

MB2-715 Dumps

Microsoft Dynamics 365 customer engagement Online Deployment

<https://www.certleader.com/MB2-715-dumps.html>



NEW QUESTION 1

Your company has been using Microsoft Dynamics 365. Business edition for one year. Since then, the size of your company has doubled, and you are using 98% of the storage allotted in your company's subscription.

You need increase the size of your available storage. What should you do to accomplish this goal?

- A. Purchase additional storage for your current subscription through the Microsoft Office 365 Admin portal.
- B. Purchase an additional volume license subscription through a Microsoft Partner for added storage.
- C. Increase the size of the storage allocated in the Microsoft Dynamics 365 Admin portal.
- D. Purchase additional storage for your current subscription through the Microsoft Dynamics 365 Admin portal.

Answer: A

NEW QUESTION 2

Which three options are available for configuring Microsoft Dynamics 365 to work with Microsoft Exchange for sending outgoing emails? Each correct answer presents a complete solution.

- A. folder-level tracking
- B. Microsoft Dynamics 365 for Outlook
- C. server-side synchronization
- D. Email Router
- E. forward mailbox

Answer: BCD

Explanation: <https://www.microsoft.com/en-us/dynamics/crm-customer-center/system-settings-dialog-box-email-tab.aspx>

NEW QUESTION 3

You are an administrator for an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook. Your users have varying requirements for which data they need to take offline.

You need to ensure that your users have access to the correct data offline. What should you do?

- A. Instruct users on how to configure the offline filter.
- B. Instruct users on how to configure the synchronization filters.
- C. Create one set of offline filters and distribute those.
- D. Instruct users on how to configure the synchronized fields.

Answer: D

NEW QUESTION 4

You are an administrator for multiple Microsoft Dynamics 365 instances.

The users who access multiple instances want the ability to take some of their data offline in order to work while traveling.

What should you do to implement this request?

- A. Install Microsoft Dynamics 365 for Outlook and add all of the instances they use; only enable synchronization and offline data on the one instance where it is needed.
- B. Install Microsoft Dynamics 365 for Outlook and add synchronization for the one instance they use the most and offline capabilities for all others.
- C. Install Microsoft Dynamics 365 for Outlook and add all of the instances they use and enable synchronization for all of them; add offline capabilities for the one instance where it is needed.
- D. Install Microsoft Dynamics 365 for Outlook and add synchronization and offline capabilities on all of the instances they use.

Answer: A

NEW QUESTION 5

You are a system administrator responsible for maintaining Microsoft Dynamics 365 at your company.

Management wants a new application built that allows them to manage requests for vendors.

You need to use the app designer to build the new application on Microsoft Dynamics 365. What are three items that can be configured in the app designer? Each correct answer presents a complete solution.

- A. a site map for the new app
- B. a business rule for the new app
- C. a role to be used by the new app
- D. a dashboard for the new app
- E. a workflow for the new app

Answer: ADE

NEW QUESTION 6

You work for a large organization that uses Microsoft Dynamics 365.

The organization wants to allow users to install Microsoft Dynamics 365 for Outlook, but users do not have local administrator rights on their computers.

How should Microsoft Dynamics 365 for Outlook be installed for the users who need it?

- A. by using Microsoft System Center Configuration Manager
- B. by configuring a Group Policy on Active Directory
- C. by using the command line on each computer

D. by using the download link in the Microsoft Dynamics 365 web application

Answer: B

NEW QUESTION 7

Which two operating systems are supported for accessing Microsoft Dynamics when using Google Chrome? Each correct answer presents a complete solution.

- A. Windows 8.1
- B. Mac OS X 10.10
- C. Android 9
- D. Android 10

Answer: AD

Explanation: <https://ax.help.dynamics.com/en/wiki/browser-requirements/>

NEW QUESTION 8

You are a system administrator for a Microsoft Dynamics 365 and Microsoft SharePoint online environment. You need to prevent a user from accessing Microsoft SharePoint while in Microsoft Dynamics 365.

What should you do?

