Microsoft

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

NEW QUESTION 1
- (Exam Topic 1) You need to set up annual surveys. What should you do?

A. Enable Voice of the Customer.
B. Use dialogs.
C. Enable Customer Insights.
D. Install a custom workflow solution.

Answer: A

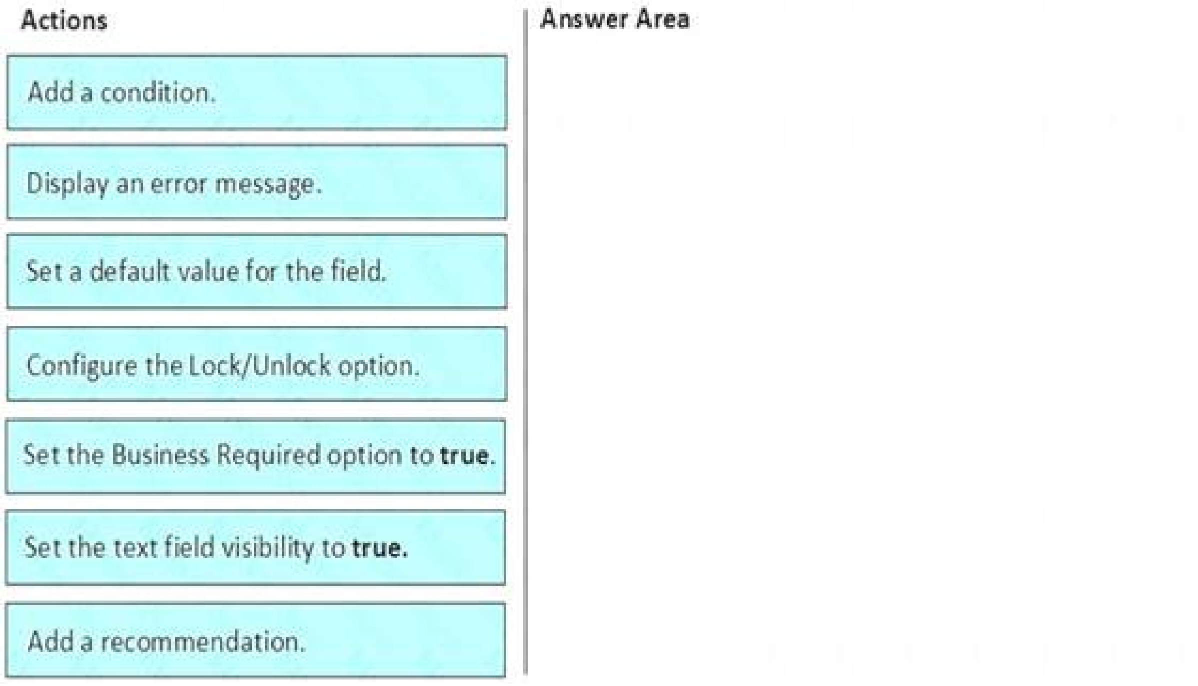
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey

NEW QUESTION 2
- (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

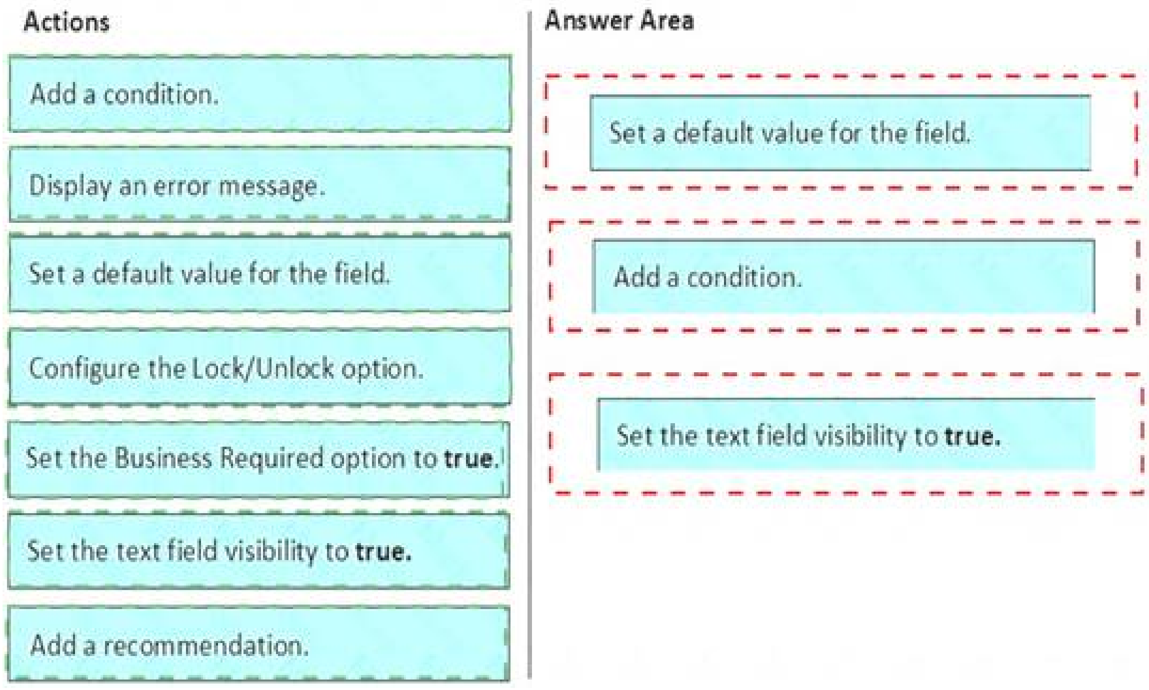
Answer: B

NEW QUESTION 3
- (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 4
- (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.
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 Quick Find search on the Contact entity to search for the word run. Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 5
- (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 6
- (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

