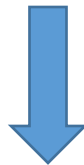


Microsoft Dynamics 365 Certification MB-200 Exam



- Vendor: Microsoft
- Exam Code: MB-200
- Exam Name: Microsoft Dynamics 365 Customer Engagement Core

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NEW QUESTION 80

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 81

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:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-app-designer>

NEW QUESTION 82

You are a Dynamics 365 Customer Service system administrator. You export a solution containing customization from the development environment and import the solution into a quality assurance environment. You need to allow removal of the customization and solution from the quality assurance environment. What should you do?

- A. Export the solution as managed.
- B. Update the publisher prefix to new.
- C. Publish all customizations.
- D. Export the solution as unmanaged.

Answer: D

NEW QUESTION 83

You are a Dynamics 365 administrator for a veterinarian clinic. On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added. You need to create a dynamically visible field. What should you configure?

- A. business rule
- B. workflow

- C. business process flow
- D. field visibility on the form

Answer: D

Explanation:

<https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/>

NEW QUESTION 84

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 85

You are developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items. You need to model the relationships between objects used by the app.

Solution: Create an entity relationship diagram. Model ownership, one-to-one, one-to-many, and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 86

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:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365>

NEW QUESTION 87

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 view all available data?

- A. You exported a static worksheet and the columns are automatically hidden from other users.
- B. You exported a dynamic worksheet.
The user does not have the appropriate security role in Dynamics 365 to see all records.
- C. You selected the This Page Only option and exported a static worksheet.
- D. You exported a static worksheet.
The user does not have the appropriated security role in Dynamics 365 to see all records.

Answer: C

NEW QUESTION 88

The sales team plans to create printed materials to be handed out each month during on-site visits with clients. The materials must include client-specific information and statistics from Dynamics 365. You need to ensure that sales team members can create the materials. Which technology should you implement?

- A. Word template
- B. Marketing list
- C. Sales literature
- D. Excel template

Answer: B

Explanation:

<https://crmbook.powerobjects.com/basics/marketing/marketing-lists/>

NEW QUESTION 89

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:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorize-cases-products-articles>

NEW QUESTION 90

Hotspot

You need to create a system chart for the Account entity. The chart must display a count of accounts grouped by owner and then display the accounts by Address 1: State/Province for each owner. You begin to configure chart options as shown in the image below. How should you complete the configuration? (To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point. The chart must display a count of accounts grouped by owner, and then display the accounts by State/Province for each owner.)

Answer Area

Component	Selection
Legend Entries (Series): Select Field	<input type="text"/> Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	<input type="text"/> Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Field	<input type="text"/> Account Address 1: State/Province Owner
Horizontal (Category) Axis Labels: Select Field	<input type="text"/> Account Address 1: State/Province Owner

Answer:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; padding: 2px;">Account</div> <div style="border-bottom: 1px solid black; padding: 2px;">Address 1: State/Province</div> <div style="padding: 2px;">Owner</div> </div>
Legend Entries (Series): Aggregate	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; padding: 2px;">Avg</div> <div style="border-bottom: 1px solid black; padding: 2px;">Count:All</div> <div style="padding: 2px;">Sum</div> </div>
Horizontal (Category) Axis Labels: Select Field	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; padding: 2px;">Account</div> <div style="border-bottom: 1px solid black; padding: 2px;">Address 1: State/Province</div> <div style="padding: 2px;">Owner</div> </div>
Horizontal (Category) Axis Labels: Select Field	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; padding: 2px;">Account</div> <div style="border-bottom: 1px solid black; padding: 2px;">Address 1: State/Province</div> <div style="padding: 2px;">Owner</div> </div>

NEW QUESTION 91

Drag and Drop

You are a Dynamics 365 for Customer Service system administrator. You have a data file that contains a list of accounts which must be important into the system. You need to import the accounts by using the Import Data wizard. Which four actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Actions	Answer Area
Set the Delimiter Settings	
Configure the number of parallel import processes.	
Confirm and address issues with the field mapping.	
Select the data map.	
Specify the number of records in the file.	
Select Mapping History .	
Select the appropriate setting Allow Duplicates property.	

Answer:

Actions

- Configure the number of parallel import processes.
- Confirm and address issues with the field mapping.

- Select **Mapping History**.

Answer Area

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

NEW QUESTION 92

Hotspot

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.)

Answer Area

Application area	Security function
Microsoft 365 admin center	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">▼</div> <div style="border: 1px solid black; padding: 2px;"> <ul style="list-style-type: none"> Roles Groups Licenses Access rights </div>
Dynamics 365 Sandbox instance	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">▼</div> <div style="border: 1px solid black; padding: 2px;"> <ul style="list-style-type: none"> Roles Groups Access rights </div>

Answer:

Answer Area

Application area	Security function
Microsoft 365 admin center	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> <p>Roles</p> <p>Groups</p> <p>Licenses</p> <p>Access rights</p> </div> </div>
Dynamics 365 Sandbox instance	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> <p>Roles</p> <p>Groups</p> <p>Access rights</p> </div> </div>

NEW QUESTION 93

Drag and Drop

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.)