- A. Change the security settings for SharePoint Site on the user's security role.
- B. Change the security settings for Document Generation on the user's security role.
- C. Change the security settings for Enable or Disable User on the user's security role.
- D. Change the security settings for Document Template on the user's security role.

Answer: C

NEW QUESTION 9

You are a remote sales person using the Microsoft Dynamics 365 app on your tablet to access your data. You are now in an area where you do not have Internet access. Which statement is true?

- A. Records included in the Microsoft Dynamics 365 for Outlook offline filters have been stored on your tablet for offline access.
- B. Records included in the synchronization filters have been stored on your tablet for offline access.
- C. Records that you own have been stored on your tablet for offline access.
- D. Records recently viewed have been stored on your tablet for offline access.

Answer: B

NEW QUESTION 10

You are in the initial planning phase of a Microsoft Dynamics 365 implementation. The customer wants to use the Microsoft Dynamics 365 App for Outlook.

The customer is about to make a decision on whether Microsoft Exchange and Microsoft Dynamics 365 should be on-premises, online, or a hybrid.

You need to advise the customer on how their decision affects their ability to use the Microsoft Dynamics 365 App for Outlook.

What should you tell them?

- A. The Microsoft Dynamics 365 App for Outlook is online only, so both Microsoft Exchange and Microsoft Dynamics 365 must be online.
- B. The Microsoft Dynamics 365 App for Outlook requires Microsoft Exchange to be online, but Microsoft Dynamics 365 can be on-premises.
- C. The Microsoft Dynamics 365 App for Outlook requires Microsoft Dynamics 365 to be online, but Microsoft Exchange can be on-premises.
- D. The Microsoft Dynamics 365 App for Outlook supports both online-to-online, on-premises to on-premises, and hybrid environments.

Answer: D

NEW QUESTION 10

You are a system administrator.

You are working with a Microsoft Dynamics 365 update process to include new features from a major release in your organization.

How often do new features become available through customer-driven updates in the Microsoft Dynamics 365 instance?

- A. monthly
- B. quarterly
- C. twice per year
- D. annually

Answer: C

Explanation: <https://technet.microsoft.com/en-us/library/dn308237.aspx>

NEW QUESTION 15

You are a systems support specialist for your company.

A sales manager is currently using a Windows 10 laptop. The sales manager finds that Microsoft Dynamics 365 does not work as expected when using Firefox.

What are two ways the sales manager can retain full functionality? Each correct answer presents a complete solution.

- A. Instruct the user to use Microsoft Edge.
- B. Upgrade Firefox to the latest public release.
- C. Instruct the user to use Internet Explorer 10.

D. Download and install Safari on the laptop.

Answer: AB

NEW QUESTION 16

You are a deployment manager for Microsoft Dynamics 365.

Your company decides to implement Microsoft OneNote, and you need to integrate it to Microsoft Dynamics 365.

Which two steps should you take to perform this integration? Each correct answer presents part of the solution.

- A. Turn on Microsoft OneNote integration.
- B. Turn on Microsoft OneDrive for Business integration.
- C. Turn on Microsoft Office 365 Groups integration.
- D. Turn on server-based Microsoft SharePoint integration.

Answer: AD

NEW QUESTION 20

You are the technology director for a company that plans to implement Microsoft Dynamics 365.

You are researching the licensing options and are currently considering Microsoft Dynamics 365, Business edition.

Which two statements accurately describe using this edition? Each correct answer presents a complete solution.

- A. Business Edition is optimized for organizations that have over 1,000 employees.
- B. Business Edition is optimized for enterprises that use local Microsoft Dynamics AX environments.
- C. Business Edition is optimized for organizations that want to host all services in the cloud.
- D. Business Edition is optimized for organizations with 250 employees or less.

Answer: CD

NEW QUESTION 25

You are the administrator for an organization that uses Microsoft Dynamics 365, which users access through the apps for phones and tablets.

You are planning to introduce a new custom entity, which needs to be read-only on the app but editable when users access Microsoft Dynamics 365 online.

What should you do next?

