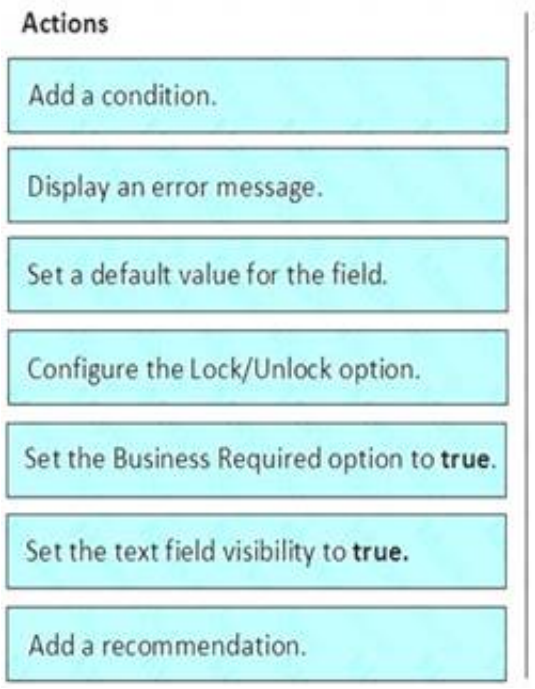
Microsoft

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

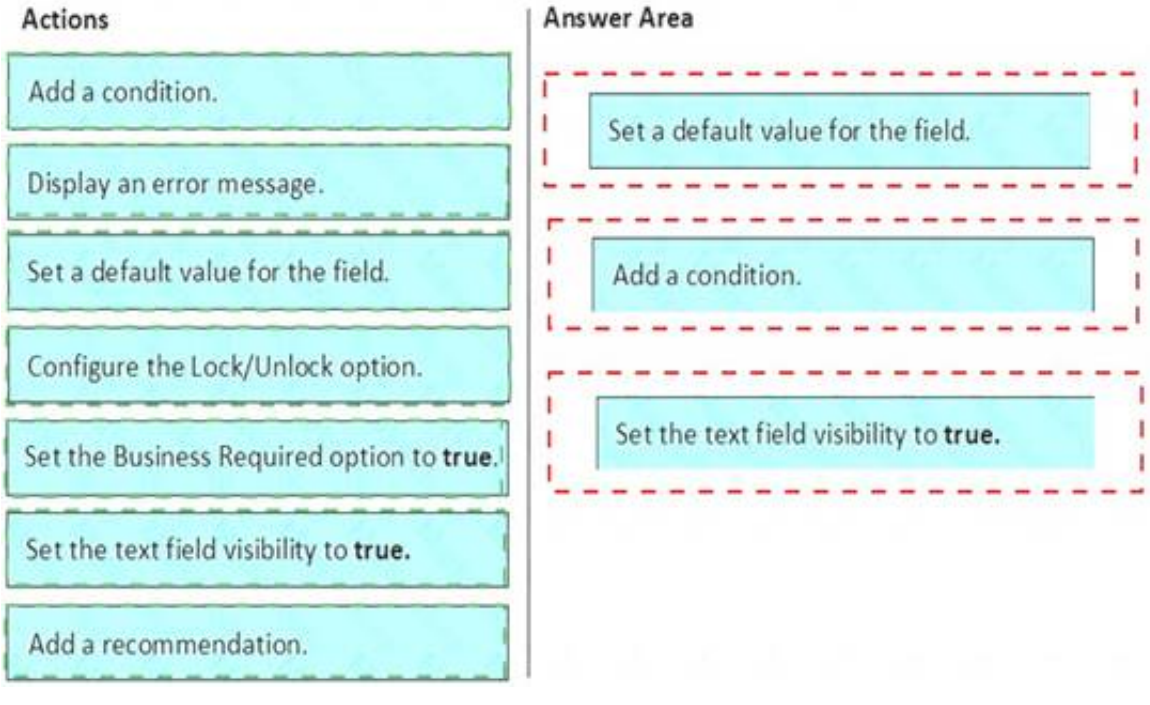
NEW QUESTION 1
- (Exam Topic 1)
You need to prompt the caseworker when populating the allergies field.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



A. Mastered
B. Not Mastered

Answer: A

Explanation:



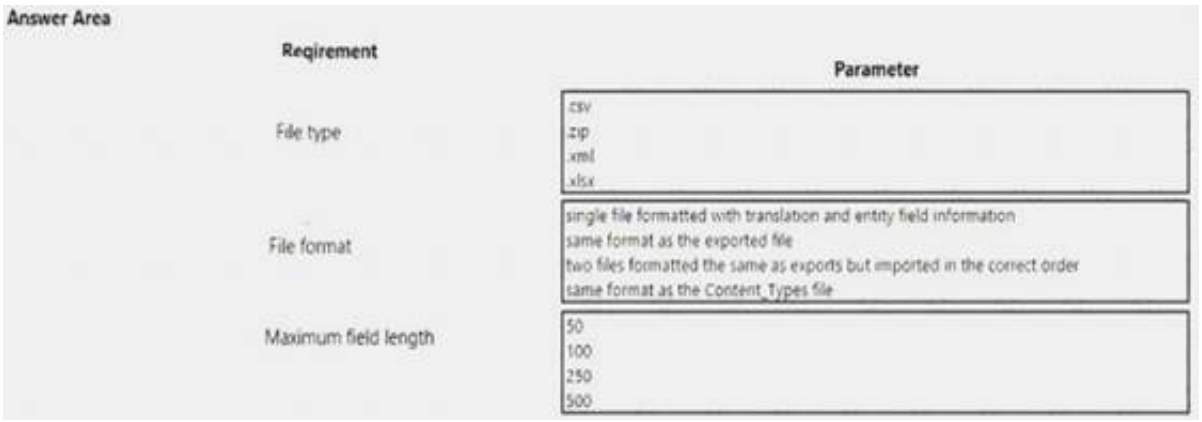
NEW QUESTION 2
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.
You activate the business rule. The form does not made the specified fields as required when the condition is met
You need to determine the cause of the issue. What is the cause?

A. the fields to be required are set to Optional at the field properly level
B. the Created On and Modified On date fields are not included on the form
C. Created On and Modified On are system fields and cannot be used in business rules
D. the Created On and Modified On date fields are in a hidden tab on the form

Answer: B

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recomme

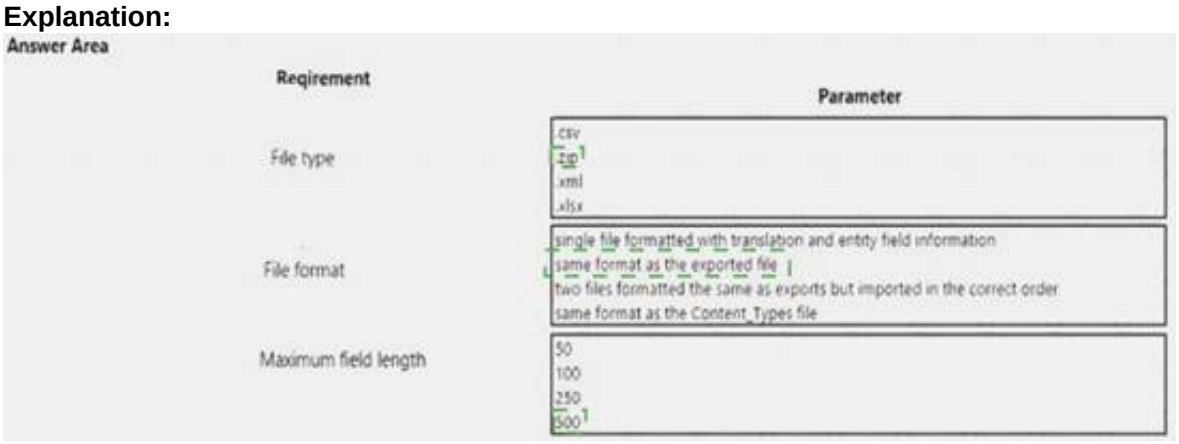
NEW QUESTION 3
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator. You are unable to import a translation file.
You need determine if the file being imported is of the right type and format, and that the file conforms to maximum field length requirements.
Which parameters should you use? To answer, select the appropriate options in the answer area. NOTE; Each correct selection 15 worth one point.



