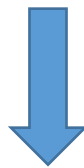# Microsoft Dynamics 365 Certification MB-600 Exam

> ➢ **Vendor: Microsoft**

> ➢ **Exam Code: MB-600**

➢ **Exam Name: Microsoft Dynamics 365 + Power Platform Solution Architect**

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NEW QUESTION 1
You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs. The SLA states the following:
- Support must be provided 24 hours per day, seven days a week.
- Issues must be resolved within four hours of case creation.
You need to recommend tools that will assist the client with tracking these requirements. Which two tools should you recommend? (Each correct answer presents part of the solution. Choose two.)

A.   enhanced SLAs with Timer Control
B.   First Response by KPI
C.   enhanced SLA upgrade
D.   Resolve by KPI

Answer: AD

NEW QUESTION 2
You are the solution architect on a Dynamics 365 Customer Service implementation. The organization requires the following for the implementation:
- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution.
You need to identify the top three non-functional requirements for the organization. Which three non-functional requirements should you recommend? (Each correct answer presents a complete solution. Choose three.)

A.   business rules to identify top customers
B.   usability of business process flows
C.   customer accounts administration
D.   time-to-load forms
E.   solution regulatory compliance

Answer: BDE

NEW QUESTION 3
A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:
- Handle multiple customer interactions at once.
- Ensure that users can access information from several business applications.
- Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.
- Implement all functionality in a single interface.
You need to recommend a solution that meets the requirements of the company. What should you recommend?

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

Answer: D

NEW QUESTION 4
You want to integrate Microsoft Teams with Dynamics 365 Customer Service. You install both apps,

but Teams is not working when in Dynamics 365 Customer Service. You need to troubleshoot the situation.
Solution: Set up server-side synchronization with Microsoft SharePoint Online.
Does the solution meet the goal?

A.   Yes
B.   No

Answer: B

NEW QUESTION 5
You want to integrate Microsoft Teams with Dynamics 365 Customer Service. You install both apps, but Teams is not working when in Dynamics 365 Customer Service. You need to troubleshoot the situation.
Solution: Change the options to Yes in the System settings of Dynamics 365 Customer Service.
Does the solution meet the goal?

A.   Yes
B.   No

Answer: A
Explanation:
https://msdynamicsworld.com/story/integrate-dynamics-365-customer-engagement-apps-microsoft-teams

NEW QUESTION 6
A company is using Dynamics 365 Sales with Microsoft Power Platform. The final solution must consist of the following:
- Dynamics 365 for tablets app.
- Power BI dashboards and reports to display sales quotas and other metrics for internal users.
- A PFX-compliant canvas app for external contractors to view and updates project tasks from a Microsoft SharePoint list.
You need to recommend a security solution that achieves the data encryption requirement. Which two solutions should you recommend? (Each correct answer presents part of the solution. Choose two.)

A.   Use single sign-on (SSO) for authentication for internal users.
B.   Turn on data encryption for your Dynamics 365 Sales environment.
C.   Provide an encryption key to external users using the canvas app.
D.   Create a new Dynamics 365 security group to authenticate users to view the dashboards.

Answer: BC

NEW QUESTION 7
A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation. You need to recommend a solution that will incorporate this checklist. What should you recommend?

A.   Dashboards
B.   Workflow
C.   Business Process Flow
D.   Microsoft Forms Pro

Answer: D

NEW QUESTION 8
You are a Dynamics 365 Customer Service consultant for an internet support company. The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:
- All support issues must come in by email, need to be logged, and assigned to the support group.
- Accounts must synchronize with the parent company Oracle database.
- Reports must be sent to the executives on a weekly basis.
- No custom code will be used in the system.
You need to recommend the components that should be configured. Which two components should you recommend? (Each correct answer presents part of the solution. Choose two.)

A.   Microsoft Azure Service Bus
B.   Common Data Services
C.   Microsoft Forms Pro
D.   Power BI
E.   Server-side Synchronization

Answer: BD

NEW QUESTION 9
An architect is planning a security strategy within Dynamics 365 Sales. The sales manager has a requirement that non-administrators have the ability to create and update the Sales Rep form field. You need to identify the account types that can be assigned Field security profiles. Which two account types can be used? (Each correct answer presents a complete solution. Choose two.)