Security models	Answer Area						
<div style="border: 1px solid blue; padding: 2px; margin-bottom: 5px;">Manager hierarchy</div> <div style="border: 1px solid blue; padding: 2px; margin-bottom: 5px;">Position hierarchy</div> <div style="border: 1px solid blue; padding: 2px;">Role-based security</div>	<table border="1"> <thead> <tr> <th>Role</th> <th>Security model</th> </tr> </thead> <tbody> <tr> <td>Sales Vice President</td> <td style="border: 1px solid red; height: 20px;"></td> </tr> <tr> <td>Sales Managers</td> <td style="border: 1px solid red; height: 20px;"></td> </tr> </tbody> </table>	Role	Security model	Sales Vice President		Sales Managers	
Role	Security model						
Sales Vice President							
Sales Managers							

Answer:

Security models	Answer Area						
<div style="border: 1px solid blue; padding: 2px;">Role-based security</div>	<table border="1"> <thead> <tr> <th>Role</th> <th>Security model</th> </tr> </thead> <tbody> <tr> <td>Sales Vice President</td> <td style="border: 1px solid blue; padding: 2px;">Position hierarchy</td> </tr> <tr> <td>Sales Managers</td> <td style="border: 1px solid blue; padding: 2px;">Manager hierarchy</td> </tr> </tbody> </table>	Role	Security model	Sales Vice President	Position hierarchy	Sales Managers	Manager hierarchy
Role	Security model						
Sales Vice President	Position hierarchy						
Sales Managers	Manager hierarchy						

Explanation:

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

NEW QUESTION 94

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NEW QUESTION 140

Case Study - Lamna

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You need to make the Child Attendance report available. What should you do?

- A. Transfer the Child Attendance report by using a third-party tool.
- B. Open the Child Attendance report from the sandbox and change the data source to production.
- C. Add attendance log to the related record types.
- D. Add the report to a solution and export the solution. Next, import the exported solution into production.

Answer: D

NEW QUESTION 141

Case Study - Lamna Healthcare

.....

You need to update the Service Fee field to meet requirements. What should you modify?

- A. data type
- B. field type
- C. precision
- D. minimum and maximum values

Answer: C

NEW QUESTION 142

Case Study - Lamna Healthcare

.....

You need to resolve the redundant field issue. What should you do?

- A. Delete the field from the solution in the Sandbox environment.
- B. Remove the field from the solution in the Sandbox environment.
- C. Remove the field from the solution in the QA environment.
- D. Delete the field from the solution in the QA environment.

Answer: D

NEW QUESTION 143

You manage a Dynamics 365 environment for a company. You must prevent users from launching and using Microsoft Flow. You need to hide the Flows button on the user interface. Which configuration setting should you change?

- A. the Customizations section of System Settings
- B. the SiteMap
- C. the Buttons tab of Flow
- D. the Entity component of the default solution

Answer: A

Explanation:

<https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

NEW QUESTION 144

You are a Dynamics for Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer. You need to determine if you can revise the template. Which Word template change can you make?

- A. Format the table to have alternating color rows.
- B. Format the Created On field to a long date format.
- C. Add the Discount field conditionally.
- D. Add the address of the customer.

Answer: D

NEW QUESTION 145

You are a Dynamics 365 for Customer Service system administrator. You must create a new entity to support a new feature. Entity data will be transactional and will be associated with business units. You need to configure entity ownership. Which entity ownership type should you use?

- A. organization-owned
- B. user or team owned
- C. business-owned
- D. none

Answer: B

NEW QUESTION 146

You are a Dynamics 365 for Customer Service system administrator. You integrate Microsoft OneDrive for Business with Dynamics 365. Some users report that they cannot access OneDrive for Business from within Dynamics 365. You need to troubleshoot the access issue. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

- A. Review Microsoft Office 365 Groups configuration.
- B. Instruct users to confirm that they can access OneDrive for Business by using a web browser.
- C. Review Microsoft account access configuration.
- D. Confirm OneDrive for Business privilege settings.

Answer: BC

Explanation:

Make sure their Microsoft accounts are licensed and enabled for OneDrive for Business. Confirm they can access OneDrive for Business by using a web browser.

NEW QUESTION 147

You are a Dynamics 365 for Sales administrator for a software company. The sales team need to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage. The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneNote integration.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 148

You are a Dynamics 365 for Sales administrator for a software company. The sales team need to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage. The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low.

Solution: Enable server-based SharePoint integration.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

NEW QUESTION 149

You are a Dynamics 365 for Customer Service developer. You need to configure a new solution. What should you configure for the new solution?

- A. Installed date
- B. Version
- C. Security
- D. Option value prefix

Answer: D

NEW QUESTION 150

You are a Dynamics 365 Customer Service system administrator. You need to reduce the database size and reduce the rate at which the size of the audit log increases. What should you do?

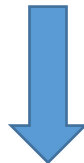
- A. Back up the production instance and restore to a Sandbox instance. Delete the audit log.
- B. Turn auditing features off for entities or fields that are not needed.
- C. Delete the current audit log.
- D. Replicate the database to Microsoft Azure SQL.

Answer: B

NEW QUESTION 151

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<https://www.passleader.com/mb-200.html>