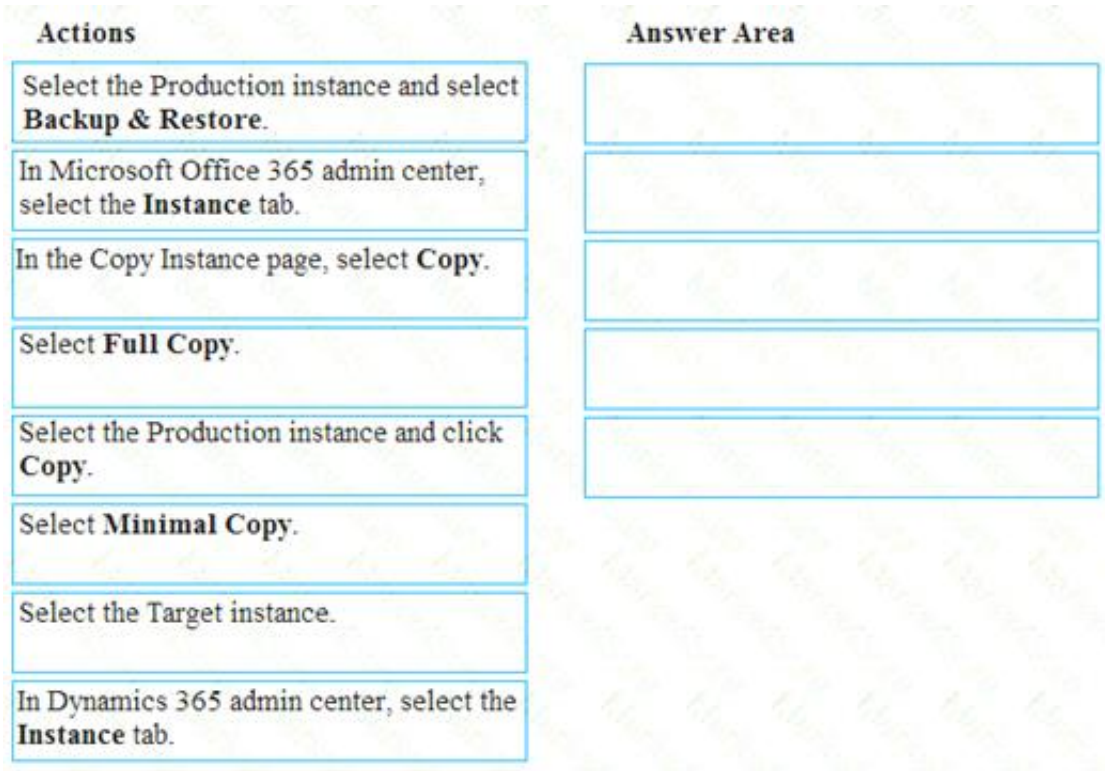
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 4
- (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.



A. Mastered
B. Not Mastered

Answer: A

Explanation:

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.	

NEW QUESTION 5
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer. You import a solution that was exported from the Sandbox instance into the Production instance.
You receive errors during import
You need to identify and resolve the errors. What should you do?

A. Open the solution.zip file and read the solution.xml file, Delete the lines in the file that cause the import errors.
B. Export the solution from the Sandbox instance and re-import the solution into the Production instance.
C. Put in a service request to turn tracing on the servers.
D. Download the log file and review the log file for error
E. Fix the cause of the errors and reimport the solution.

Answer: D

NEW QUESTION 6
- (Exam Topic 2)
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.

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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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.

NEW QUESTION 7
- (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

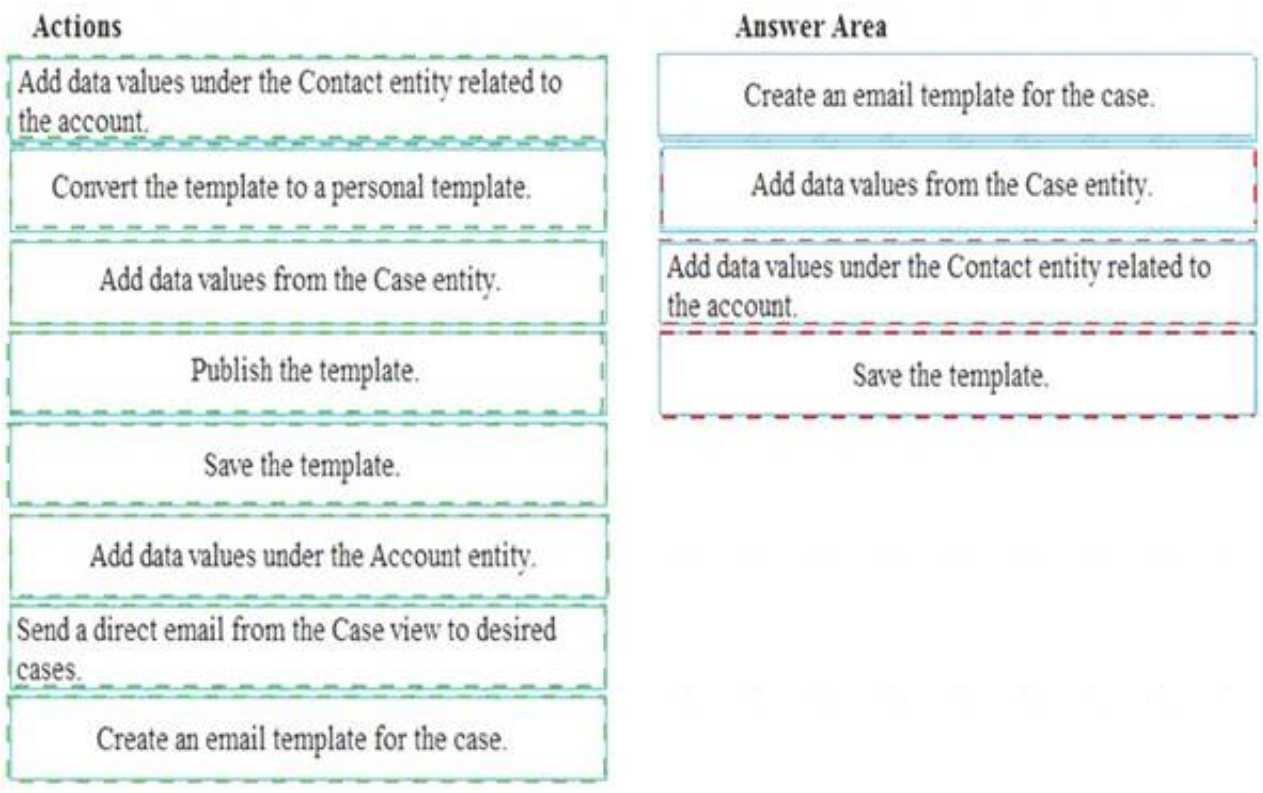
You need to create an email template for the system.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
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.	

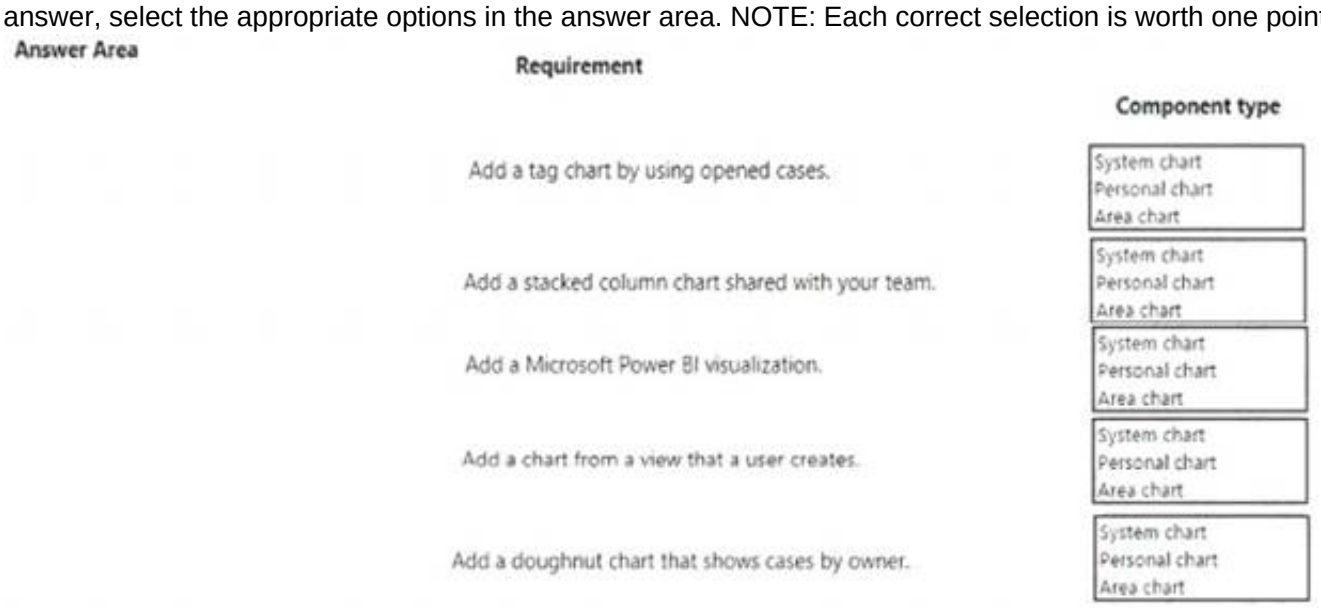
A. Mastered
B. Not Mastered

Answer: A

Explanation:



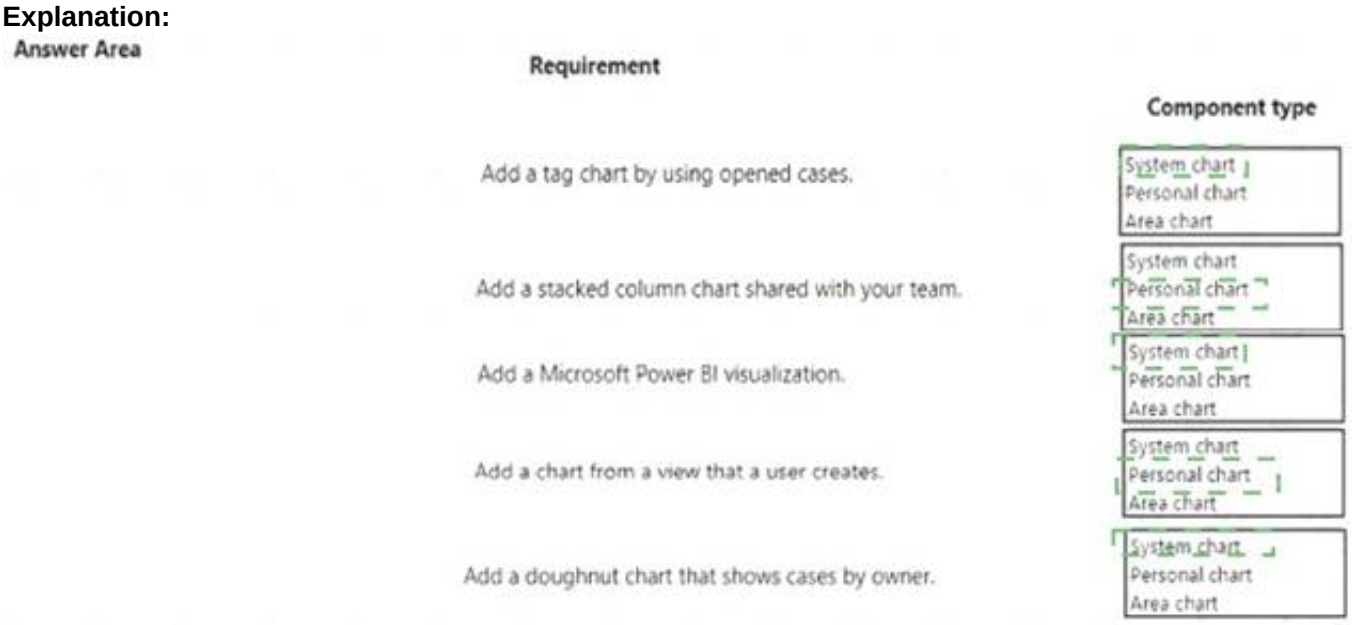
NEW QUESTION 8
- (Exam Topic 2)
You ate a Dynamics 365 help desk administrator
You need to create a dashboard that displays information on help desk cases that ate handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.



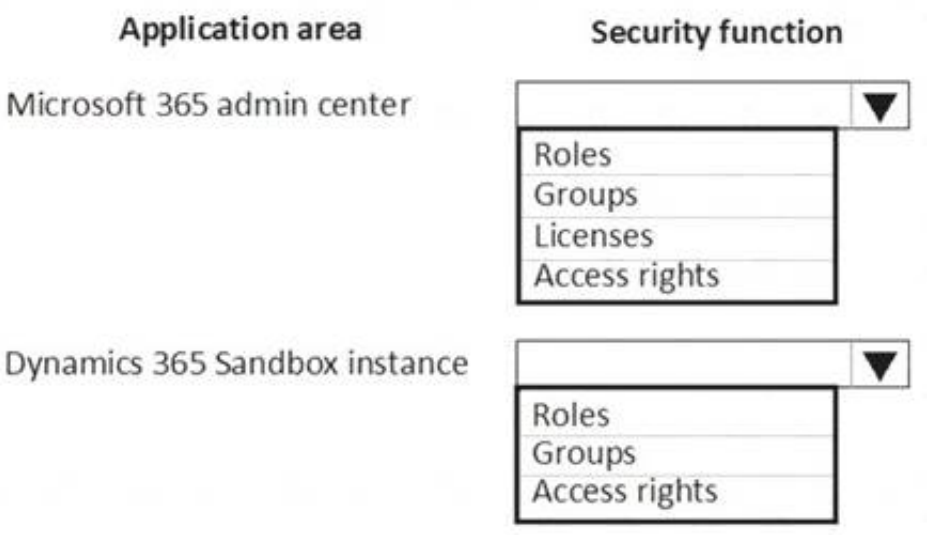
A. Mastered
B. Not Mastered

Answer: A

Explanation:



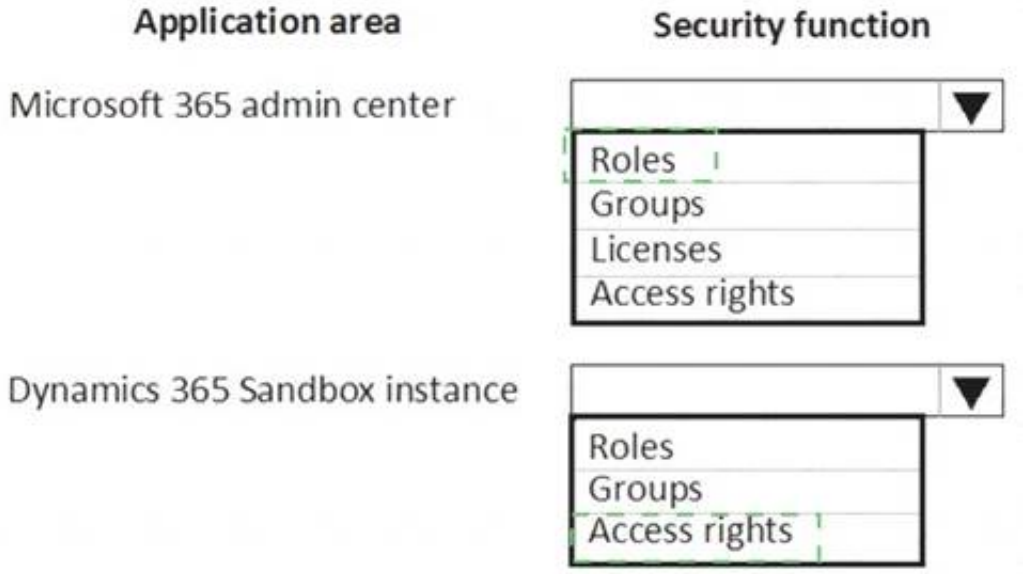
NEW QUESTION 9
- (Exam Topic 2)
You are a Dynamics 365 for Customer Services administrator. You have a Production instance and Sandbox instance.
Users record Production instance data in the Sandbox instance.
You need to ensure that users only record data in the Production instance.
Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



A. Mastered
B. Not Mastered

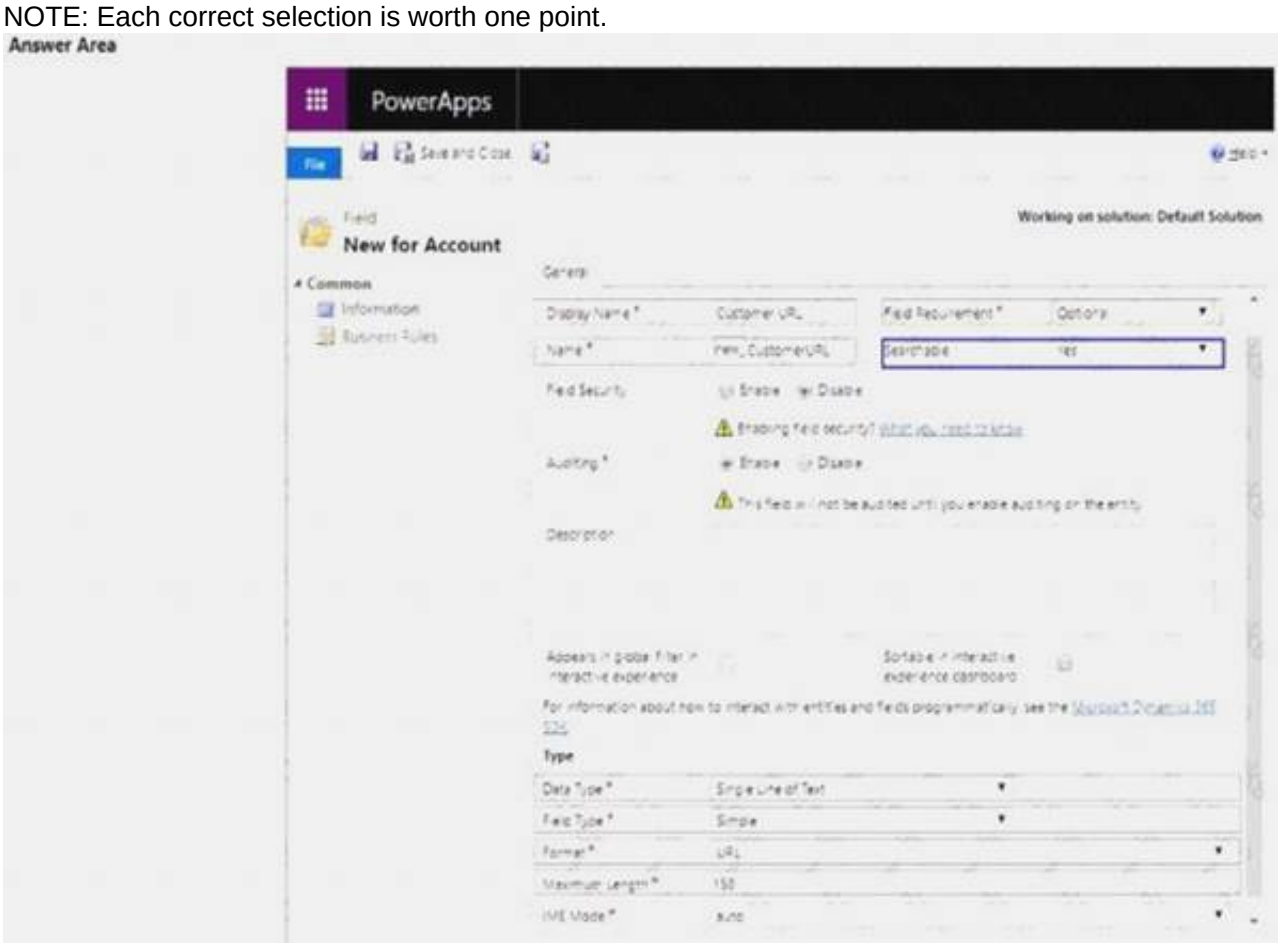
Answer: A

Explanation:



NEW QUESTION 10
- (Exam Topic 2)
You are the system administrator for Dynamics 365. You add a custom URL field tor the Account entity. You need to make changes to a custom field.
Which four fields can you change after the initial change? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

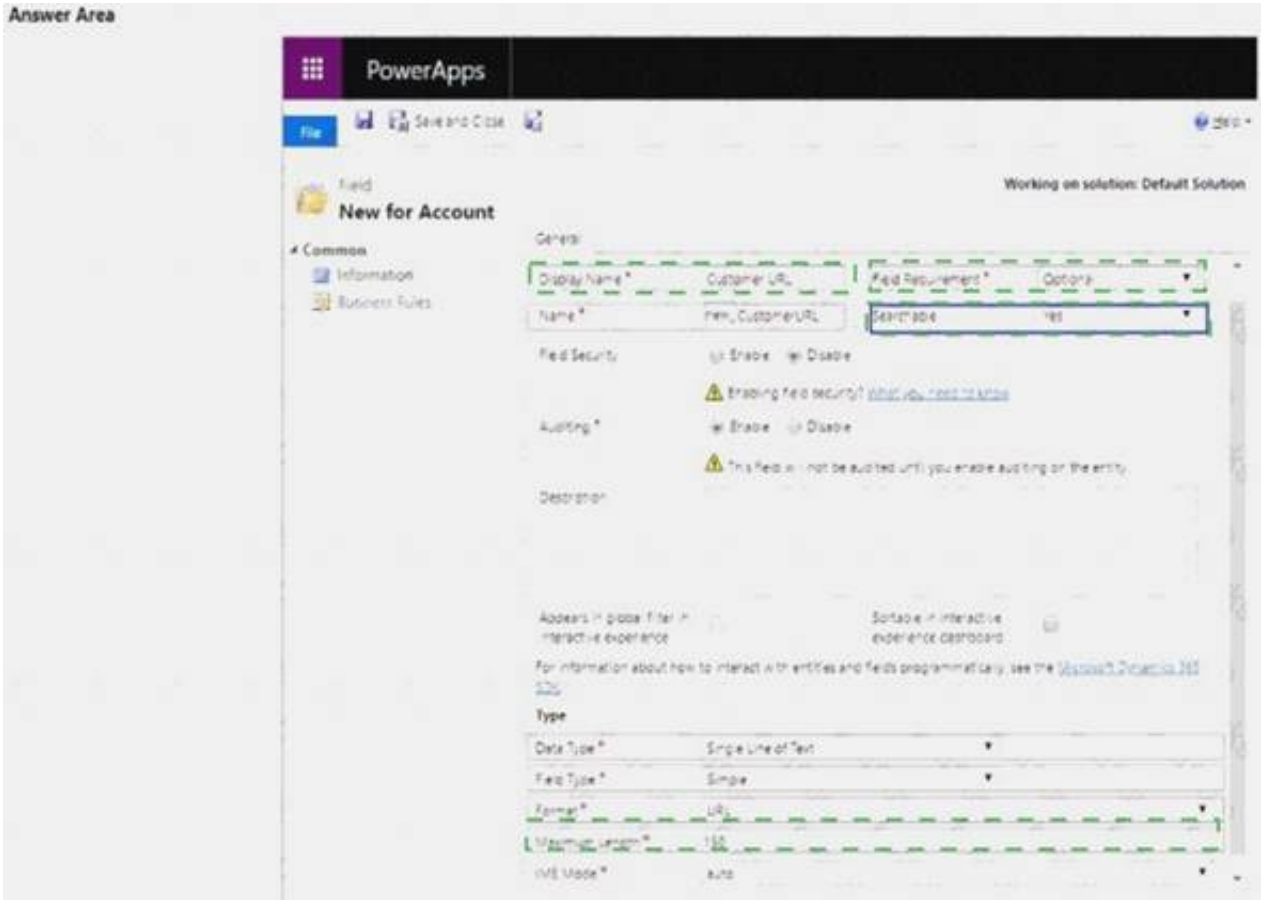


A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area



NEW QUESTION 10
- (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 15
- (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.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
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

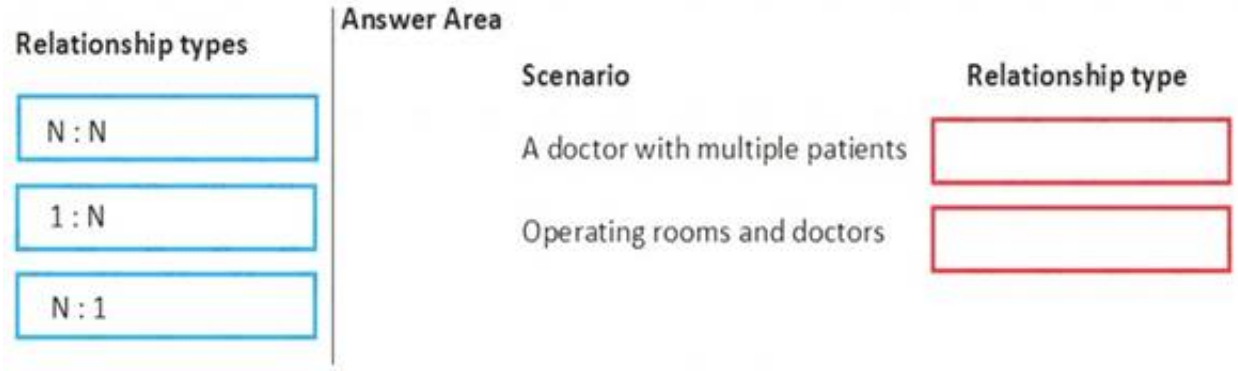
A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 16
- (Exam Topic 2)
A hospital uses Dynamics 365 Customer Engagement. The scheduling department schedules doctors for surgeries.
You need to configure relationships between doctor and patient records.
From the doctor entity, which relationship types should you use? To answer, drag the relationship types for the correct scenarios. Each relationship 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:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship

NEW QUESTION 17
- (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?

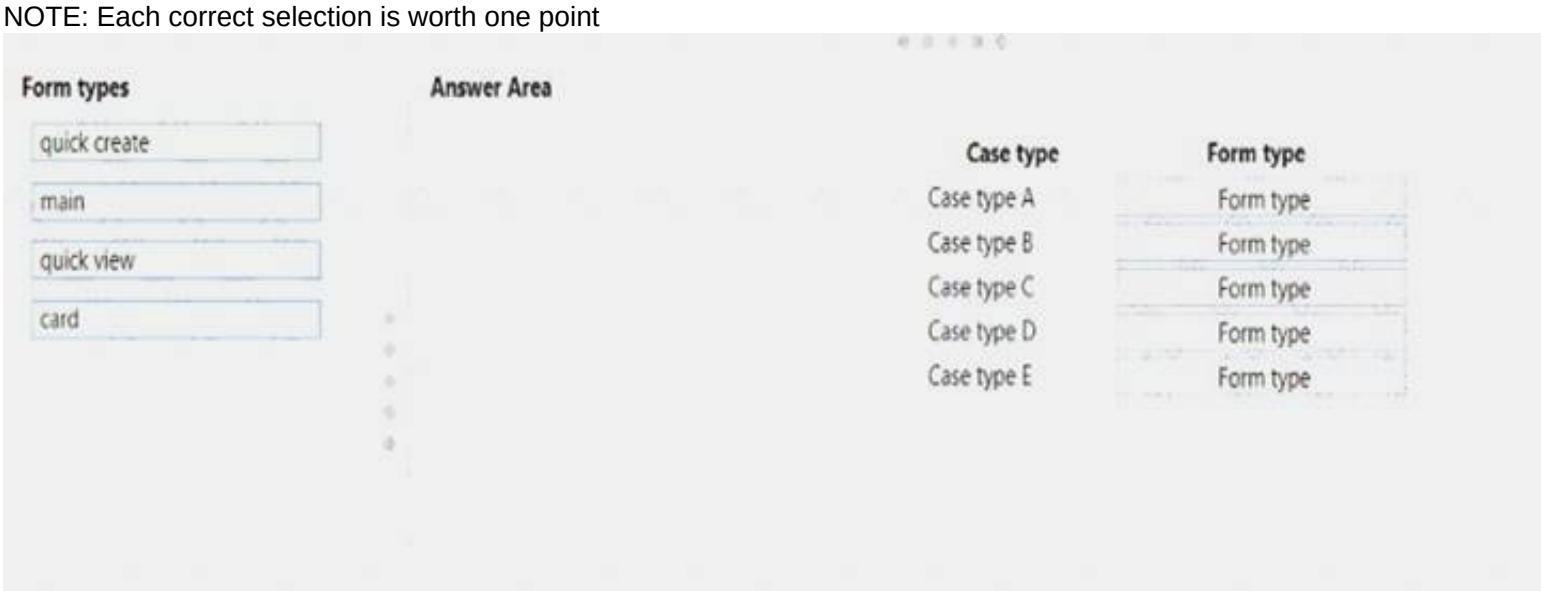
A. Partner
B. Customer Self-Service
C. Employee Self-Service
D. Community
E. Custom