- A. Enable the entity for mobile, and check the box for read-only in mobil
- B. In the security roles, give the users read and write access to the new entity.
- C. Enable the entity for mobil
- D. Modify the security roles so users have only read access to the new entity.
- E. In the security roles, give users privileges for Microsoft Dynamics 365 for mobile, and give them read access to the new entity.
- F. Enable the entity for mobile and a flag for read-only in mobil
- G. In the security roles, give the users read access to the new entity.

Answer: A

NEW QUESTION 30

You are the system administrator at your organization.

You need to synchronize all customization and users from your production instance to your training instance.

What should you perform to accomplish this goal?

- A. a full copy
- B. a clone
- C. a switch
- D. a minimal copy

Answer: A

NEW QUESTION 35

You are using Microsoft Dynamics 365 online and decide to integrate Microsoft Dynamics 365 with your organization's Yammer instance.

Which three items are needed to integrate Yammer to Microsoft Dynamics 365? Each correct answer presents part of the solution.

- A. Yammer enterprise licenses
- B. system administrator security role or equivalent permissions
- C. service administrator role
- D. verified system administrator privileges for your organization's Yammer account
- E. user management administrator role

Answer: ABD

Explanation: <https://technet.microsoft.com/en-us/library/dn850385.aspx> Prerequisites

? Before your organization can use Yammer in Dynamics 365, your organization needs to buy Yammer enterprise licenses.

? Make sure you have the System Administrator security role or equivalent permissions in Microsoft Dynamics 365.

? You'll also need to have verified system administrator privileges for your organization's Yammer account, plus both the Write Organization and Configure Yammer privileges. If you're not an administrator, by default these privileges aren't available, and must be added.

? Install the most recent product updates for Microsoft Dynamics 365.

NEW QUESTION 36

You are working in an organization that uses multiple Microsoft Dynamics 365 instances.

A large number of users have installed Microsoft Dynamics 365 for Outlook. The users connect to multiple instances from Outlook; however, they only want to synchronize with one particular instance. There is some confusion as to whether they are synchronizing with the correct instance.

Where should the users review, and possibly change, the synchronizing instance?

- A. in the Configuration Wizard for Microsoft Dynamics 365 for Outlook
- B. in Diagnostics for Microsoft Dynamics 365 for Outlook
- C. in Outlook, in CRM Settings on the File menu
- D. in Outlook, on the CRM tab

Answer: A

NEW QUESTION 41

You are a system administrator using Microsoft Dynamics 365.

You receive notification that an update needs to be scheduled and approved. Where should you perform this task?

- A. In Microsoft Dynamics 365, select Settings and System Notifications.
- B. In the Microsoft Office 365 Admin Center, open the Microsoft Dynamics 365 Admin Center.
- C. In Microsoft Dynamics 365, select Settings and Administration.
- D. In the Microsoft Office 365 Admin Center, select Billing and Subscriptions.

Answer: B

NEW QUESTION 45

You are the network administrator for a small company that has been in existence for less than two years.

Management wants you to begin the data import process for a Microsoft Dynamics 365 deployment. The company does not currently use any sort of Microsoft Dynamics CRM application and has a small amount of data. This is their first attempt at cloud computing.

Which method should you use in this situation to complete the data upload process to Microsoft Dynamics 365?

- A. Use the software deployment kit
- B. Use the Data Loader service.
- C. Use the On-Premises to Online Conversion Service.
- D. Import the data using the Data Import Wizard.

Answer: D

NEW QUESTION 46

You are a system administrator at Contoso, Inc.

You need to ensure that only system administrators and system customizers have access to your development instance. What should you do? (Choose two)

- A. Switch the instance to managed.
- B. Place the instance in Administration mode.
- C. Use Security Groups to control access to the preview instance.
- D. Set the instance to Preview mode.

Answer: BC

NEW QUESTION 50

You are an administrator for an organization that uses Microsoft Dynamics 365.

Your mobile users are often in areas where they do not have Internet access, but they still need to be able to access and edit records through the Dynamics 365 app for mobile phones.

What should you do?

