Microsoft

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

NEW QUESTION 1
- (Exam Topic 1)
You need to ensure that attendance records contain the proper default values. What should you do?

A. a workflow
B. a field mapping
C. a business process flow
D. a business rule

Answer: B

NEW QUESTION 2
- (Exam Topic 2)
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?

A. You selected the This Page Only option and exported a static worksheet.
B. You exported a Pivot Table workshee
C. The user does not have the appropriate security role in Dynamics 365 to see all records.
D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.
E. You exported a dynamic workshee
F. The user does not have the appropriate permissions in Excel to see all records.

Answer: A

NEW QUESTION 3
- (Exam Topic 2)
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.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

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.

Answer Area

In Dynamics 365 admin center, select the **Instance** tab.
Select the Production instance and click **Copy**.
Select the Target instance.
Select **Minimal Copy**.
In the Copy Instance page, select **Copy**.

NEW QUESTION 4
- (Exam Topic 2)
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?

A. Push the App for Outlook to only select users from Dynamics 365 Settings area.
B. Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area.
C. Have users install themselves directly from the Dynamics 365 Settings area.
D. Push the App for Outlook to all eligible users from the Dynamics 365 administration center.
E. Have users install themselves from the personal Settings area.

Answer: A

NEW QUESTION 5
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator for a help desk.
Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:
◉ Contact name
◉ Case number
◉ Case title
◉ Case status
◉ Representative name
You need to create an email template for the system.
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

Add data values under the Contact entity related to the account.
Convert the template to a personal template.
Add data values from the Case entity.
Publish the template.
Save the template.
Add data values under the Account entity.
Send a direct email from the Case view to desired cases.
Create an email template for the case.

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Add data values under the Contact entity related to the account.	Create an email template for the case.
Convert the template to a personal template.	Add data values from the Case entity.
Add data values from the Case entity.	Add data values under the Contact entity related to the account.
Publish the template.	Save the template.
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

NEW QUESTION 6
- (Exam Topic 2)
You ate a Dynamics 365 help desk administrator
You need to create a dashboard that displays information on help desk cases that ate handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	System chart / Personal chart / Area chart
Add a stacked column chart shared with your team.	System chart / Personal chart / Area chart
Add a Microsoft Power BI visualization.	System chart / Personal chart / Area chart
Add a chart from a view that a user creates.	System chart / Personal chart / Area chart
Add a doughnut chart that shows cases by owner.	System chart / Personal chart / Area chart

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	**System chart** / Personal chart / Area chart
Add a stacked column chart shared with your team.	System chart / **Personal chart** / Area chart
Add a Microsoft Power BI visualization.	**System chart** / Personal chart / Area chart
Add a chart from a view that a user creates.	System chart / Personal chart / **Area chart**
Add a doughnut chart that shows cases by owner.	**System chart** / Personal chart / Area chart

NEW QUESTION 7
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator.
A user creates a duplicate account record with an updated email address.
You need to remove the duplicate record and update the primary record with the new email address.
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
Select both account records.	
Select the record which is designated as the master record.	
Select **Merge**.	
Select **Deactivate** on the duplicate record.	
Select the duplicate record.	
Select **Assign**.	
From the merge record dialog, select the email field from the duplicate record.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-c

NEW QUESTION 8
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: B

NEW QUESTION 9
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: A

NEW QUESTION 10
- (Exam Topic 2)
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 role should you use? To answer, select the appropriate option 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.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Allocate Dynamics 365 licenses to users.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Configure a new Dynamics 365 Customer Engagement instance. Back up and restore Dynamics 365.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Add new accounts to Dynamics 365 for Sales.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator

A. Mastered

B. Not Mastered

Answer: A

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

NEW QUESTION 10
- (Exam Topic 2)
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, but the user cannot see it.
You need to make the Location field visible to the user. What should you do?

A. Add the Location field to the Buildings view.
B. Publish customizations.
C. Change privileges to the user's security role.
D. Create a new Buildings form.

Answer: B

NEW QUESTION 12
- (Exam Topic 2)
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?

A. Organization
B. User
C. Parent Child Business Unit
D. Business Unit

Answer: C

NEW QUESTION 14
- (Exam Topic 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?

A. Partner
B. Customer Self-Service
C. Employee Self-Service
D. Community
E. Custom

Answer: B

NEW QUESTION 17
- (Exam Topic 2)
You provide add-on components tot Dynamics 365. The deployment requirements for many add-ons are different.
You need to ensure that you meet the deployment requirements for add-ons.
Which solution types should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Solution types	Answer Area		
Managed solution		Requirement	Solution type
Unmanaged solution		Clean removal of unwanted solutions.	Managed solution
		Stop others from editing intellectual property.	Managed solution
		Edit the solution directly.	Unmanaged solution

NEW QUESTION 22
- (Exam Topic 2)
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?