Answer: B

NEW QUESTION 18
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service help desk administrator.
Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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

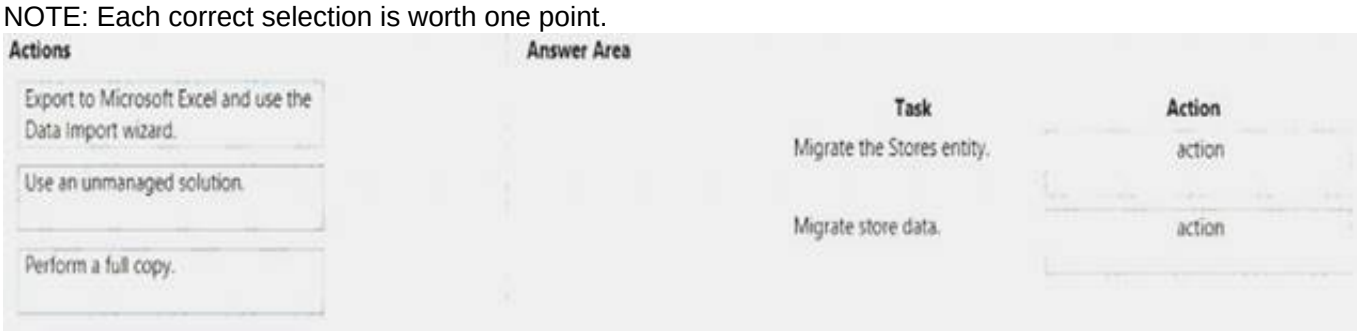


A. Mastered
B. Not Mastered

Answer: A

Explanation:

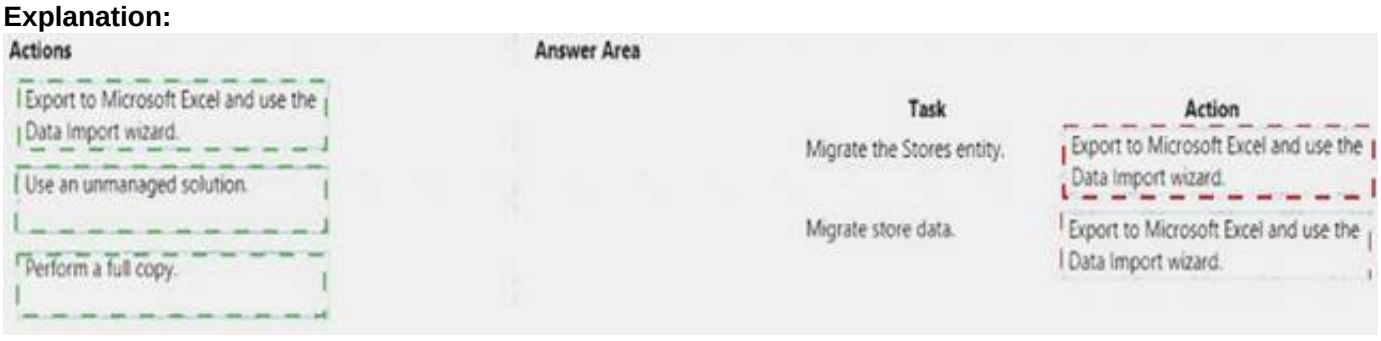
NEW QUESTION 19
- (Exam Topic 2)
You are a Dynamics 365 system administrator.
You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.
You need to migrate the custom entity and data to a Production instance.
What should you do? To answer, drag the appropriate actions to the correct tasks. Each action 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 20
- (Exam Topic 2)
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.

A. Microsoft OneDrive for Business
B. Microsoft Yammer
C. Microsoft OneNote
D. Microsoft Skype for Business
E. Microsoft Exchange Online

Answer: BDE

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

NEW QUESTION 24
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator. You install the Gamification solution for Dynamics 365.
Users must be granted the minimum privileges required to perform tasks. You need to assign minimal security roles to users.
Which security roles should you use? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

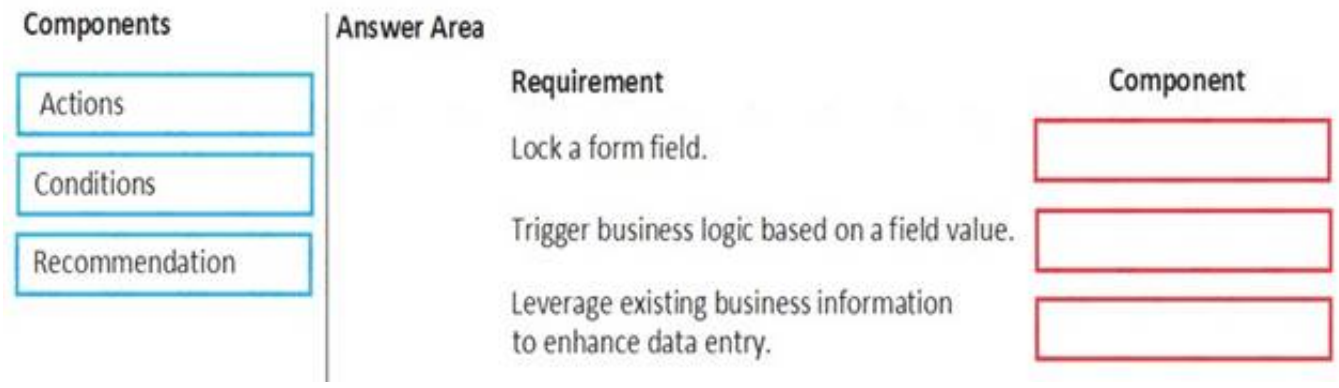
A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/gamification/understand-security-roles

NEW QUESTION 29
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator.
You must create a form for team members to use. The form must provide the ability to:
- Lock a field on a form.
- Trigger business logic based on a field value.
- Use existing business information to enhance data entry.

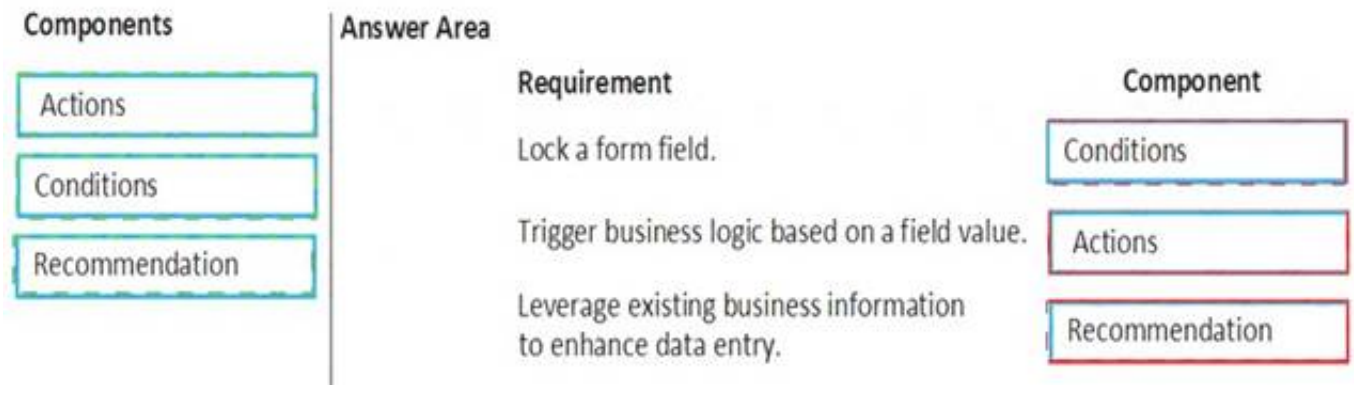
You need to implement business rule components to create the form.
Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



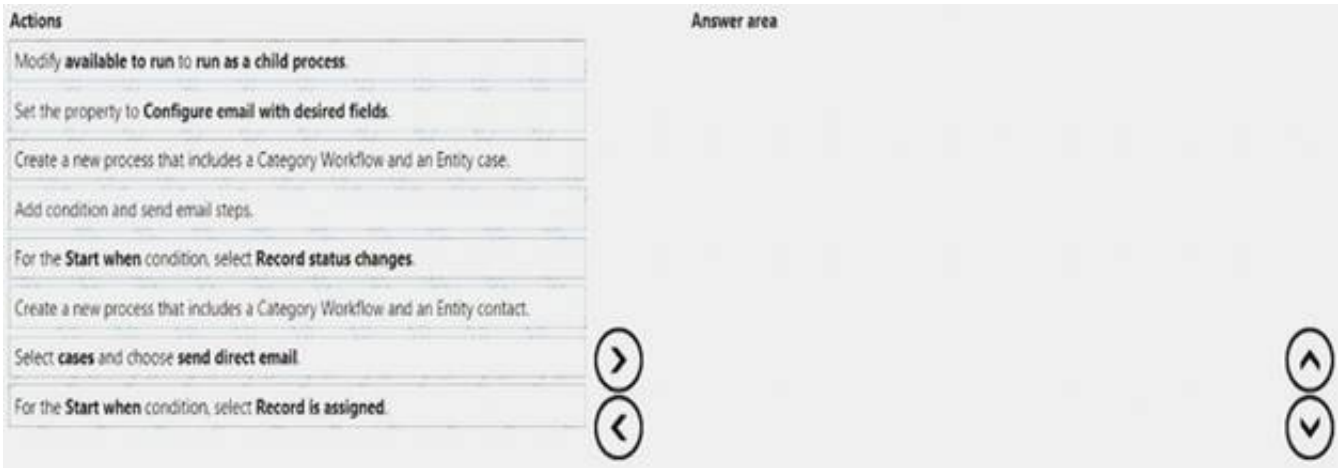
A. Mastered
B. Not Mastered

Answer: A

Explanation:



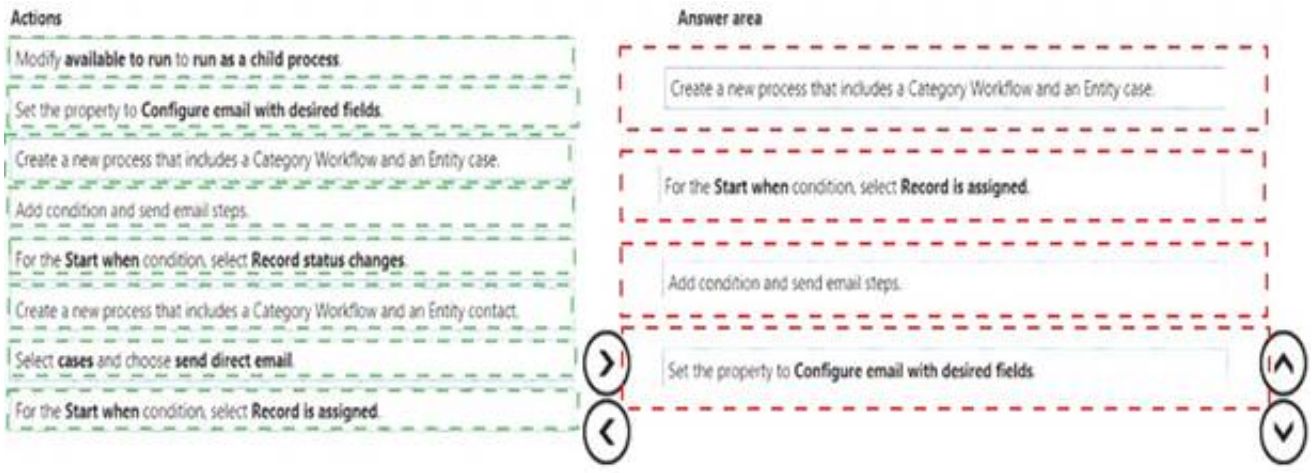
NEW QUESTION 32
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator.
When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



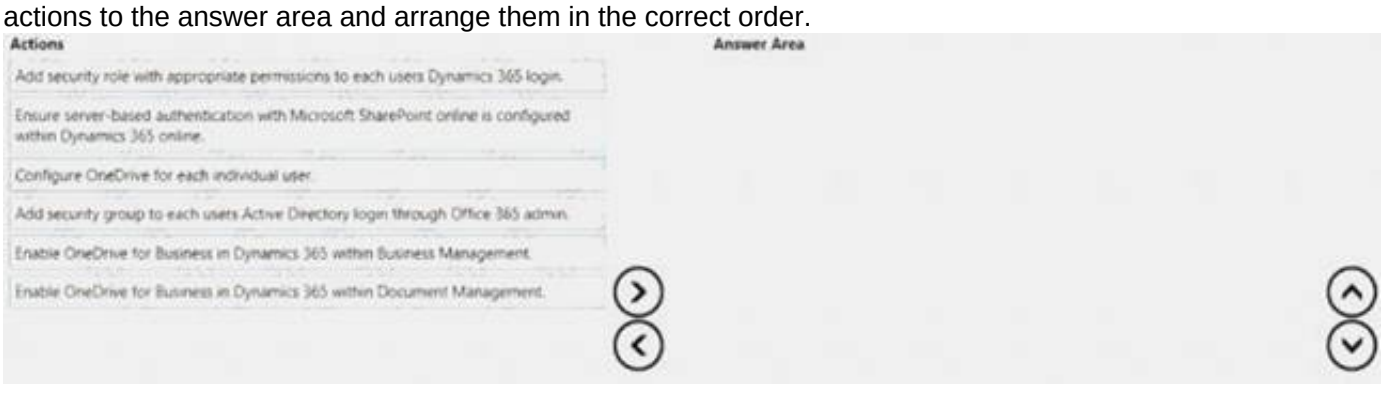
A. Mastered
B. Not Mastered

Answer: A

Explanation:



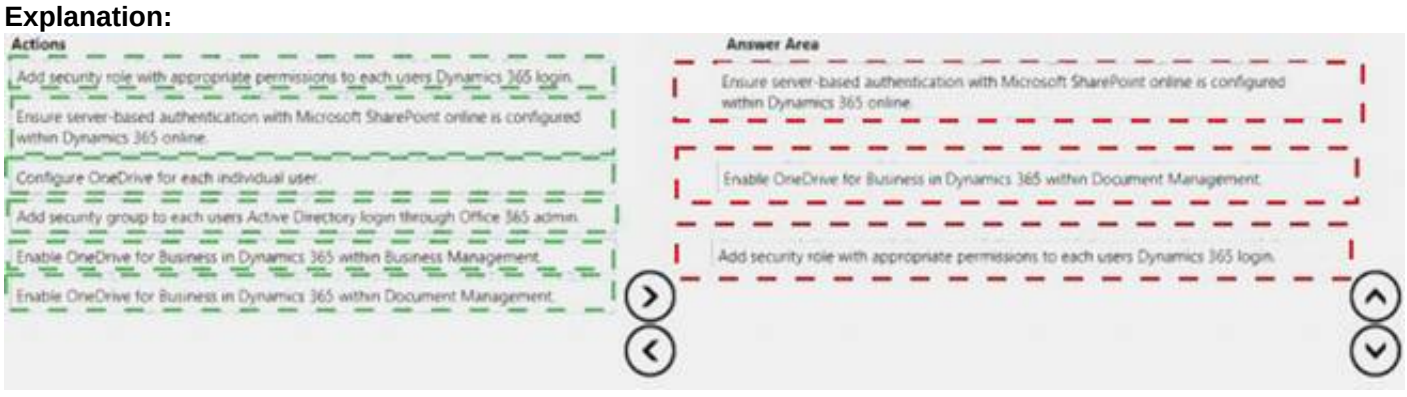
NEW QUESTION 34
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. Sales team members work remotely disconnected from the internet at times.
Sales team members need to store documents in the cloud when they are online and share the documents with others with the appropriate 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 39
- (Exam Topic 2)
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?

A. Enable change tracking.

B. Add the timeline control.
C. Enable connections.
D. Enable business process flows.

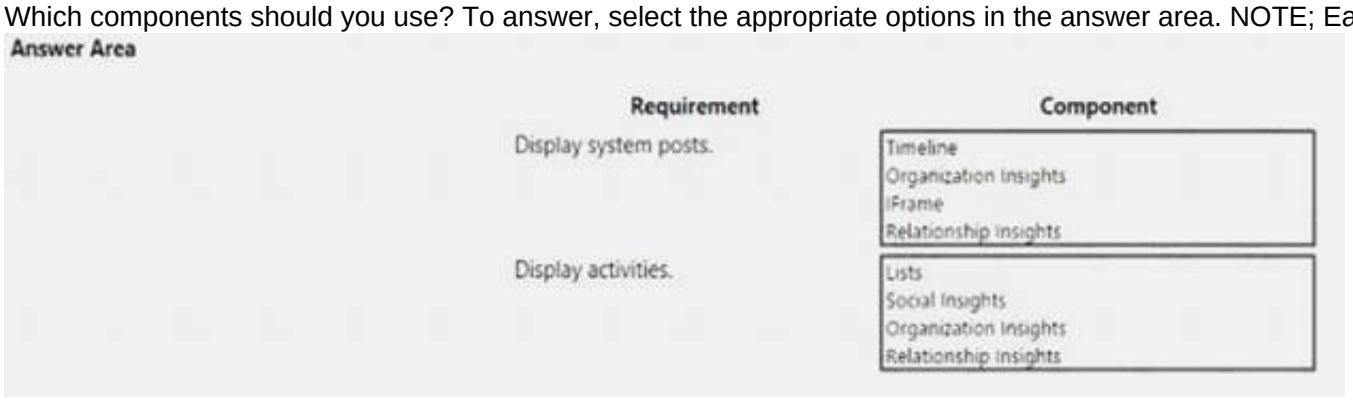
Answer: C

NEW QUESTION 43
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer. You need to configure a new solution.
What should you configure in the new solution?

A. Package type
B. Installed date
C. Publisher
D. Team ownership

Answer: C

NEW QUESTION 47
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator.
A user must be able to view system posts and activities in a dashboard. You need to create the dashboard for the user.
Which components should you use? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.