- A. Instruct users to view the needed records prior to entering an area with no Internet access so they can view them through the recent records cache.
- B. Allow users to use Microsoft Dynamics 365 for Outlook, and instruct users on how to configure the offline filters.
- C. Enable the enhanced offline experience in Settings > Mobile Offline in Microsoft Dynamics 365 and adjust the Organization data download filter on each of the needed entities.
- D. In the entity settings under Outlook & Mobile, configure the Organization data download filter for each of the needed entities.

Answer: B

NEW QUESTION 51

You are a system administrator using Microsoft Dynamics 365.

You received an email informing you that you need to schedule the December 2016 update; however, you skipped the June 2016 update.

Which of the following is true?

- A. You can schedule the December 2016 update without scheduling the June 2016 update.
- B. You can skip both updates and schedule all to be completed when the June 2017 update is available.
- C. You must schedule the June 2016 update before you can schedule the December 2016 update.
- D. You can schedule both updates to be completed at the same time.

Answer: A

NEW QUESTION 52

You are implementing Microsoft Dynamics 365 in an organization where many users have former versions of Microsoft Outlook and Windows.

What is the earliest supported scenario for Microsoft Dynamics 365 for Outlook?

- A. Windows 8 and Microsoft Office 2010
- B. Windows 7 SP1 and Microsoft Office 2010
- C. Windows 8.1 and Microsoft Office 2013
- D. Windows 10 and Microsoft Office 2016

Answer: B

NEW QUESTION 56

You are working in an organization that uses Microsoft Dynamics 365.

Users in this organization need the ability to read and edit all records relevant TO What should you recommend to the mobile users?

- A. Microsoft Dynamics 365 for Phones Express
- B. Microsoft Dynamics 365 for Phones app
- C. Microsoft Dynamics 365 App for Outlook
- D. Microsoft Dynamics 365 for Outlook

Answer: C

NEW QUESTION 58

You want to add new functionality to Microsoft Dynamics 365.

Which three apps, available from AppSource, allow you to achieve this goal? Each correct answer presents a complete solution.

- A. Microsoft Dynamics 365 - Gamification
- B. Customer Self-Service Portal
- C. Microsoft Dynamics 365 - Organization Insights
- D. Project Service Automation
- E. Microsoft Office 365 Groups

Answer: ADE

NEW QUESTION 59

You are a system administrator.

You have one production instance and three sandbox instances. You are no longer using two of the sandbox instances, The last sandbox instance only requires the customization and configurations from production.

You need to free up as much storage as possible. How can you accomplish this goal?

- A. Delete two sandboxe
- B. Reset the last sandbox.
- C. Reset two sandboxe
- D. Perform a minimal copy on the last sandbox.
- E. Delete two sandboxe
- F. Perform a minimal copy on the last sandbox.
- G. Reset two sandboxe
- H. Perform a full copy on the last sandbox.

Answer: C

NEW QUESTION 63

You are a remote sales person using the Microsoft Dynamics 365 app on your tablet. You need to create new records while in an area with no Internet access.

Which two statements are true about creating records offline? Each correct answer presents a complete solution.

- A. Recently viewed records cached for offline access can be edited.
- B. New records can be edited while they are drafts.
- C. New records can be created as drafts while offline.
- D. New records can be linked to each other while they are drafts.

Answer: BC

NEW QUESTION 67

You are a system administrator using Microsoft Dynamics 365.

You have recently scheduled and approved an update on your production instance. Testing on a sandbox instance indicates that more time is needed before the production instance is ready for the update.

Which two statements regarding scheduling updates are true? Each correct answer presents a complete solution.

- A. A scheduled and approved update can be changed by any user with the correct privileges.
- B. A scheduled and approved update can be changed only by the user who approved it.
- C. A scheduled but not approved update can be changed.
- D. A scheduled and approved update cannot be changed.

Answer: AC

NEW QUESTION 72

You are the administrator for an organization that uses Microsoft Dynamics 365.

Your users are accessing Microsoft Dynamics 365 by using the app for both phones and tablets, and your forms are optimized for each.

What are your options when customizing forms for the different devices?

- A. Fields, Sections, Tabs, and Sub-grids on a form can be disabled for phones but not for tablets.