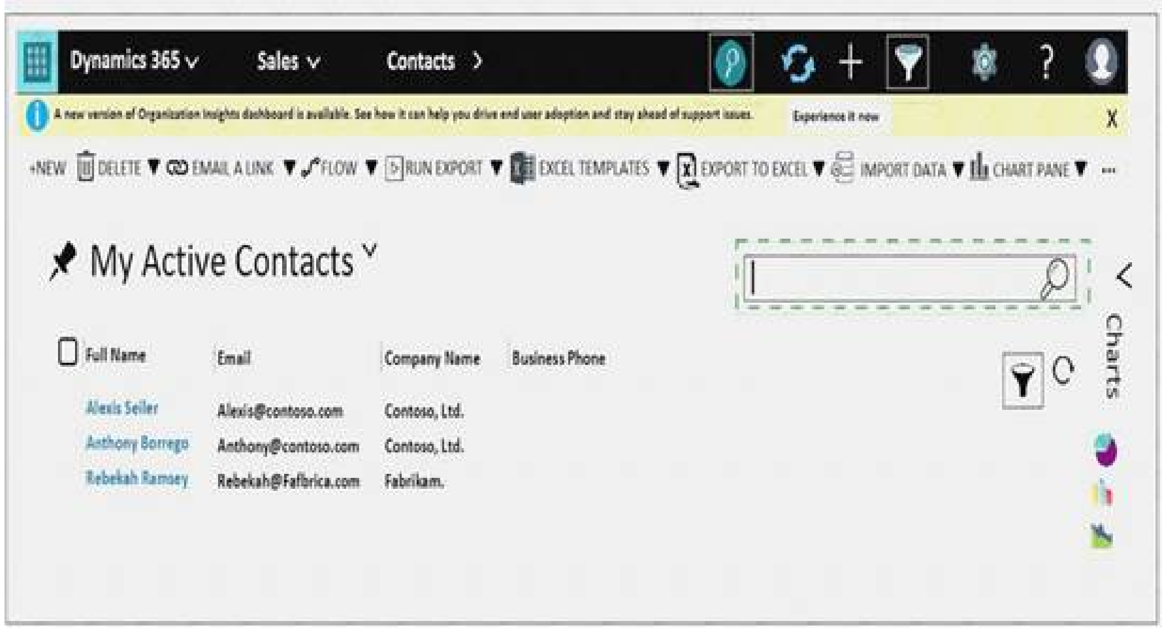
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recomme

NEW QUESTION 7
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator.
You enable the Quick Find view to look up First Name, Last Name, Email, and City on the Contact entity. You need to identify where the Quick Find search will be used.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

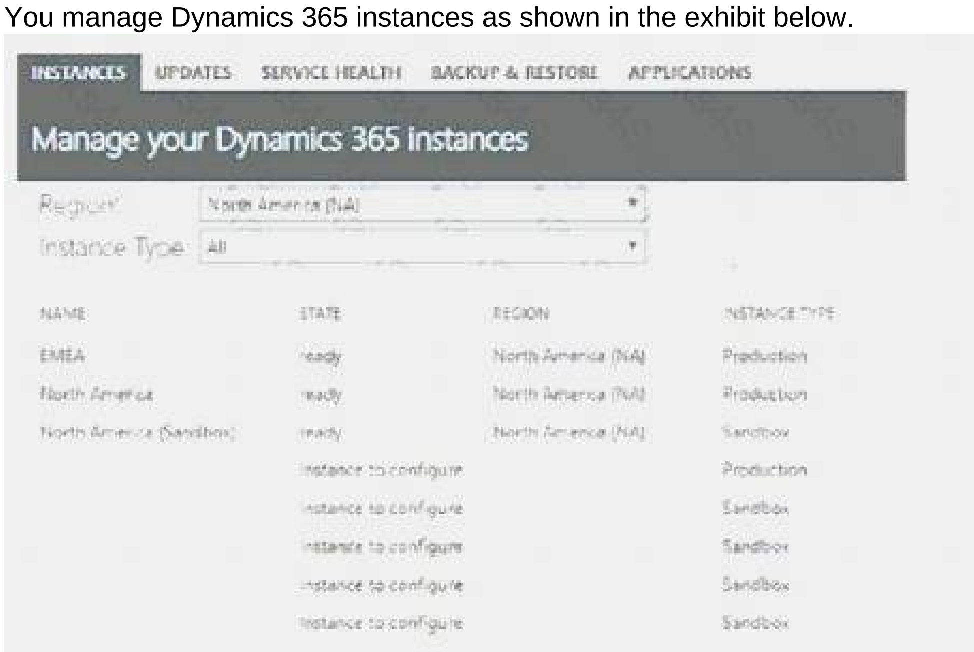


NEW QUESTION 8
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You set up server-side synchronization. You plan to deploy the Dynamics 365 App for Outlook after users have received training.
Users do not have administrator rights.
You need to identify which method you would use to deploy Dynamics 365 App for the trained users. Which method will accomplish this goal?

