

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

<https://www.2passeasy.com/dumps/mb-200/>



NEW QUESTION 1

- (Exam Topic 1)

You need to move changes to the production environment. What should you do?

- A. Import an unmanaged solution with a default publisher.
- B. Import a managed solution with a default publisher.
- C. Import a managed solution with a custom publisher.
- D. Import an unmanaged solution with a custom publisher.

Answer: C

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 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 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?

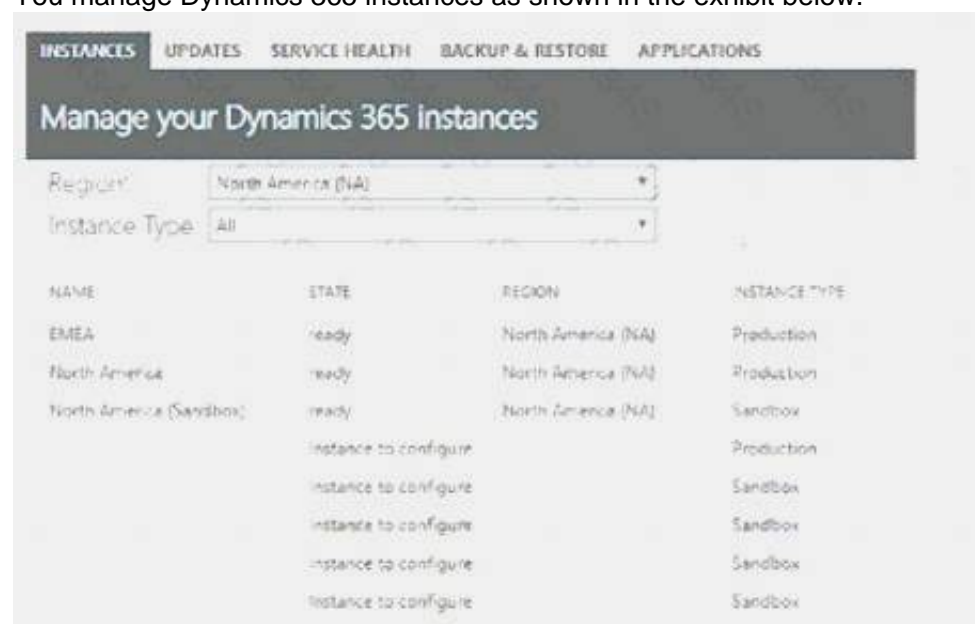
- A. Open the solution.zip file and read the solution.xml file, Delete the lines in the file that cause the import errors.
- B. Export the solution from the Sandbox instance and re-import the solution into the Production instance.
- C. Put in a service request to turn tracing on the servers.
- D. Download 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 5

- (Exam Topic 2)

You manage Dynamics 365 instances as shown in the exhibit below.



NAME	STATE	REGION	INSTANCE TYPE
EMEA	ready	North America (NA)	Production
North America	ready	North America (NA)	Production
North America (Sandbox)	ready	North America (NA)	Sandbox
	Instance to configure		Production
	Instance to configure		Sandbox
	Instance to configure		Sandbox
	Instance to configure		Sandbox
	Instance to configure		Sandbox

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.

Actions	Answer area
Perform a full copy of the EMEA instance to the North America instance.	
Reset the EMEA instance.	
Perform a minimal copy of the North America instance to the EMEA instance.	
Set the EMEA instance to a Production instance type.	
Set the EMEA instance to a Sandbox instance type.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

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 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 7

- (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 8

- (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: Generate entity diagrams by using the metadata diagram tool. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 9

- (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.

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. 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 10

- (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	Answer Area						
Share the chart with the team.	<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> </tbody> </table>	Step	Action	1		2	
Step		Action					
1							
2							
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.							

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area						
Share the chart with the team.	<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Share the chart with the team.</td> </tr> <tr> <td>2</td> <td>Assign the chart to each person on the team.</td> </tr> </tbody> </table>	Step	Action	1	Share the chart with the team.	2	Assign the chart to each person on the team.
Step		Action					
1		Share the chart with the team.					
2		Assign the chart to each person on 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.							

NEW QUESTION 10

- (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 15

- (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 provide add-on components tot Dynamics 365. The deployment requirements for many add-ons are different.

You need to ensure that you meet the deployment requirements for add-ons.

Which solution types should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution 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.

Solution types	Requirement	Solution type
Managed solution	Clean removal of unwanted solutions.	solution type
Unmanaged solution	Stop others from editing intellectual property.	solution type
	Edit the solution directly.	solution type

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Solution types	Requirement	Solution type
Managed solution	Clean removal of unwanted solutions.	Managed solution
Unmanaged solution	Stop others from editing intellectual property.	Managed solution
	Edit the solution directly.	Unmanaged solution

NEW QUESTION 21

- (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

Form types	Case type	Form type
quick create	Case type A	Form type
main	Case type B	Form type
quick view	Case type C	Form type
card	Case type D	Form type
	Case type E	Form type

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Form types	Case type	Form type
quick create	Case type A	main
main	Case type B	main
quick view	Case type C	main
card	Case type D	quick create
	Case type E	card

NEW QUESTION 24

- (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 29

- (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 Relevance Search to search for the word run. Does the solution meet the goal?