- B. Fields and Sub-grids, but not Sections and Tabs, can be disabled for phones and tablets.
- C. Fields and Sub-grids, but not Sections and Tabs, can be disabled for phones but not for tablets.
- D. Field
- E. Sections, Tabs, and Sub-grids on a form can be disabled for phones and tablets.

Answer: D

NEW QUESTION 76

You are using Microsoft Dynamics 365 to create a new application. You need to create a new sitemap for your application. Which three components can you configure in SiteMap designer? Each correct answer presents a complete solution

- A. SKUs
- B. actions
- C. hierarchies
- D. groups
- E. privileges

Answer: BCD

NEW QUESTION 77

You are the system administrator for a company that is deploying Microsoft Dynamics 365 in multiple regions.

You need to ensure that users can only access the instance hosted in their region.

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

- A. Create an Access Team for each region, and add the users from that region to the team.
- B. Assign the Access Team to the instance hosted on the matching region.
- C. Create a Security Group for each region, and add the users from that region to the group.
- D. Assign the Security Group to the instance hosted on the matching region.

Answer: CD

NEW QUESTION 82

You are the technology director for your company.

You need to purchase a subscription to Microsoft Dynamics 365 for the sales staff. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

- A. Purchase a Business License Premium subscription to Office 365.
- B. Purchase a Microsoft Dynamics 365 subscription
- C. Purchase a subscription through a Microsoft Partner.
- D. Purchase a Microsoft Dynamics 365 subscription through the Office 365 Admin Portal

Answer: BD

NEW QUESTION 83

Your organization has decided to take advantage of the Microsoft Dynamics 365 for Outlook App.

What should you do to ensure the app is automatically added to the Outlook account of all eligible users?

- A. Use Group Policy in Active Directory and automatically install the app for the eligible users.
- B. In Microsoft Dynamics 365 Settings > Microsoft Dynamics 365 App for Outlook, add the app to all eligible users.
- C. In Microsoft Dynamics 365 go to App Source, search for the Microsoft Dynamics 365 App for Outlook, and install it from App Source.
- D. Assign all eligible users proper privileges to use the app in Microsoft Dynamics 365 and instruct them where to download and install the app.

Answer: B

NEW QUESTION 86

You are the network administrator for a company that uses Microsoft Dynamics 365 and are reviewing all of the licensed users for your organization to ensure all are up to date.

What will occur if you remove a Microsoft Dynamics 365 license from a user?

- A. The user can access sandbox instances but not production instances.
- B. The user can access all instances but only view data in read-only mode.
- C. The user's account is deleted and cannot access any instances.
- D. The user's account is disabled and cannot access any instances.

Answer: C

NEW QUESTION 88

You are the network administrator for your company.

Management wants to deploy Microsoft Dynamics 365 for the sales division. The company has more than 2 million records, currently stored on-premises, that need to be migrated to Microsoft Dynamics 365. The technology director wants you to utilize the Data Loader service for the migration process for the fastest possible migration.

What is a prerequisite for running the Data Loader service in this instance?

- A. The data must be cleansed before using the Import Data Wizard to migrate it to the cloud.
- B. Third-party tools must be installed in order to migrate the data with the Data Loader service.

- C. The data set must reside in Azure on the same data center that hosts the company's Microsoft Dynamics 365 instance.
- D. The data must first be converted to CSV files before uploading it with the Import Data Wizard.

Answer: A

NEW QUESTION 91

Microsoft Dynamics 365 and Skype for Business are implemented at your company.

You recently became system administrator, and you notice that the Skype for Business presence is not displaying in Microsoft Dynamics 365.

What should you do in Microsoft Dynamics 365 to resolve this issue?

- A. Enable country/region code prefixing.
- B. Select the provider for Click-to-Call.
- C. Change user settings for the security roles.
- D. Enable presence for the system.

Answer: B

NEW QUESTION 96

You are a system administrator.

Your organization relies on significant customization that may break in an upcoming update. Your Microsoft Dynamics 365 is currently up to date.

You want to delay any updates for now. What are your options?

- A. Update the instance now without full testing, and address bugs as they arise.
- B. Skip all updates until the customizations have been updated to the latest version.
- C. Skip up to one update, and have the customizations updated for the following version.
- D. Skip up to two updates, and have the customizations updated for the following version.