A. Use the organization Insights tool.
B. View the Health section of Microsoft Office 365 Admin portal.
C. View the Power platform Admin center.
D. Run the Dynamics 365 Diagnostics tool.

Answer: D

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

NEW QUESTION 25
- (Exam Topic 2)
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.

Options	Answer Area	
none	Team	Options
Forward mailbox	Remote sales team	
Server-side synchronization	Help desk team	
Dynamics 365 for Outlook		

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Options	Answer Area	
none	Team	Options
Forward mailbox	Remote sales team	Server-side synchronization
Server-side synchronization	Help desk team	Forward mailbox
Dynamics 365 for Outlook		

NEW QUESTION 30
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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?

A. Yes
B. No

Answer: B

NEW QUESTION 31
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. Sales team members work remotely disconnected from the internet at times.
Sales team members need to store documents in the cloud when they are online and share the documents with others with the appropriate permissions.
You need to configure Microsoft Onedrive for Business within Dynamics 365 to meet the requirements. 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 36
- (Exam Topic 2)
You ate a Dynamics 365 Customer Engagement administrator.
A compliance audit identifies two fields in violation of the corporate information security policy. You need to control access to high business impact fields to meet information security policies.
What should you use? 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/security-concepts

NEW QUESTION 37
- (Exam Topic 2)
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

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.

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

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.

Answer Area

Set the **Delimiter Settings**
Select the data map.
Select the appropriate setting **Allow Duplicates** property.
Specify the number of records in the file.

NEW QUESTION 38
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the
series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a
correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: B

NEW QUESTION 41
- (Exam Topic 2)
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. a subject tree for organization to be used by products and sales literature
B. a subject tree for products and create a subject tree for sales literature
C. a subject tree for sales and create a subject tree for customer service
D. a subject tree for sales team and customer service team

Answer: A

Explanation:
References:

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

NEW QUESTION 45
- (Exam Topic 2)
You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.
Sales team members report several issues when they access Dynamics 365. You need to resolve the issues.
What should you do? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

Answer Area

Issue	Solution
Customizations made on the form do not display on the devices.	Log off and back on. / Clear the cache. / Restart the tablet.
The wrong form displays when account records are opened.	Delete all the forms except the one you want to use. / The form is not set as the first form in the entity. / Publish all forms. / Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	Reinstall the app. / Set privileges for the user. / Restart the app. / Restart the tablet.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Issue	Solution
Customizations made on the form do not display on the devices.	Log off and back on. / Clear the cache. / Restart the tablet.
The wrong form displays when account records are opened.	Delete all the forms except the one you want to use. / The form is not set as the first form in the entity. / Publish all forms. / Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	Reinstall the app. / Set privileges for the user. / Restart the app. / Restart the tablet.

NEW QUESTION 46
- (Exam Topic 2)
You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.

Team	Requirement
Sales	Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.
Marketing	The marketing team must save a snapshot of Dynamics 365 data in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.
Information Technology	The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.
Customer support	The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.

You need to select an Excel option to meet the needs of each team.
Which Excel option should be deployed for each team? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Team	Option
Sales	Use Excel Online. / Export to an Excel static worksheet. / Export to an Excel dynamic worksheet.
Marketing	Use Excel Online. / Export to an Excel static worksheet. / Export to an Excel dynamic worksheet.
Information Technology	Export to an Excel static PivotTable. / Export to an Excel static worksheet. / Export to an Excel dynamic worksheet.
Customer Support	Export to an Excel static PivotTable. / Export to an Excel static worksheet. / Export to an Excel dynamic worksheet.

A. Mastered

B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/export-data-excel

NEW QUESTION 51
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: A

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

NEW QUESTION 55
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer. You create a custom entity and add custom fields to the case entity.
You must create a solution to include only the custom entity and case entity changes. The solution must allow import and export without errors.
You need to create the solution.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

A. Create a case entity in the new solution and add the custom fields to the new case entity.
B. Create a new solution and add the entity named Case to the solutio
C. Add the custom fields to the case entity.
D. Create the custom entity and custom fields in the case entity within the default solution.
E. Add an existing unused entity to the solutio
F. Rename the entity to the custom entit
G. Add fields needed for the case entity.
H. Create the custom entity in the new solution and add the appropriate fields, forms, and views.

Answer: BE

NEW QUESTION 58
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator.
The sales team must be able to take photos and record audio notes for use in Dynamics 365. You need to integrate Dynamics 365 with Microsoft OneNote.
What should you do first?

A. Enable Microsoft Office 365 Groups.
B. Configure security privileges.
C. Enable Microsoft OneDrive for Business.
D. Enable server-based Microsoft SharePoint integration.