A. Mastered
B. Not Mastered

Answer: A

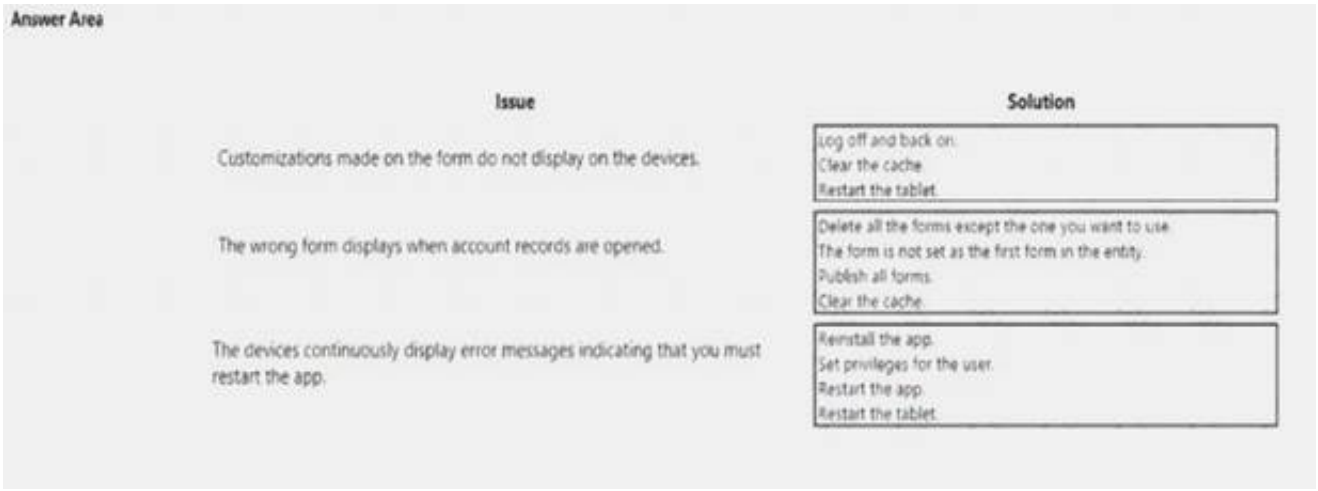
Explanation:

NEW QUESTION 48
- (Exam Topic 2)
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?

A. Currency field type to whole number
B. Base Currency to use four decimal places
C. Currency Precision to use four decimal places
D. Currency Conversion to use four decimal places

Answer: C

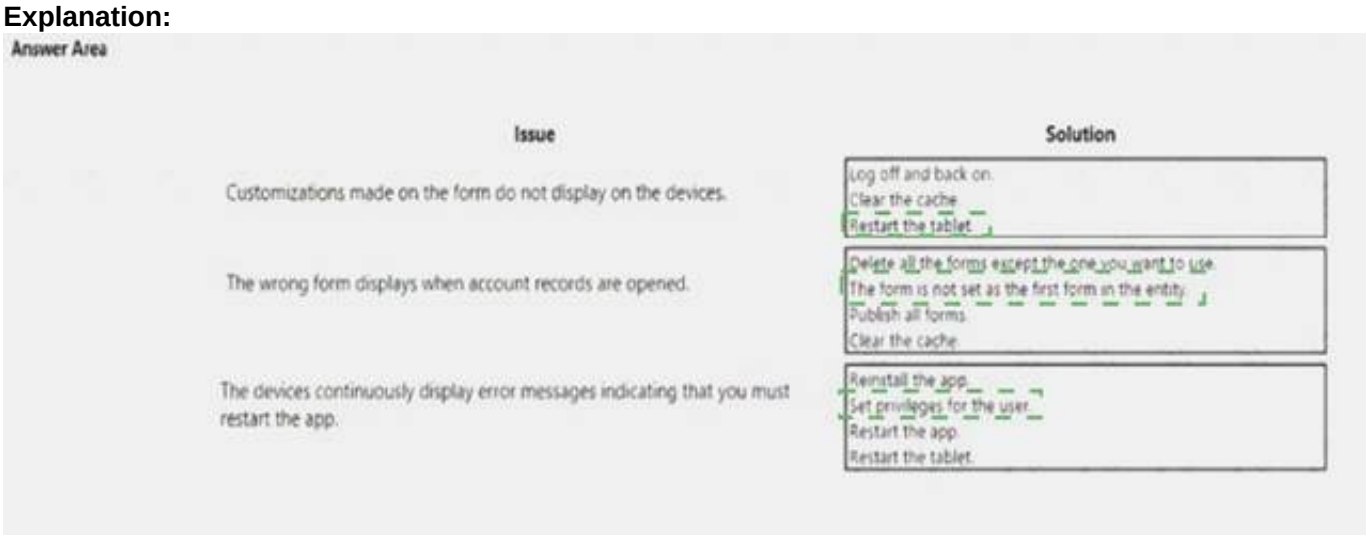
NEW QUESTION 49
- (Exam Topic 2)
You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.
Sales team members report several issues when they access Dynamics 365. You need to resolve the issues.
What should you do? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 53
- (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.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 56
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator.
Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set Global Auditing to On.
You need to verify compliance standards.
Which data items will be included in the audit log?

A. all entities and fields
B. Microsoft Office 365 activities
C. entities and fields with auditing enabled
D. user access information only

Answer: C

NEW QUESTION 59
- (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 64
- (Exam Topic 2)
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?

A. Dynamics 365 home
B. Security Roles
C. Manage Roles
D. Dynamics administration center

Answer: C

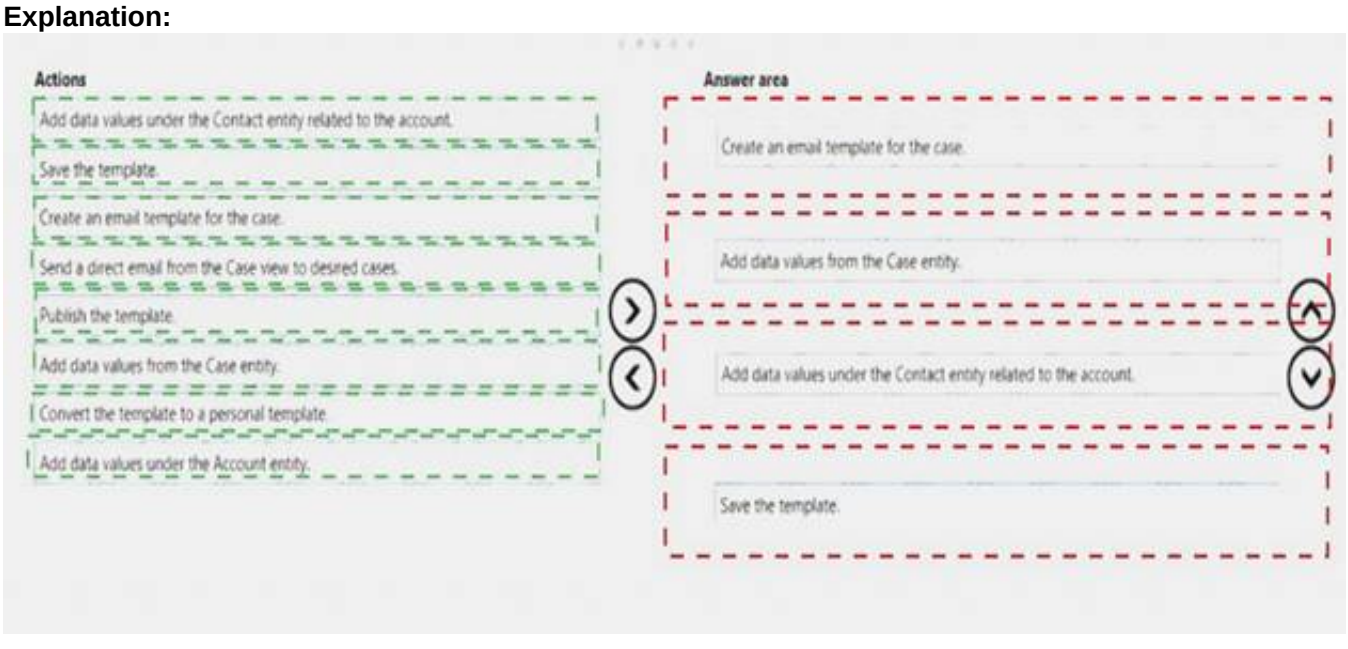
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-r

NEW QUESTION 69
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service administrator for a help desk.
Help desk representatives need to send emails lo 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.