A.   User
B.   Service
C.   System
D.   Teams

Answer: AD
Explanation:
https://docs.microsoft.com/en-us/power-platform/admin/add-teams-users-field-security-profile

NEW QUESTION 10
A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into Dynamics 365 Sales. You need to recommend a data-loading solution. What should you recommend?

A.   Use the Dynamics 365 Import Tool.
B.   Use the Import from Excel feature.
C.   Use the Excel Template feature.
D.   Add to an existing list of contacts in a static worksheet.

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-contacts

NEW QUESTION 11
A client manages users on Dynamics 365 Sales by using Microsoft Azure Active Directory (Azure AD) groups to assign security roles. The client also uses team ownership of records in Dynamics 365 Sales extensively. Users report that they do not have the access they expect. They cannot edit their own records but can edit team-owned records. You need to recommend a solution to fix the security role issues while continuing to manage users via Azure AD groups. What should you

recommend?

A.   Assign Security Roles to users directly instead of through Azure AD groups.
B.   Assign Security Roles to the Local Business Owner Team instead of the Owner Team.
C.   Ensure that member security role privileges are set to Direct User.
D.   Assign Security Roles to the Access Team instead of the Owner Team.
E.   Ensure that member security role privileges are set to Default.

Answer: C
Explanation:
https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

NEW QUESTION 12
A client is using Dynamics 365 Sales and Power BI with stringent security on read access to accounts. You need to ensure that users will be unable to view restricted accounts in Power BI. What should you recommend?

A.   Share the reports in Power BI to the same Microsoft Azure Active Directory (Azure AD) groups used in Dynamics 365 Sales.
B.   Embed the Power BI reports in Dynamics 365 Sales instead of sharing them by using Power BI to retain security.
C.   Set up the Data Export Service and use DirectQuery for reporting to include security roles.
D.   Add row-level security (RLS) roles to the DataSet in Power BI that matches the privileges assigned in Dynamics 365 Sales.

Answer: D

NEW QUESTION 13
A company asks you to migrate more than 5,000 records from Dynamics 365 Customer Engagement (on-premises) to the online version of Dynamics 365 Sales. You used a third-party utility to migrate the data. The city and state are displayed in the field that should show the street address. You must get the data migrated properly in the next 24 hours but have no one to help with this task. You have no other add-ins and do not want any more customization. You need to resolve the issues to migrate the data. What should you do?

A.   Remove data, ensure that field mappings of city and state are correct, and then migrate the data.
B.   Create a custom connector in the Common Data Service, and then migrate the data.
C.   Export the street address field, make changes, and then import the changes.
D.   Manually edit the street address, state, and city field, and then enter appropriate data.

Answer: A

NEW QUESTION 14
A company is implementing Dynamics 365 Sales. The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations. When users update a line item on a quote, they expect to see an updates total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours. You review the system design and notice many asynchronous workflows. You need to recommend a solution to enable the calculation in real time. Which two options should you recommend? (Each answer presents a complete solution. Choose two.)

A.   Implement a business process flow to replace the existing workflows.
B.   Convert the asynchronous workflows to a synchronous plug-in.
C.   Consolidate asynchronous workflows into a single real-time workflow.

D.   Consolidate multiple asynchronous workflows into a single asynchronous workflow.

Answer: CD

NEW QUESTION 15
A company has extended Dynamics 365 Sales with an ISV product. The ISV has locked the product. The ISV product fails to meet the business needs of the company. The company has a contractual obligation to continue using the ISV product but requires additional business logic. You need to recommend a solution. What should you recommend?

A.   Create a managed solution with the components that you need to extend.
B.   Update the business logic of the ISV to meet the needs of the company.
C.   Extend the ISV with a secondary ISV that adds the additional business logic.
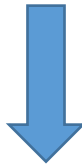D.   Create a new unmanaged solution with the components that you need to extend.

Answer: C

NEW QUESTION 16
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