Answer: D

Explanation:
 References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-indynam

NEW QUESTION 61
- (Exam Topic 2)
You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.
You need to import changes from the Sandbox instance to each of the Production instances with different requirements.
Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 64
- (Exam Topic 2)
You ate a Dynamics 365 administrator. A Excel template with a pivot table is created for opportunities by a manager. When a salesperson opens the Excel template in the My Opportunities view, they observe the following issues:
• The salesperson can view information for all salespeople.
• The salesperson does not see their current data.
You need ensure the salesperson can only see their information.
Which Excel PivotTable attributes should you use? To answer, drag the appropriate attributes to the correct settings. Each attribute may be used once, more than once, or not at all. You may need to drag the split bar between panes 01 scroll to view content.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 67
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goal*. 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 Categorized Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 71
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: B

NEW QUESTION 74
- (Exam Topic 2)
You import data into Dynamics 365 for Customer Service by using the Import Data wizard. Errors occur when you try to import the following data lines:
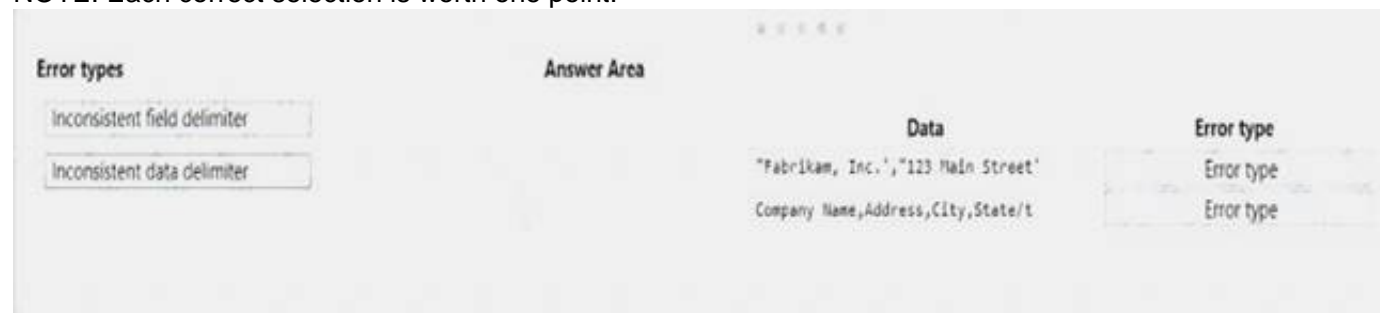
```
"Fabrikam, Inc.","123 Main Street'
Company Name,Address,City,State/t
```

You need to identity the cause of the errors.
What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
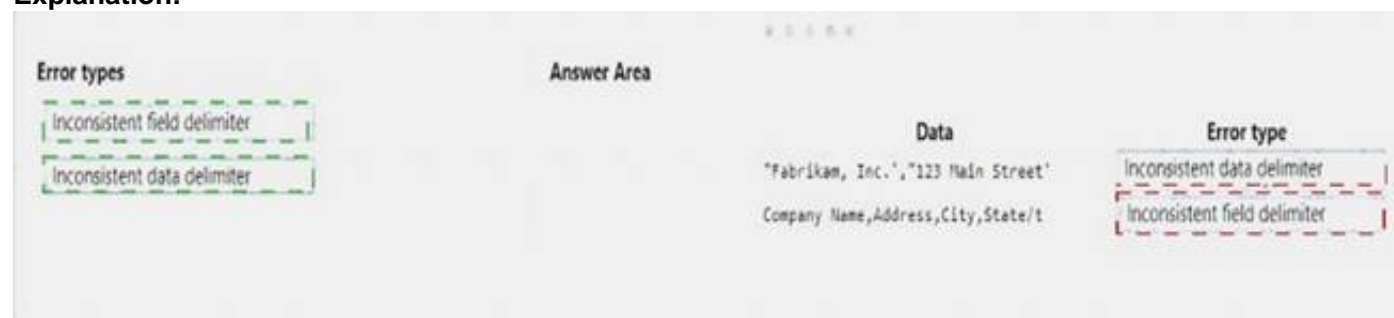NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 76
- (Exam Topic 2)
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?

A. Referentia
B. Restrict Delete
C. Restrict
D. Parental
E. Referential

Answer: C

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

NEW QUESTION 80
- (Exam Topic 2)
You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

A. Download Voice of the Customer from the Microsoft websit
B. Import the solution into the Dynamics 365 instance.
C. Sign in to the Sandbox instanc
D. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
E. Add the correct role to each user to allow them to use the Voice of the Customer solution.
F. Select the Application tab in the Dynamics 365 admin cente
G. Configure Voice of the Customer.
H. Search AppSource for Voice of the Custome
I. Import the solution.