A. Mastered
B. Not Mastered

Answer: A

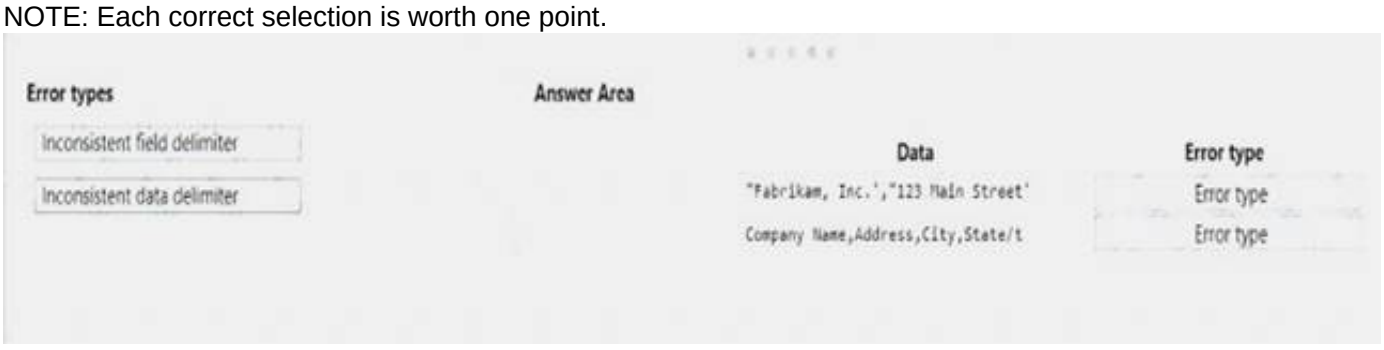
Explanation:



NEW QUESTION 73
- (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
```

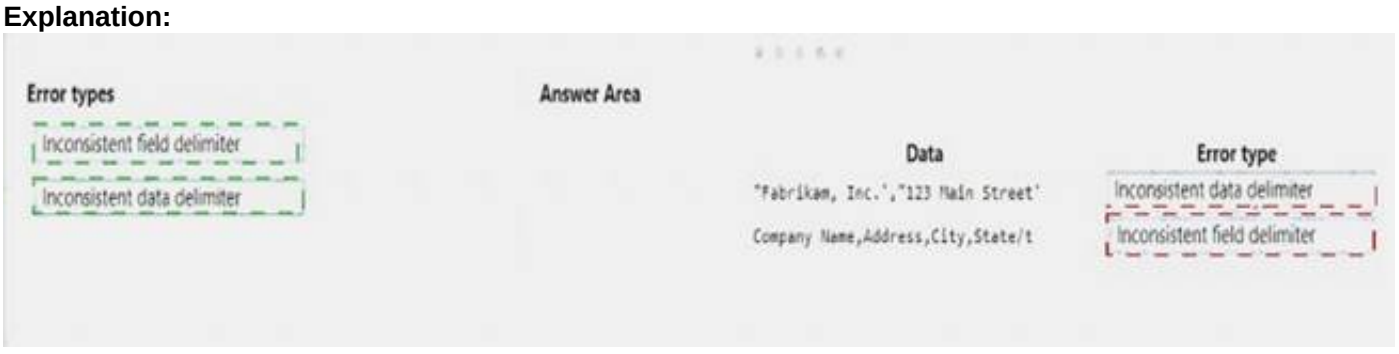
You need to identity the cause of the errors.
What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error type may be used once, more than once, or not at all.
You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct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



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 74
- (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:

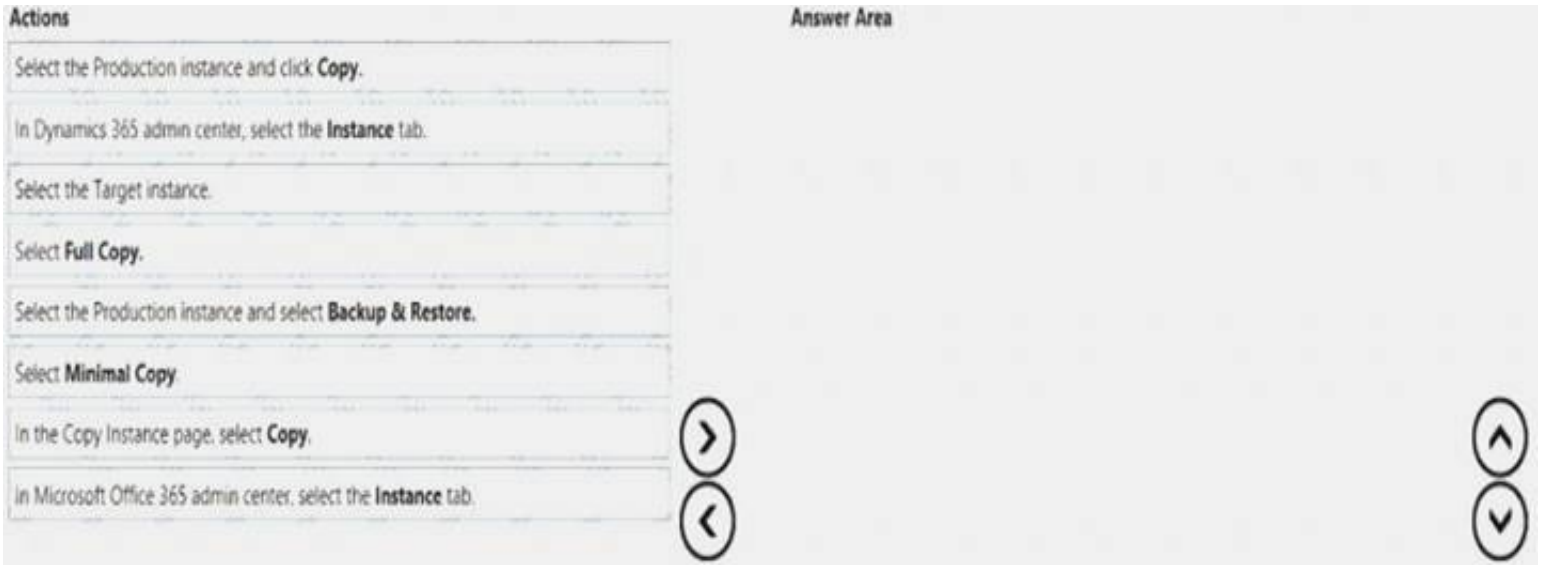
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution

NEW QUESTION 75
- (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

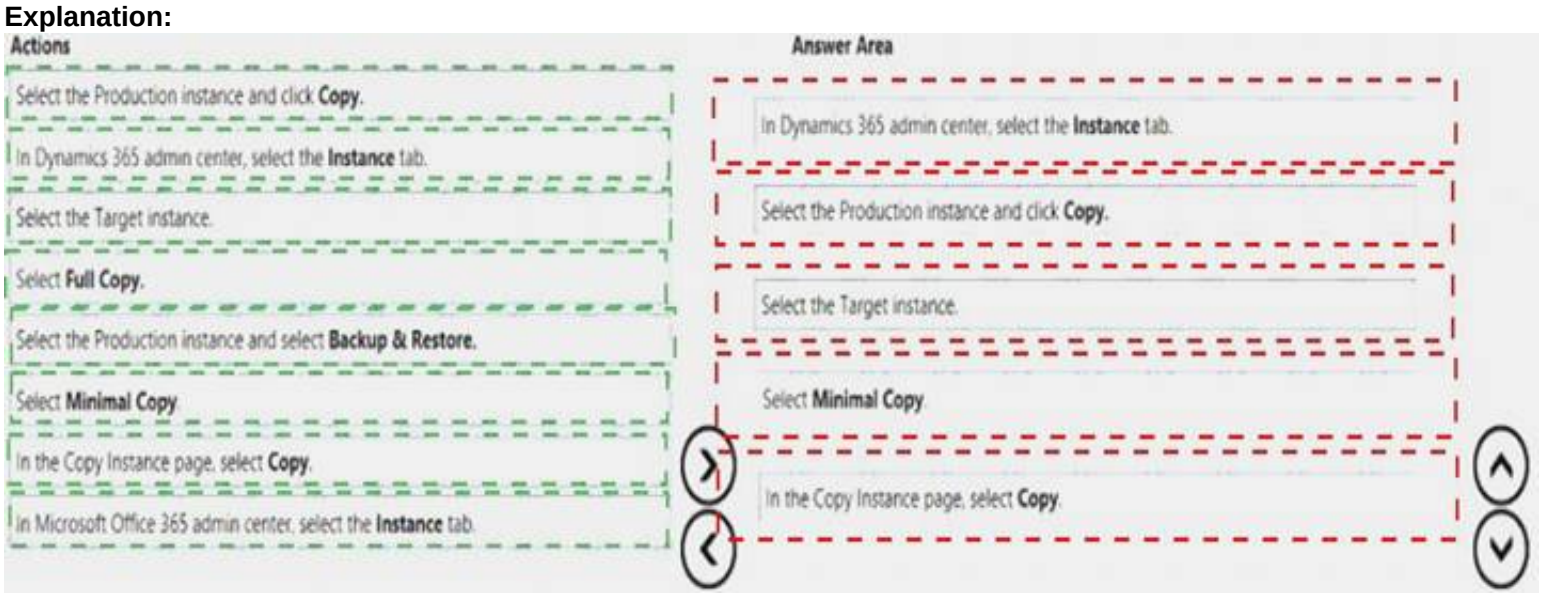
NEW QUESTION 79
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customization to automate lead follow-up activities.
You need to migrate the production customization to this new Dynamics 365 production instance. You must not migrate 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 80
- (Exam Topic 2)
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 is the first action you should perform?

A. Grant access under the user's product licenses.
B. Check document management for the entity in the default solution.
C. Grant access in the user's security role.
D. Enable the entity for Microsoft SharePoint document management.

Answer: D

Explanation:
References:

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

NEW QUESTION 81
- (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 84
- (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: Access Solution Explorer and take a screenshot of the entities, forms, views, charts, fields, 1:N relationships, N:1 relationships, and N:N relationships.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 89
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer.
You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.
Which reporting options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 90
.....

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-200 Practice Exam Features:

* mb-200 Questions and Answers Updated Frequently

* mb-200 Practice Questions Verified by Expert Senior Certified Staff

* mb-200 Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* mb-200 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The mb-200 Practice Test Here