Microsoft

Exam Questions MB-600

Microsoft Power Apps + Dynamics 365 Solution Architect

NEW QUESTION 1
HOTSPOT
A company has the following workforce roles and responsibilities:

Role	Responsibilities
Salesperson	Create and update leads, opportunities, quotes, orders, and invoices on mobile devices.
Administrative assistant	Update contact information, calendar invitations, and announcements. Edit dashboards. Long time and expenses to a project.
Customer service agent	Start support chats, respond to customer surveys, and create and update knowledge management.
Sales manager	Edit products, price lists, and sales literature. View contacts, leads, opportunities, quotes, orders, and invoices.
Unit director	View dashboards, record relationships, and invoices. Export data to Microsoft Excel. Use advanced find.

You need to recommend the lowest-cost license type.
Which license types should you recommend? To answer, select the appropriate license in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Role	Dynamics 365 license
Salesperson	▼ Full / Team / Device / App
Administrative assistant	▼ Full / Team / Device / App
Customer service agent	▼ Full / Team / Device / App
Sales manager	▼ Full / Team / Device / App
Unit director	▼ Full / Team / Device / App

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Role	Dynamics 365 license
Salesperson	**App** (selected from: Full, Team, Device, App)
Administrative assistant	**Full** (selected from: Full, Team, Device, App)
Customer service agent	**App** (selected from: Full, Team, Device, App)
Sales manager	**Full** (selected from: Full, Team, Device, App)
Unit director	**Team** (selected from: Full, Team, Device, App)

NEW QUESTION 2

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:
▪ Handle multiple customer interactions at once.
▪ Ensure that users can access information from several business applications.
▪ Interact with customers by using the following channels: chat, phone calls, emails, and online reviews Implement all functionality in a single interface
You need to recommend a solution that meets the requirements of the company. What should you recommend?

A. Omnichannel for Customer Service
B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
C. LinkedIn connector
D. Unified Service Desk

Answer: D

NEW QUESTION 3

Note: This question is part of 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.
In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.
You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service. Solution: Quotes and Orders need to push and receive data in real-time from SAP.
Does the solution meet the goal?

A. Yes
B. No

Answer: BD

Explanation:
2. You need to recommend a solution that provides a seamless customer experience.
What should you recommend?
A. Business Process Flows
B. Power Automate
C. workflows
D. task flows

1. Note: This question is part of 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 want to integrate Microsoft Teams with Dynamics 365 Customer Service.
You install both apps, but Teams is not working when in Dynamics 365 Customer Service. You need to troubleshoot the situation.
Solution: Set up server-side synchronization with Microsoft SharePoint Online. Does the solution meet the goal?
A. Yes
B. No

2. Note: This question is part of 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 want to integrate Microsoft Teams with Dynamics 365 Customer Service.
You install both apps, but Teams is not working when in Dynamics 365 Customer Service. You need to troubleshoot the situation.
Solution: Change the options to Yes in the System settings of Dynamics 365 Customer Service. Does the solution meet the goal?
A. Yes
B. No

3. A company is using Dynamics 365 Sales with Microsoft Power Platform.
▪ The final solution must consist of the following: Dynamics 365 for tablets app
▪ Power BI dashboards and reports to display sales quotas and other metrics for internal users
▪ A PFX-compliant canvas app for external contractors to view and updates project tasks from a Microsoft SharePoint list.
You need to recommend a security solution that achieves the data encryption requirement. Which two solutions should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.
A. Use single sign-on (SSO) for authentication for internal users.
B. Turn on data encryption for your Dynamics 365 Sales environment.
C. Provide an encryption key to external users using the canvas app.
D. Create a new Dynamics 365 security group to authenticate users to view the dashboards.

4. A company plans to implement Dynamics 365 Sales. The company stores data about book locations in the fields, room, and shelf.
The company must import legacy data into the new system. Legacy data must be modified to match the current system design. You need to recommend a solution to combine the room and shelf fields into a single field on import.
Which tool should you recommend?
A. Data Import Wizard
B. web services
C. Microsoft Excel Online
D. import from CSV

5. A client that uses Dynamics 365 Sales has forms with both Business Rules and JavaScript added to handle the business logic on the form.
The form contains logic that cannot be handled by Business Rules. The combination of using both Business Rules and JavaScript is now too complex to maintain.
You need to recommend a simplified form setup so the form can be maintained moving forward.
Which two should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Remove the Business Rules and use only JavaScript.
B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
C. Manage the business logic with a Power Apps Component Framework (PCF) control.
D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

6. You are designing forms for a company that has a new Dynamics 365 Sales implementation.
Three departments need specific fields on the main form so they do not have to fill out multiple forms. Each person should see only the fields they need.

Role	Requirements
Inside sales	• Use only a browser-based app. • Include fields for contact name, phone number, products, order date, and total amount owed.
Fulfillment	• Use either a mobile or browser-based app. • Include fields for contact name, product, and order date.
Field sales	• Use only a mobile app. • Include fields for contact name, address, phone number, and product.

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?
A. Create three forms for all departments. Add all the fields. Add field-level security to fields not needed for each group.
B. Create one form for each department. Add all fields needed for all departments. Use business rules to hide fields.
C. Edit an out-of-the box form. Add extra fields. Give all departments security roles for that form.
D. Create one form for each department. Add only fields needed on the form for each department. Assign the appropriate security role to each form.

8. A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.
You need to recommend a solution that will incorporate this checklist. What should you recommend?
A. Dashboards
B. Workflow
C. Business Process Flow
D. Microsoft Forms Pro

10. You are a Dynamics 365 Customer Service consultant for an internet support company.
The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:
▪ All support issues must come in by email, need to be logged, and assigned to the support group Accounts must synchronize with the parent company Oracle database
▪ Reports must be sent to the executives on a weekly basis No custom code will be used in the system
You need to recommend the components that should be configured.

Which two components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Microsoft Azure Service Bus
B. Common Data Services
C. Microsoft Forms Pro
D. Power BI
E. server-side synchronization

NEW QUESTION 4
A company that is implementing Dynamics 365 Sales commonly experiences high turnover.
The company requests security roles that are optimized for adding and removing large numbers of users daily. Large groups of users share common access privilege needs.
Complex entity access scenarios must be able to be added and removed in bulk. You need to recommend a feature that will meet the needs of the company.
Which feature should you recommend?

A. User access management
B. Team privileges
C. Hierarchy security
D. Field-level security

Answer: B

NEW QUESTION 10
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

MB-600 Practice Exam Features:

* MB-600 Questions and Answers Updated Frequently

* MB-600 Practice Questions Verified by Expert Senior Certified Staff

* MB-600 Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* MB-600 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The MB-600 Practice Test Here