

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 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.

Actions

Add a condition.

Display an error message.

Set a default value for the field.

Configure the Lock/Unlock option.

Set the Business Required option to **true**.

Set the text field visibility to **true**.

Add a recommendation.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Add a condition.

Display an error message.

Set a default value for the field.

Configure the Lock/Unlock option.

Set the Business Required option to **true**.

Set the text field visibility to **true**.

Add a recommendation.

Answer Area

Set a default value for the field.

Add a condition.

Set the text field visibility to **true**.

NEW QUESTION 3

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update. You must assign the cloned solution a new version number using the Microsoft recommended versioning system. You need to set the version number for the new solution. Which version number should you set?

- A. 2.4.3.7
- B. 2.5.0.1
- C. 15.3.6
- D. 3.1.17

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/use-segmented-solutions-patch>

NEW QUESTION 4

- (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

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

Create an email template for the case.

Add data values from the Case entity.

Add data values under the Contact entity related to the account.

Save the template.

NEW QUESTION 5

- (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 held 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. Change privileges to the user's security role.
B. Publish customization.
C. Create a new Buildings form.
D. Add the Location field to the Buildings view.

Answer: B

NEW QUESTION 6

- (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 7

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 stage limit. You perform the following actions to free up space:

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

The total storage used indicator shows that the storage amount has not changed after you perform the actions. You need to determine why the storage amount has not changed. What is the cause?

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

Answer: C

Explanation:

References:

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

NEW QUESTION 8

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer. A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI, Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

1

2

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

Action

1

Share the chart with the team.

2

Assign the chart to each person on the team.

NEW QUESTION 9

- (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 10

- (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 10

- (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.

Actions

Modify available to run to run as a child process.

Set the property to Configure email with desired fields.

Create a new process that includes a Category Workflow and an Entity case.

Add condition and send email steps.

For the Start when condition, select Record status changes.

Create a new process that includes a Category Workflow and an Entity contact.

Select cases and choose send direct email.

For the Start when condition, select Record is assigned.

Answer area

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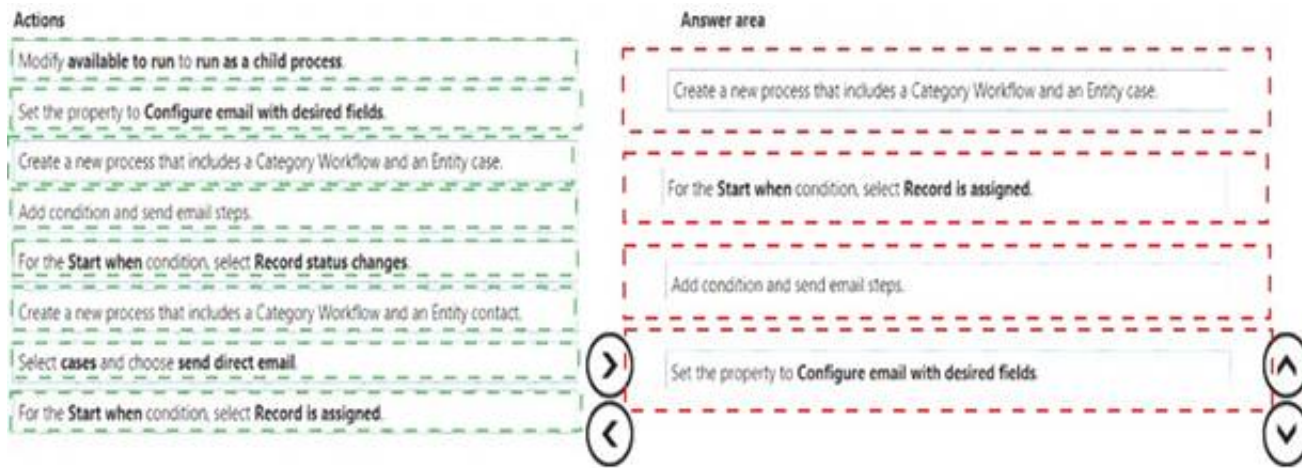
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A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 13

- (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 14

- (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 17

- (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 21

- (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 26

- (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 27

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

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

You need to improve the query load time and optimize the Onsite Goals entity. Which action should you perform?

- A. In the Dynamics 365 Diagnostic tool, run the diagnostic test.
- B. In System Jobs, resume paused system jobs.
- C. In the Data Performance view, use the Optimize function.
- D. In an Internet browser, in the browser options, set the option to retain browser history.

Answer: C

NEW QUESTION 29

- (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 33

- (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 34

- (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 37

- (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 in 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 38

- (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.

| Requirement | Option |
|--------------------------|--|
| Can be printed | <div><div></div><div>Report Wizard</div><div>System View</div><div>Dashboard</div></div> |
| Include company branding | <div><div></div><div>Fetch-based Reporting Services</div><div>Chart</div><div>Personal</div></div> |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

| Requirement | Option |
|--------------------------|--|
| Can be printed | <div><div></div><div>Report Wizard</div><div>System View</div><div>Dashboard</div></div> |
| Include company branding | <div><div></div><div>Fetch-based Reporting Services</div><div>Chart</div><div>Personal</div></div> |

NEW QUESTION 40

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