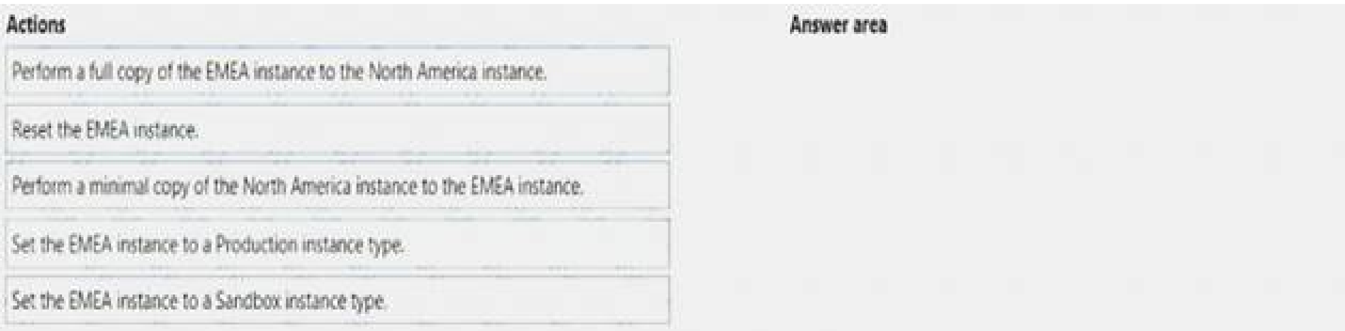
A. Push the App for Outlook to only select users from Dynamics 365 Settings area.
B. Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area.
C. Have users install themselves directly from the Dynamics 365 Settings area.
D. Push the App for Outlook to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

Answer: A

NEW QUESTION 9
- (Exam Topic 2)
You manage Dynamics 365 instances as shown in the exhibit below.



You configure EMEA as a new Production instance. The EMEA instance must use the same configurations as the North America instance. The EMEA instance must not include any data from North America.
You need to configure the EMEA instance by using the Dynamics 365 administration center.
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.