Answer: D

Explanation:
 References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution

NEW QUESTION 84
- (Exam Topic 2)
You manage Dynamics 365 for Customer Service Development. Test, and Production instances. You use an unmanaged solution to develop customization and deploy the customization to a Production instance.
Several deployed customization do not meet legal standards. You delete the unmanaged solution and the customization remain.
You need to remove the customization. What should you do?

A. Change the version number on the unmanaged solution to the previous version.
B. Manually remove each customization.
C. Install the previous solution.
D. Change the publisher settings.

Answer: B

NEW QUESTION 87
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customization to automate lead follow-up activities.
You need to migrate the production customization 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 90
- (Exam Topic 2)

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?

A. Templates area
B. System Settings
C. App Designer
D. Advanced Find

Answer: C

Explanation:
 References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-appdesigner

NEW QUESTION 93
- (Exam Topic 2)
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?

A. Microsoft Skype for Business
B. Microsoft OneDrive for Business
C. Yammer
D. Microsoft Office 365 Delve
E. Microsoft Office 365 Groups

Answer: E

Explanation:
 References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-

NEW QUESTION 96
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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?

A. Yes
B. No

Answer: A

NEW QUESTION 97
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result these questions will not appear in the review screen.
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.
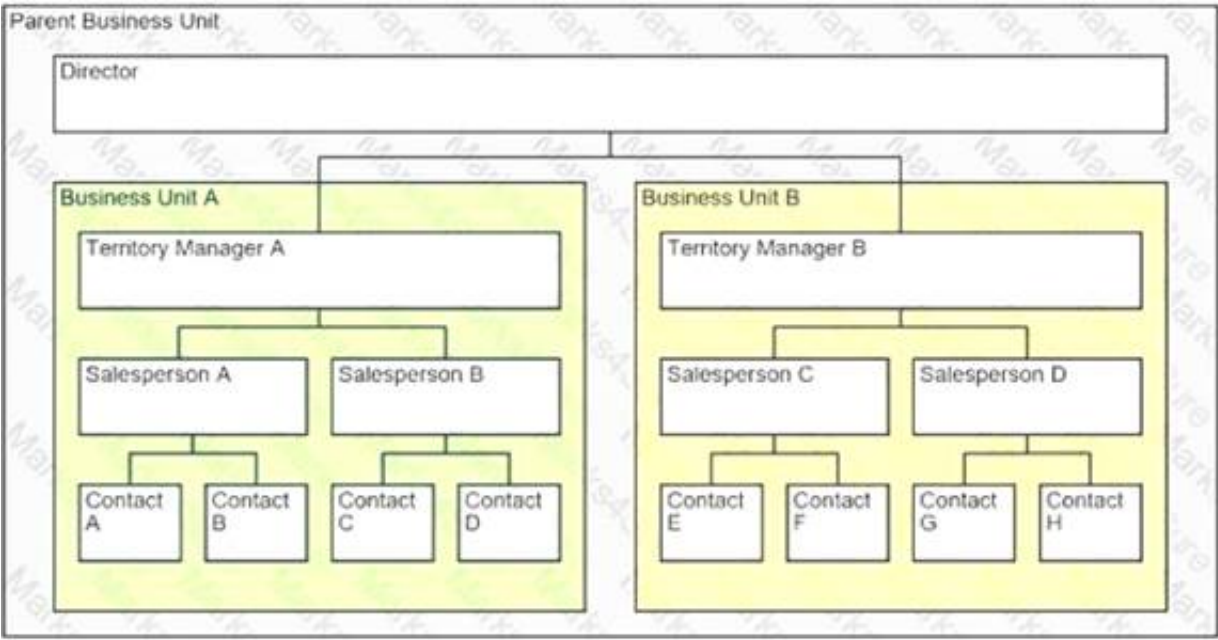Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 102
- (Exam Topic 2)
You are a Dynamics 365 Customer Engagement system administrator. You have the following security design tor a Parent Business Unit:

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic. NOTE; Each correct selection is worth one point.

Answer Area

Question	Answer Choices
Which security type ensures only Salesperson A can view Contact A?	user field record ownership
Which hierarchy allows Territory Manager B to see information from Salesperson B?	Parent Manager Position

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security

NEW QUESTION 103
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator for a Sandbox and a Production instance. A user forgets to sign out from a shared device connected to a Production instance. A second user makes
changes to records using the credentials of the first user.
You need to implement user session timeouts to prevent this type of issue from recurring. Where should you configure this feature?

A. each Dynamics 365 instance
B. each user m Microsoft 365 admin center
C. each user in Dynamics 365
D. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant

Answer: A

NEW QUESTION 105
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