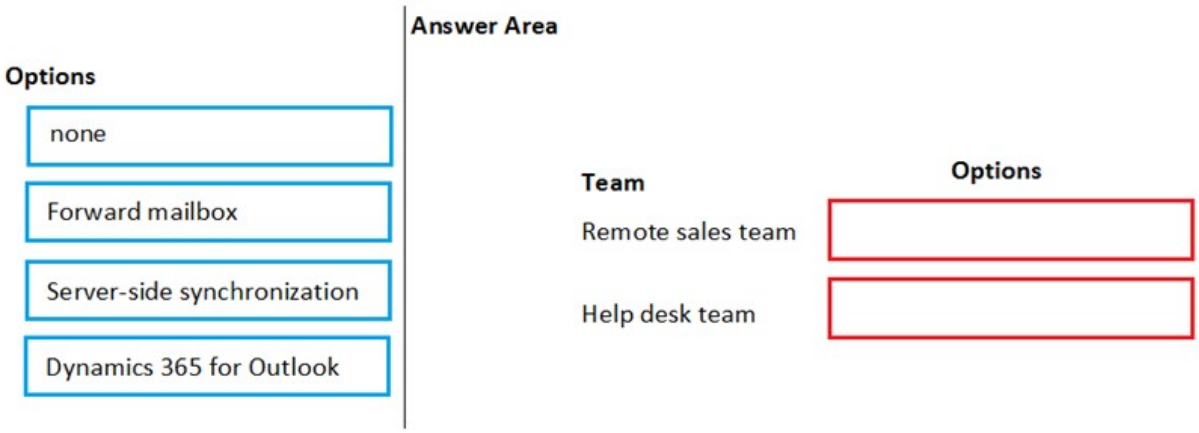
You identify the following issues:

Remote sales team members report that they cannot access the latest data on commuters, phones, and tablets.
Help desk team members must be able to access all inbound emails from multiple queues in a single queue.

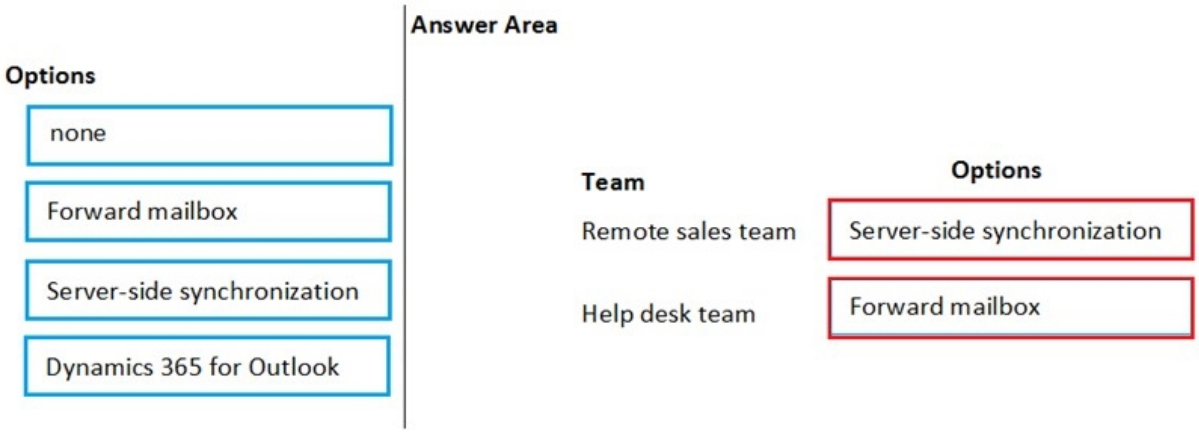
You need to resolve the issues.

Which options should you configure? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.

NOTE: Each correct selection is worth one point.



Solution:



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Question 45

You are a Dynamics 365 for Customer Service system administrator.

Users report that a subgrid from the Onsite Goals custom entity takes a very long time to load on the Account records page.

You need to improve the query load time and optimize the Onsite Goals entity.

Which action should you perform?

- ☐ In an Internet browser, in the browser options, set the option to retain browser history.
- ☒ In the Data Perform view, use the Optimize functions.
- ☐ In System Jobs, resume paused system jobs.
- ☐ In the Dynamics 365 Diagnostic tool, run the diagnostic test.

Question 46

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

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

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

Which technology should you implement?

- ☐ Word template
- ☒ marketing list
- ☐ sales literature
- ☐ Excel template

Explanation:

References:

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

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Question 47

You are a Dynamics 365 for Customer Service system administrator. You set up server-side synchronization. You plan to deploy the Dynamics 365 App for Outlook after users have received training.

Users do not have administrator rights.

You need to identify which method you would use to deploy Dynamics 365 App for the trained users.

Which method will accomplish this goal?

- ☐ Push the App for Outlook to all eligible users from the Dynamics 365 administration center.
- ☐ Have users install themselves directly from the Dynamics 365 Settings area.
- ☐ Have users install themselves from the personal Settings area.
- ☒ Push the App for Outlook to only select users from Dynamics 365 Settings area.
- ☐ Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area.

Question 48

You manage Dynamics 365 for Customer Service Development, Test, and Production instances. You use an unmanaged solution to develop customizations and deploy the customizations to a Production instance.

Several deployed customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain.

You need to remove the customizations.

What should you do?

- ☐ Change the publisher settings.
- ☐ Install the previous solution.
- ☒ Manually remove each customization.
- ☐ Change the version number on the unmanaged solution to the previous version.

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Question 49

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

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Quick Find search on the Contact entity to search for the word run.

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Explanation:

Explanation:

Quick Find can only search the current entity. Also, only a relevance search can search the text in notes.

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Question 50

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

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

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Categorized Search to search for the word run.

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Explanation:

Explanation:

Only a relevance search can search the text in notes.

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Question 51

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

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

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Quick Find search on the Notes list to search for the word run.

Does the solution meet the goal?

- ☐ Yes
- ☒ No

Question 52

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

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

You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items that have optimizations available and an operational impact of zero percent.

Does the solution meet the goal?

- ☒ Yes
- ☐ No

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Question 53

You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 storage limit.

You perform the following actions to free up space:

Delete known items that use large amount of storage.
Perform bulk deletes on suspended system jobs.
Delete audit logs older than six months old.
Delete email attachments older than two years old.

The total storage used indicator shows that the storage amount has not changed after you perform the actions.

You need to determine why the storage amount has not changed.

What is the cause?

- ☐ The current audit log cannot be deleted.
- ☐ Email attachments can only be deleted when the associated email is deleted.
- ☒ The system can take up to 24 hours to update storage information.
- ☐ Suspended workflows are in a waiting state, therefore cannot be deleted.

Explanation:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/free-storage-space

Question 54

An organization plans to create a hierarchy to categorize products and sales literature.

You need to implement subject trees to create the hierarchy.

What should you create?

- ☒ a subject tree for the organization to be used by products and sales literature
- ☐ a subject tree for products and create a subject tree for sales literature
- ☐ a subject tree for sales and create a subject tree for customer service
- ☐ a subject tree for sales team and customer service team

Explanation:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorize-cases-products-articles

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