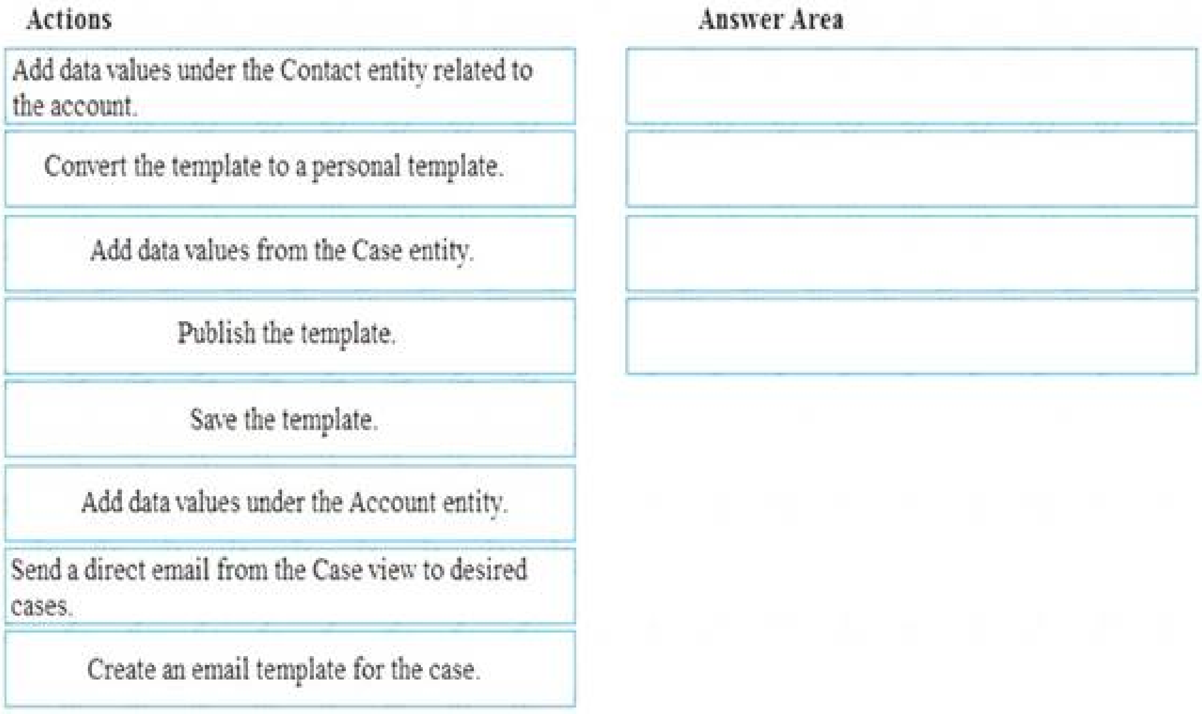
A. Mastered
B. Not Mastered

Answer: A

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

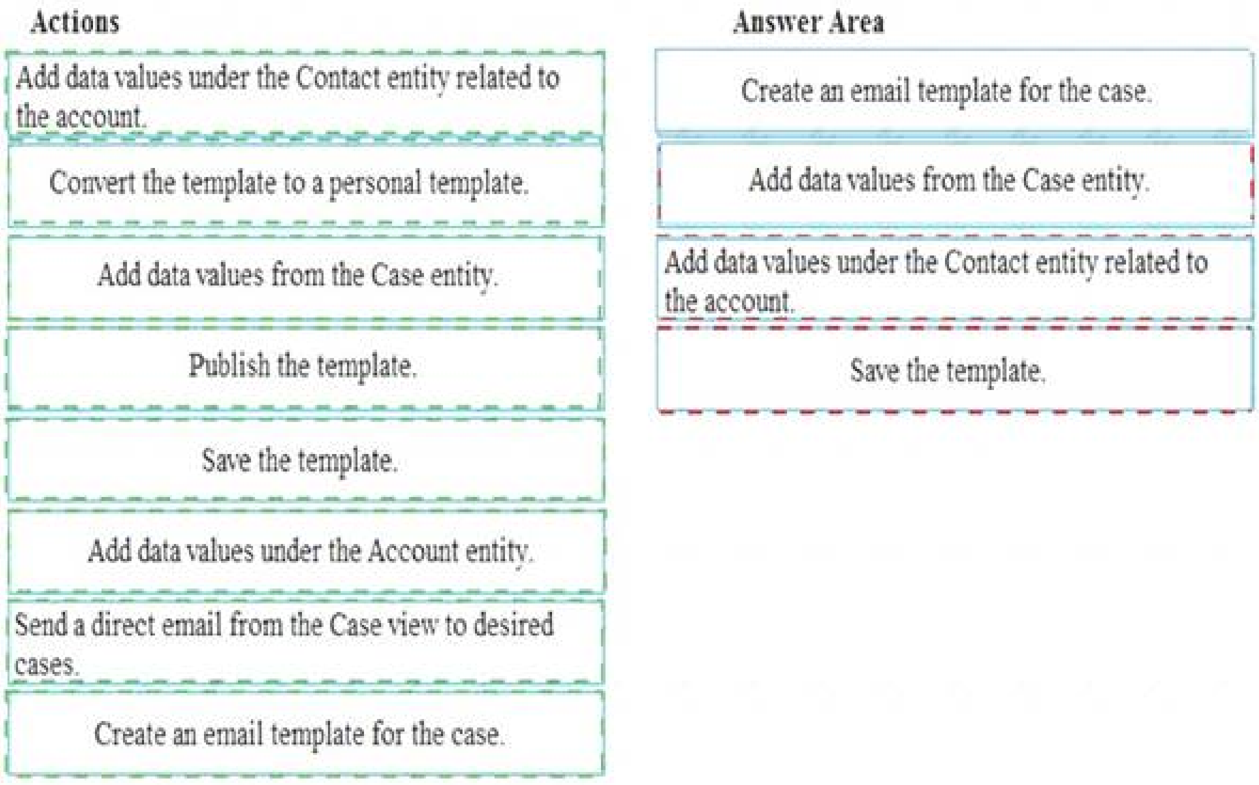
NEW QUESTION 10
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator for a help desk.
Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following 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.

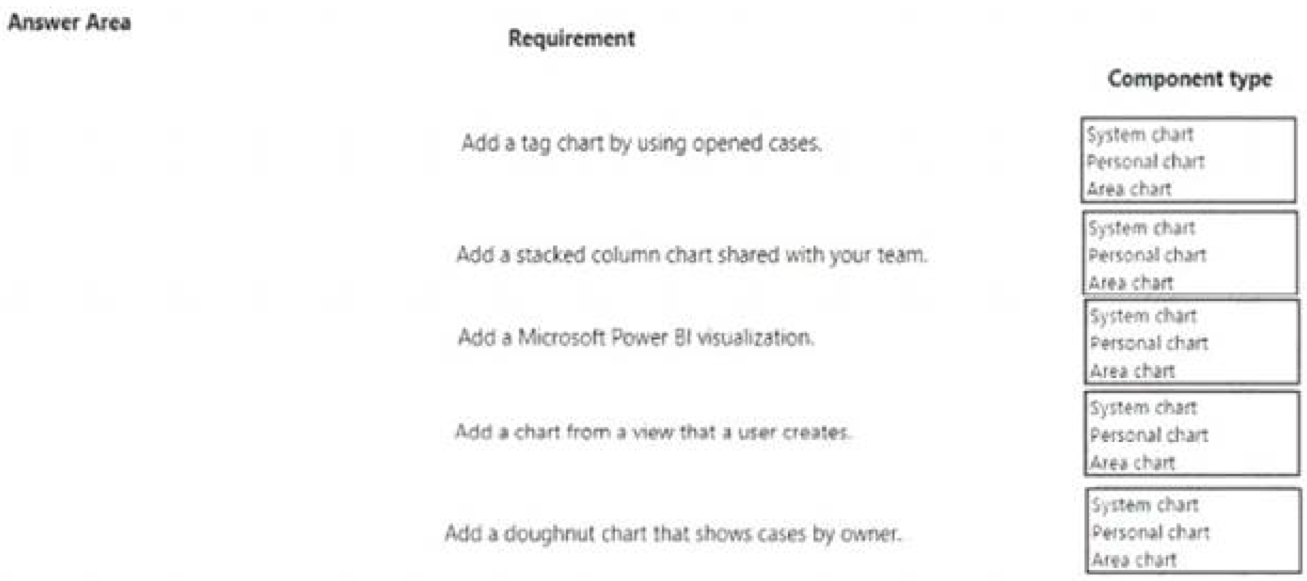


A. Mastered
B. Not Mastered

Answer: A

Explanation:


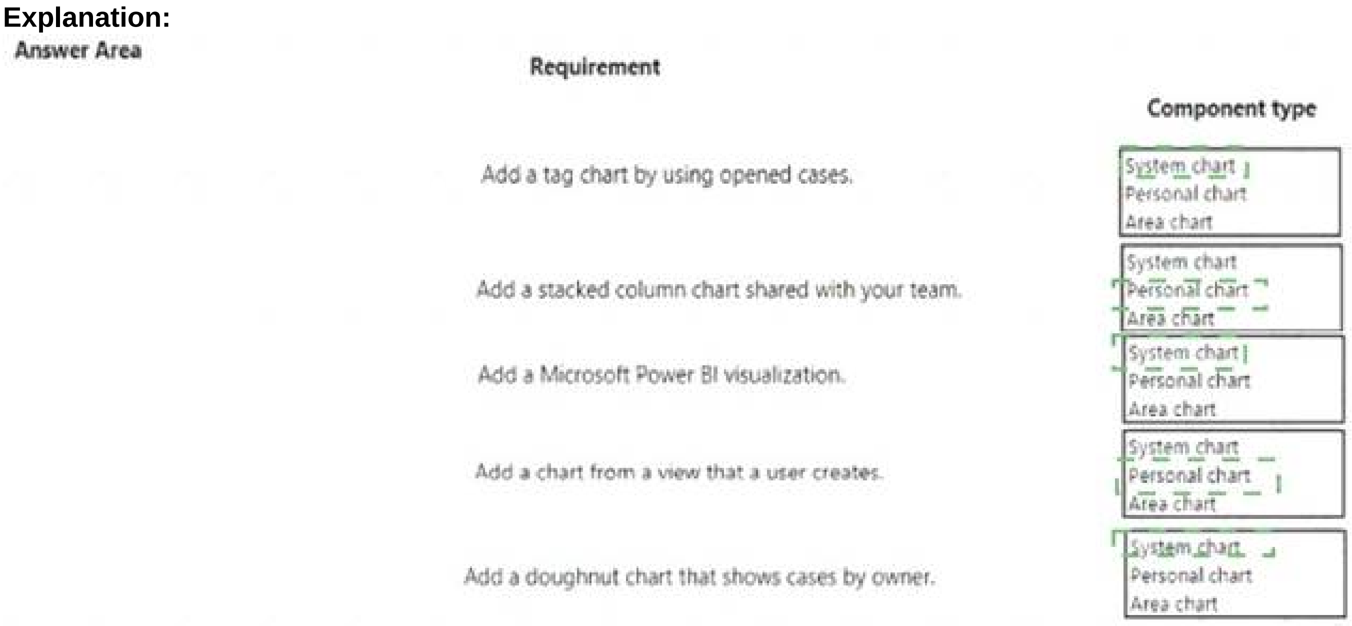
NEW QUESTION 10
- (Exam Topic 2)
You ate a Dynamics 365 help desk administrator
You need to create a dashboard that displays information on help desk cases that ate handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 13
- (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 18
- (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 23
- (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

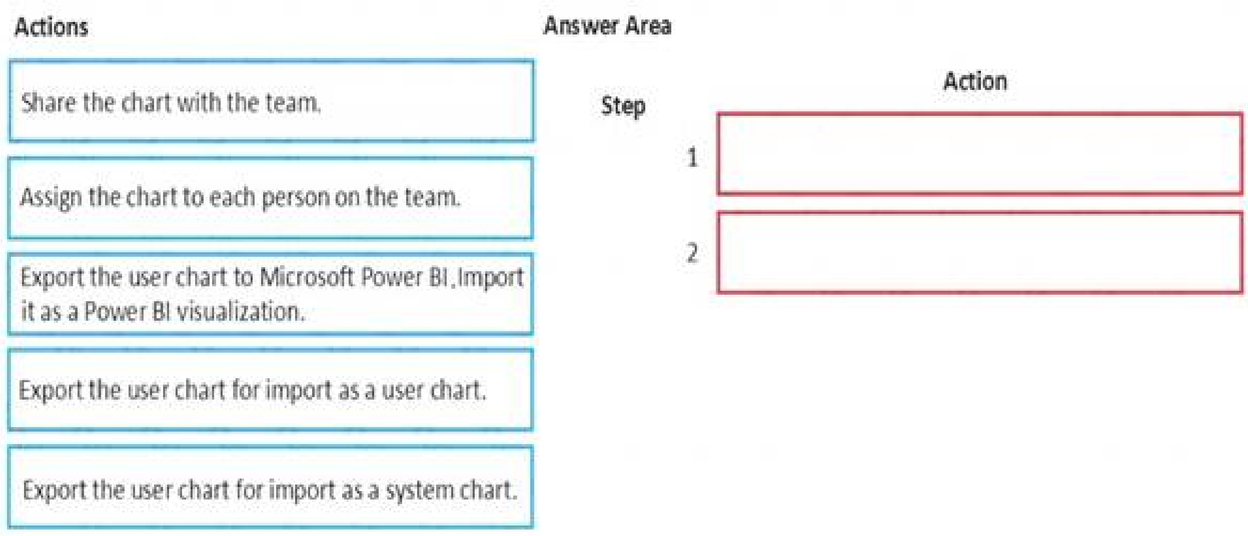
NEW QUESTION 26
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 stage limit. You perform the following actions to free up space:
• Delete known items that use large amount of storage.
• 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