- A. Yes
 B. No

Answer: A

NEW QUESTION 32

- (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.

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<div>Game Manager</div> <div>Microsoft 365 Global Administrator</div> <div>Dynamics 365 System Administrator</div>
Manage security roles.	<div>Game Manager</div> <div>Commissioner</div> <div>Dynamics 365 System Administrator</div>
Create games and KPIs.	<div>Game Manager</div> <div>Commissioner</div> <div>User</div>
Follow active players statistics.	<div>User</div> <div>Game Manager</div> <div>Teams Member</div>
Import players and fans from Dynamics 365.	<div>Dynamics 365 System Administrator</div> <div>Commissioner</div> <div>Game Manager</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

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.

Actions

Answer Area

Add security role with appropriate permissions to each users Dynamics 365 login.

Ensure server-based authentication with Microsoft SharePoint online is configured within Dynamics 365 online.

Configure OneDrive for each individual user.

Add security group to each users Active Directory login through Office 365 admin.

Enable OneDrive for Business in Dynamics 365 within Business Management.

Enable OneDrive for Business in Dynamics 365 within Document Management.

>

<

↑

↓

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Answer Area

Add security role with appropriate permissions to each users Dynamics 365 login.

Ensure server-based authentication with Microsoft SharePoint online is configured within Dynamics 365 online.

Configure OneDrive for each individual user.

Add security group to each users Active Directory login through Office 365 admin.

Enable OneDrive for Business in Dynamics 365 within Business Management.

Enable OneDrive for Business in Dynamics 365 within Document Management.

>

<

↑

↓

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 41

- (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 46

- (Exam Topic 2)

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.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 50

- (Exam Topic 2)

You create and share a Microsoft Flow button for the Account entity. The button sends a Microsoft Teams meeting invitation from Dynamics. Which users can view the flow button run history?

- A. People with the appropriate role can see all run history.
- B. Every user can view all run history.
- C. System administrators may only view the run history.
- D. Each user can only view their run history.
- E. Only the user who creates the button can view the run history for all users.

Answer: E

Explanation:
References:
<https://docs.microsoft.com/en-us/flow/share-buttons>

NEW QUESTION 51

- (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.

Answer Area

Requirement	Component
Display system posts.	<div>Timeline Organization Insights IFrame Relationship Insights</div>
Display activities.	<div>Lists Social Insights Organization Insights Relationship Insights</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Component
Display system posts.	<div>Timeline Organization Insights IFrame Relationship Insights</div>
Display activities.	<div>Lists Social Insights Organization Insights Relationship Insights</div>

NEW QUESTION 53

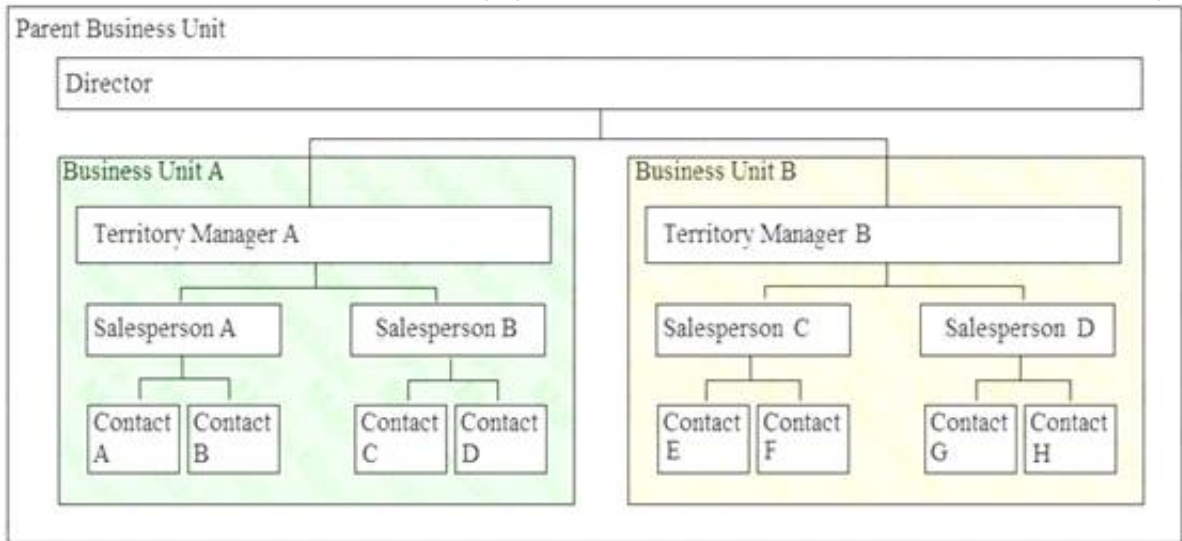
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
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 55

- (Exam Topic 2)
You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Question

Which security type ensures only Salesperson A can view Contact A?