Answer: C

NEW QUESTION 97

You are the sales manager for a company that has more than 15,000 employees.

You plan to purchase Microsoft Dynamics 365 for your company, although only 750 seats will be required. Management wants all Microsoft Dynamics 365 users to have access to all Microsoft Dynamics 365 applications.

Based on this criteria, which licensing option should you select?

- A. Enterprise Edition with APPS-based Licensing
- B. Enterprise Edition with Plan-based Licensing
- C. Business Edition with Plan-based Licensing
- D. Business Edition with APPS-based Licensing

Answer: B

NEW QUESTION 101

You were recently hired as a consultant for a company that plans to implement Microsoft Dynamics 365.

Your job requires you to administer the Microsoft Dynamics 365 system, which includes managing user accounts, creating quotes and orders, creating workflows, and performing data imports.

Which action is required for your user account?

- A. Mark the account as administrative.
- B. Mark the account as non-interactive.
- C. Assign the System Administrator role.
- D. Assign the System Customizer role.

Answer: D

NEW QUESTION 102

Your organization has all staff on an E5 Microsoft Office 365 SKU and an Enterprise Plan 1 for Microsoft Dynamics 365.

You need to integrate Microsoft Office 365 Groups with Microsoft Dynamics 365 so that

staff can view documents in a shared workspace.

What are two requirements for performing this integration? Each correct answer presents part of the solution.

- A. Each user must have Exchange Mailbox.
- B. OneNote integration must be enabled.
- C. Server-based Microsoft SharePoint integration must be enabled.
- D. Microsoft OneDrive for Business integration must be enabled.

Answer: AC

NEW QUESTION 107

You are the technology director for a company that is planning a Microsoft Dynamics 365 implementation. The company currently uses Microsoft Dynamics AX 2012.

You are researching which edition is best to purchase for the company. In which instance is the Enterprise edition required?

- A. The sales staff use desktop computers, as well as mobile devices.
- B. The sales staff need online / on-premises dual use rights.
- C. The sales staff use only a company-issued laptop to access Microsoft Dynamics 365.
- D. The company wants all of its applications to be cloud-based.

Answer: B

NEW QUESTION 112

You are a Microsoft Dynamics 365 system administrator.

Your organization has acquired a new company in another region, and you need to deploy a production instance for the company's users.

Which statement is true regarding working with multiple instances?

- A. Available storage is shared across all instances.
- B. All instances must be deployed on the same region.
- C. Users can only access one production instance.
- D. Data from all instances is stored on the same database.

Answer: A

NEW QUESTION 115

You are a system administrator for an organization that relies solely on an ISV solution for Microsoft Dynamics 365.

Your instances are scheduled to be updated.

What are two approaches for this update? Each correct answer presents part of the solution.

- A. Test the update in your sandbox environments prior to updating production.
- B. Contact your ISV provider, and follow their recommendation for this update.
- C. Update production.
- D. With an ISV solution, there is no need to go through a test process.
- E. Import the updated version of the ISV solution prior to the update of your instance.

Answer: AD

NEW QUESTION 120

You are a network administrator for a company that is preparing for a Microsoft Dynamics 365 implementation.

Your users use both Windows and Mac laptops. Management wants users to be able to use Microsoft Dynamics 365 for Outlook.

What is a requirement for the Office for Mac users?

- A. They must use the Microsoft Dynamics 365 App for Outlook.
- B. They must have the Opera Web Browser installed.
- C. They must have Google Chrome installed.
- D. They must have the latest Firefox installed.

Answer: A

NEW QUESTION 122

As a system administrator, you want to integrate the Office Graph from Microsoft Office 365 into Microsoft Dynamics 365. Which two steps should you take to perform this integration? Each correct answer presents part of the solution.

- A. Set up Microsoft OneNote integration.
- B. Enable Microsoft OneDrive for Business integration.
- C. Enable Microsoft Office Graph integration.
- D. Set up server-based Microsoft SharePoint integration.

Answer: CD

NEW QUESTION 127

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