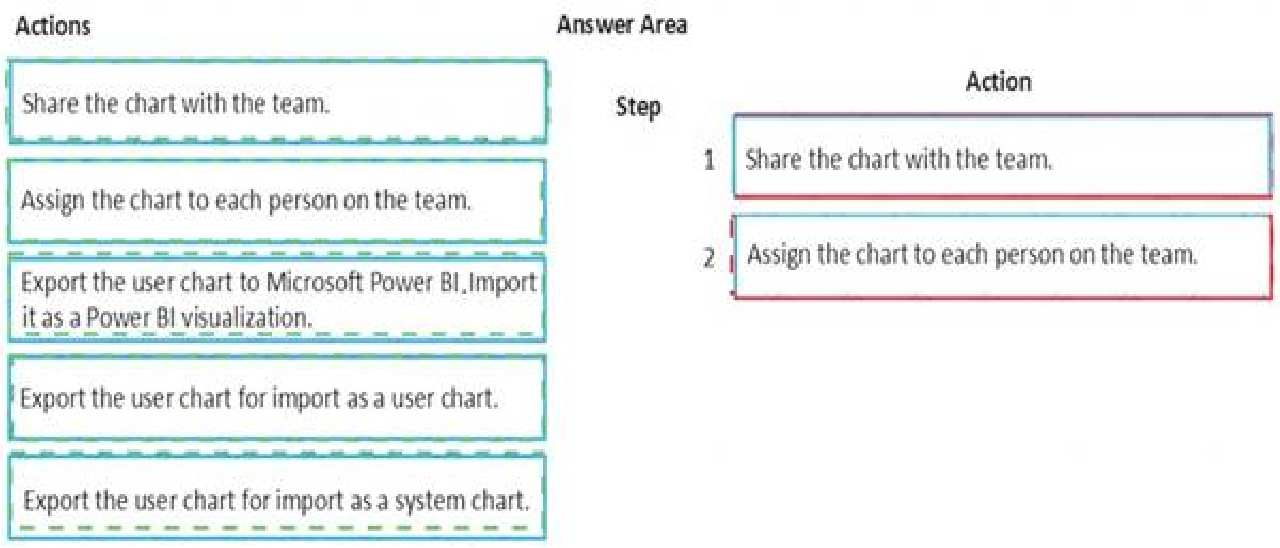
NEW QUESTION 27
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer. A salesperson creates a chart.
You need to ensure that the chart is available to all users on the team.
Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each 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.



A. Mastered
B. Not Mastered

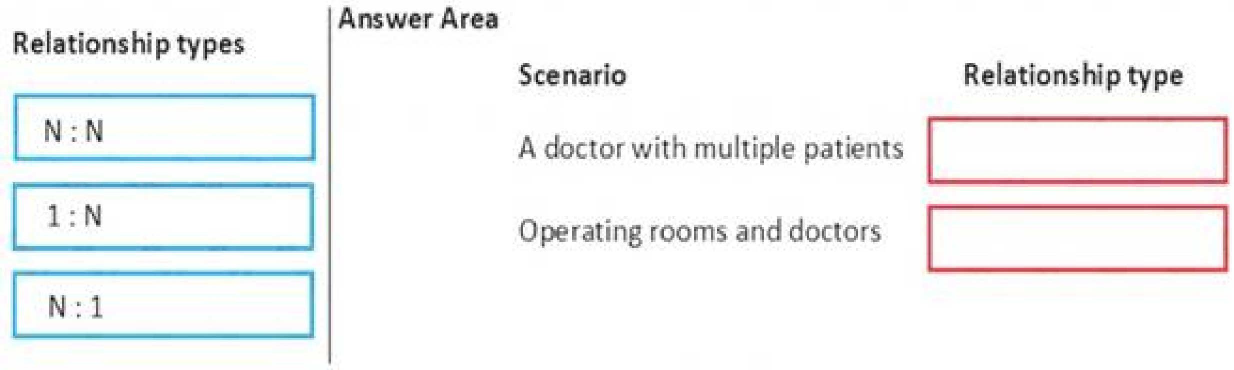
Answer: A

Explanation:



NEW QUESTION 28
- (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 32
- (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 36
- (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 39
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook. The sales team reports the following synchronization issues between Dynamics 365 and Outlook:
• Microsoft PowerPoint presentations are missing from meeting invitations that are sent (rom Dynamics 365.
• Outlook task lists are not visible in Dynamics 365-
You need to enable system settings to help address these issues.
Which two settings should you enable? Each correct answer presents a part of the solution. NOTE; Each correct selection is worth one point.