Answer Choices

▼

user

field

record ownership

Which hierarchy allows Territory Manager B to see information from Salesperson B?

▼

Parent

Manager

Position

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

References:

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

NEW QUESTION 57

- (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	<div>Use Excel Online.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
Marketing	<div>Use Excel Online.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
Information Technology	<div>Export to an Excel static PivotTable.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>
Customer Support	<div>Export to an Excel static PivotTable.</div> <div>Export to an Excel static worksheet.</div> <div>Export to an Excel dynamic worksheet.</div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

References:

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

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 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: 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 61

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer. You create a custom entity and add custom fields to the case entity. You must create a solution to include only the custom entity and case entity changes. The solution must allow import and export without errors. You need to create the solution. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

- A. Create a case entity in the new solution and add the custom fields to the new case entity.
- B. Create a new solution and add the entity named Case to the solutio
- C. Add the custom fields to the case entity.
- D. Create the custom entity and custom fields in the case entity within the default solution.
- E. Add an existing unused entity to the solutio
- F. Rename the entity to the custom entit
- G. Add fields needed for the case entity.
- H. Create the custom entity in the new solution and add the appropriate fields, forms, and views.

Answer: BE

NEW QUESTION 64

- (Exam Topic 2)

You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances. You need to import changes from the Sandbox instance to each of the Production instances with different requirements. Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution 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.

Solution types

managed

unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	
Remove changes by uninstalling the solution.	
Ensure ability to maintain customizations of needed.	
Prevent others from making changes to the solution.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Solution types

managed

unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	unmanaged
Remove changes by uninstalling the solution.	managed
Ensure ability to maintain customizations of needed.	unmanaged
Prevent others from making changes to the solution.	managed

NEW QUESTION 69

- (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 72

- (Exam Topic 2)

You manage a Dynamics 365 environment. You create a global option set for a custom solution. You observe the following issues with the global option set:

- The default prefix is incorrect
- The option set value is too long.

You need to change the option set value and ensure the correct prefix is used.

Which actions should you perform? To answer, drag the appropriate actions to the correct options. 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

Answer Area

Modify the publisher of the custom solution.

Modify the global option set of the custom

Modify the publisher of the default solution.

Modify the global option set of the default

Option

Default prefix

Option set value

Action

action

action

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

Answer Area

Modify the publisher of the custom solution.

Modify the global option set of the custom

Modify the publisher of the default solution.

Modify the global option set of the default

Option

Default prefix

Option set value

Action

Modify the publisher of the default solution.

Modify the publisher of the default solution.

NEW QUESTION 77

- (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 82

- (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 identify 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.

Error types

Answer Area

Inconsistent field delimiter

Inconsistent data delimiter

Data

"Fabrikam, Inc.", "123 Main Street"

Company Name,Address,City,State/t

Error type

Error type

Error type

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Error types	Answer Area	Data	Error type
Inconsistent field delimiter		"Fabrikam, Inc.", "123 Main Street"	Inconsistent data delimiter
Inconsistent data delimiter		Company Name,Address,City,State/t	Inconsistent field delimiter

NEW QUESTION 83

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1 :N relationship with the child entity. You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner. You need to configure the relationship behavior type. What should you use?

- A. Referential
- B. Restrict Delete
- C. Restrict
- D. Parental
- E. Referential

Answer: C

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship>

NEW QUESTION 85

- (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 website
- B. Import the solution into the Dynamics 365 instance.
- C. Sign in to the Sandbox instance
- 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 center
- G. Configure Voice of the Customer.
- H. Search AppSource for Voice of the Customer
- I. Import the solution.

Answer: D

Explanation:

References:

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

NEW QUESTION 89

- (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 customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain.

You need to remove the customizations. 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 91

- (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 94

- (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 99

- (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 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 104

- (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 108

- (Exam Topic 2)

You have the following customers; Customer A. Customers The customers report the following issues:

Customer	Email environment	Issue description
CustomerA	on-premises Exchange Server	The customer can track received email but cannot send email from Dynamics 365.
CustomerB	Exchange Online	The customer cannot send or receive emails from Dynamics 365.

You need to resolve the issues.

What should you do? To answer, drag the appropriate actions to the correct customers. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes in scroll to view content.

NOTE: Each correct selection is worth one point.

Actions	Answer Area	
Review the Server-Side Synchronization Dashboard.	Customer	Action
Reinstall the Dynamics 365 App for Microsoft Outlook.	CustomerA	action
Configure folder-level tracking.	CustomerB	action
Initiate a Test and Enable Mailbox.		

A. Mastered

B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/connect-exchange-server-on-premi>

NEW QUESTION 111

.....

THANKS FOR TRYING THE DEMO OF OUR PRODUCT

Visit Our Site to Purchase the Full Set of Actual mb-200 Exam Questions With Answers.

We Also Provide Practice Exam Software That Simulates Real Exam Environment And Has Many Self-Assessment Features. Order the mb-200 Product From:

<https://www.2passeasy.com/dumps/mb-200/>

Money Back Guarantee

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