A. Synchronize appointment attachments with Outlook or Exchange
B. Exchange folder-level tracking
C. Go Offline
D. Synchronize tasks that assigned in Outlook

Answer: AD

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-addin/admin-guide/configure-syn

NEW QUESTION 41
- (Exam Topic 2)

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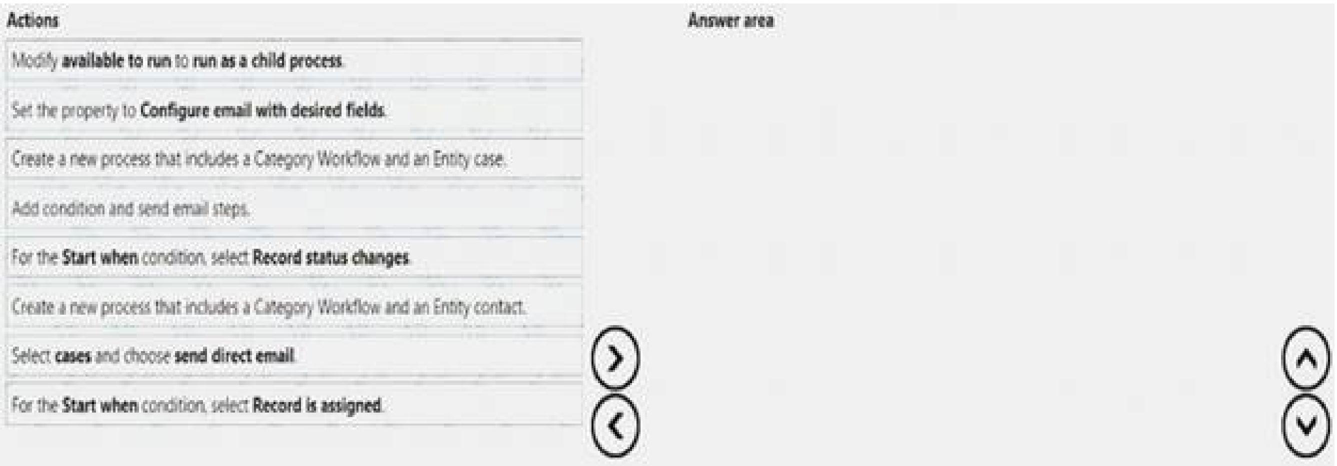
On a Contact record, a user creates a note that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the note. You need to find the note.
Solution: Use Relevance Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

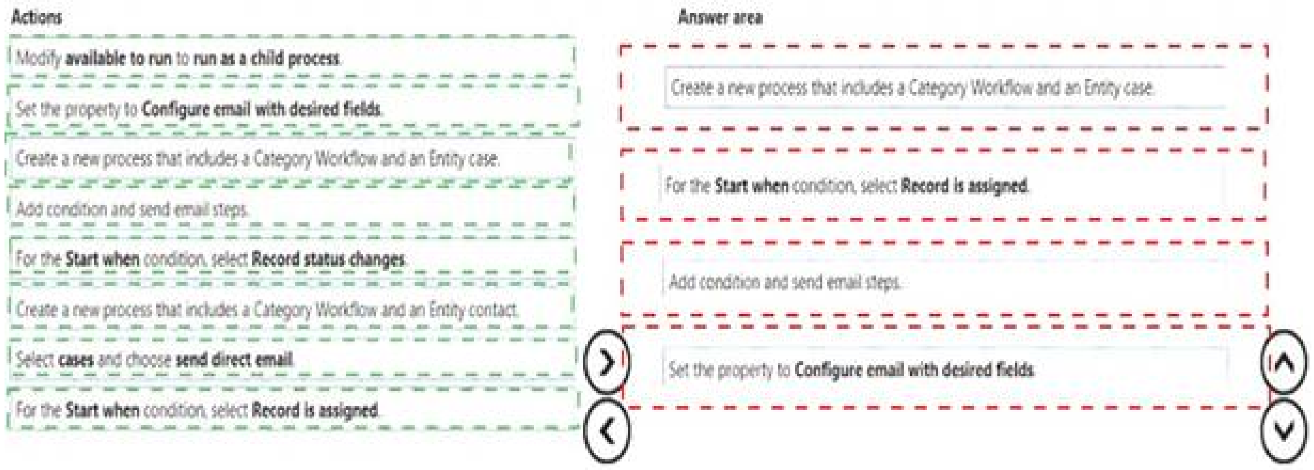
Answer: A

NEW QUESTION 44
- (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

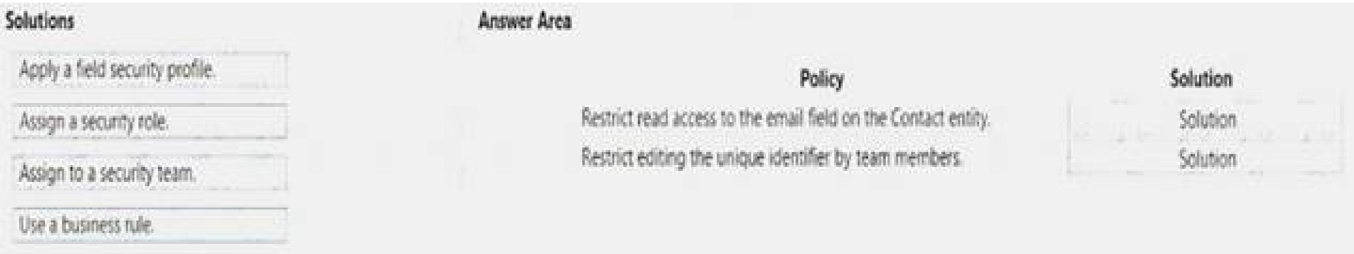
Explanation:


NEW QUESTION 46
- (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 51
- (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 56
- (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 59
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences.
The system must prevent the addition of duplicate leads from the workbooks. Sales team members must be able to manually create a duplicate lead record. You need to configure duplicate detection settings.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Set the value of When a record is created or updated to on.
B. Create a duplicate detection job for all active accounts.
C. Set the value of During import to on.
D. Set the value of When a record is created or updated lo off.
E. Set the value of Enable duplicate detection to off.

Answer: BC

NEW QUESTION 60
- (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 65
- (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 68
- (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 69
- (Exam Topic 2)
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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 74
- (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 76
- (Exam Topic 2)

You ate a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes. You need to configure a workflow to meet the following requirements:
• Be triggered when a condition is met.
• Run immediately.
• Perform an action when a condition is met.
How should you configure the workflow? To answer, select the appropriate configuration in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	Publish workflow. Subject contains data. Trigger when a Microsoft Flow button is pressed.
Run immediately.	Approve the workflow. Configure the workflow to run now. Configure child workflow to run now.
Perform an action when a condition is met.	Send an email. View chart. Update a security role.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	Publish workflow. Subject contains data. Trigger when a Microsoft Flow button is pressed.
Run immediately.	Approve the workflow. Configure the workflow to run now. Configure child workflow to run now.
Perform an action when a condition is met.	Send an email. View chart. Update a security role.

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- (Exam Topic 2)
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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: From Dynamics 365, select Email Configuration. In the active mailbox for the user, update the name.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 82
- (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.

Pivot table attributes

- Save source data with file is unchecked.
- Refresh data when opening file is checked.
- Refresh data when opening file is unchecked.
- Save source data with file is checked.

Answer Area

Requirement	Pivot table attribute
Ensure the template does not open with data beyond their access level.	Pivot table attribute
Ensure the template displays the user's current data.	Pivot table attribute

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 83
- (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

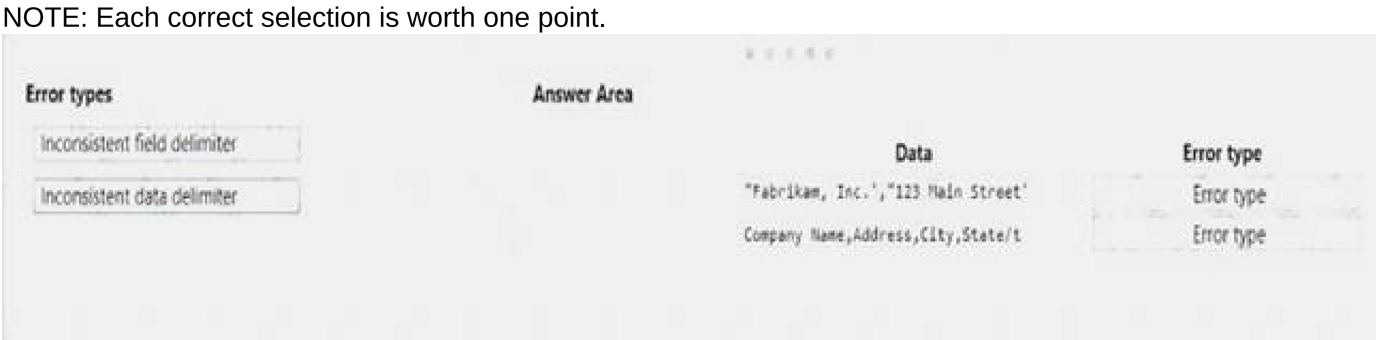
Answer: C

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

NEW QUESTION 88
- (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 93
- (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 98
- (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 100
- (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

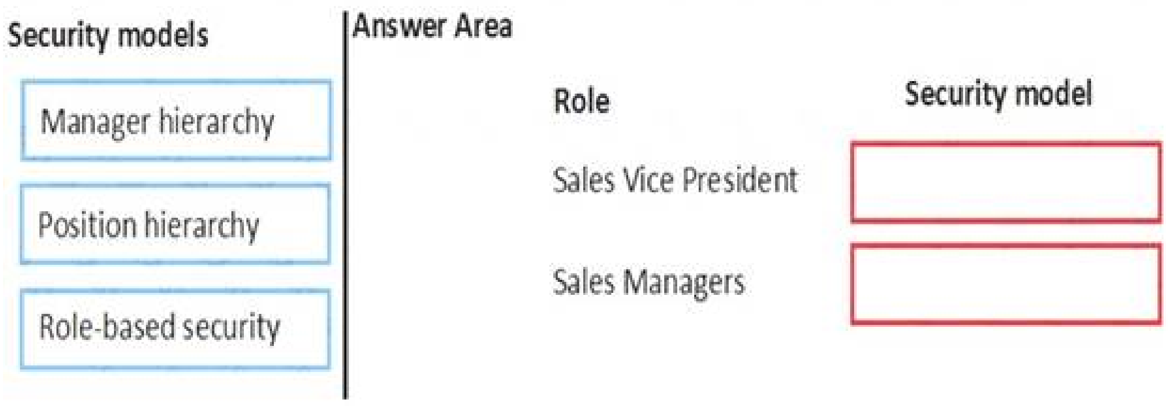
Answer: A

NEW QUESTION 105
- (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 110
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator.
A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.
You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.
Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.
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/hierarchy-security

NEW QUESTION 112
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