

# Microsoft

## Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core



**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 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>

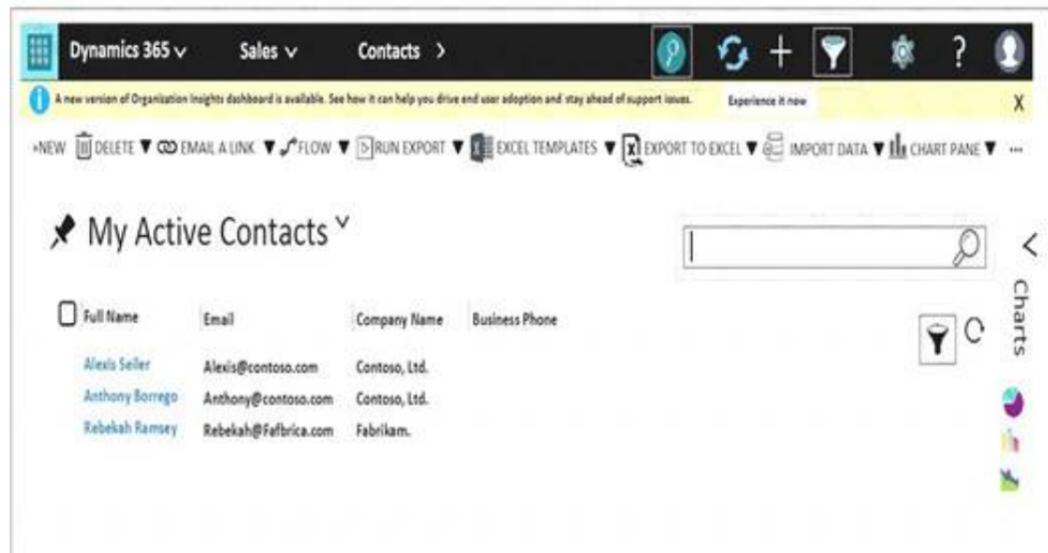
**NEW QUESTION 3**

- (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 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 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 6**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator for a help desk.

Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:

- ▶ Contact name
- ▶ Case number
- ▶ Case title
- ▶ Case status
- ▶ Representative name

You need to create an email template for the system.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Add data values under the Contact entity related to the account.	
Convert the template to a personal template.	
Add data values from the Case entity.	
Publish the template.	
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Actions	Answer Area
Add data values under the Contact entity related to the account.	Create an email template for the case.
Convert the template to a personal template.	Add data values from the Case entity.
Add data values from the Case entity.	Add data values under the Contact entity related to the account.
Publish the template.	Save the template.
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

**NEW QUESTION 7**

- (Exam Topic 2)

You are a Dynamics 365 help desk administrator

You need to create a dashboard that displays information on help desk cases that are 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.

Answer Area	Requirement	Component type
	Add a tag chart by using opened cases.	System chart Personal chart Area chart
	Add a stacked column chart shared with your team.	System chart Personal chart Area chart
	Add a Microsoft Power BI visualization.	System chart Personal chart Area chart
	Add a chart from a view that a user creates.	System chart Personal chart Area chart
	Add a doughnut chart that shows cases by owner.	System chart Personal chart Area chart

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer Area	Requirement	Component type
	Add a tag chart by using opened cases.	System chart Personal chart Area chart
	Add a stacked column chart shared with your team.	System chart Personal chart Area chart
	Add a Microsoft Power BI visualization.	System chart Personal chart Area chart
	Add a chart from a view that a user creates.	System chart Personal chart Area chart
	Add a doughnut chart that shows cases by owner.	System chart Personal chart Area chart

**NEW QUESTION 8**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app. When a user views the Buildings form, a field for Location is missing. You create the field, but the user cannot see it. You need to make the Location field visible to the user. What should you do?

- A. 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**

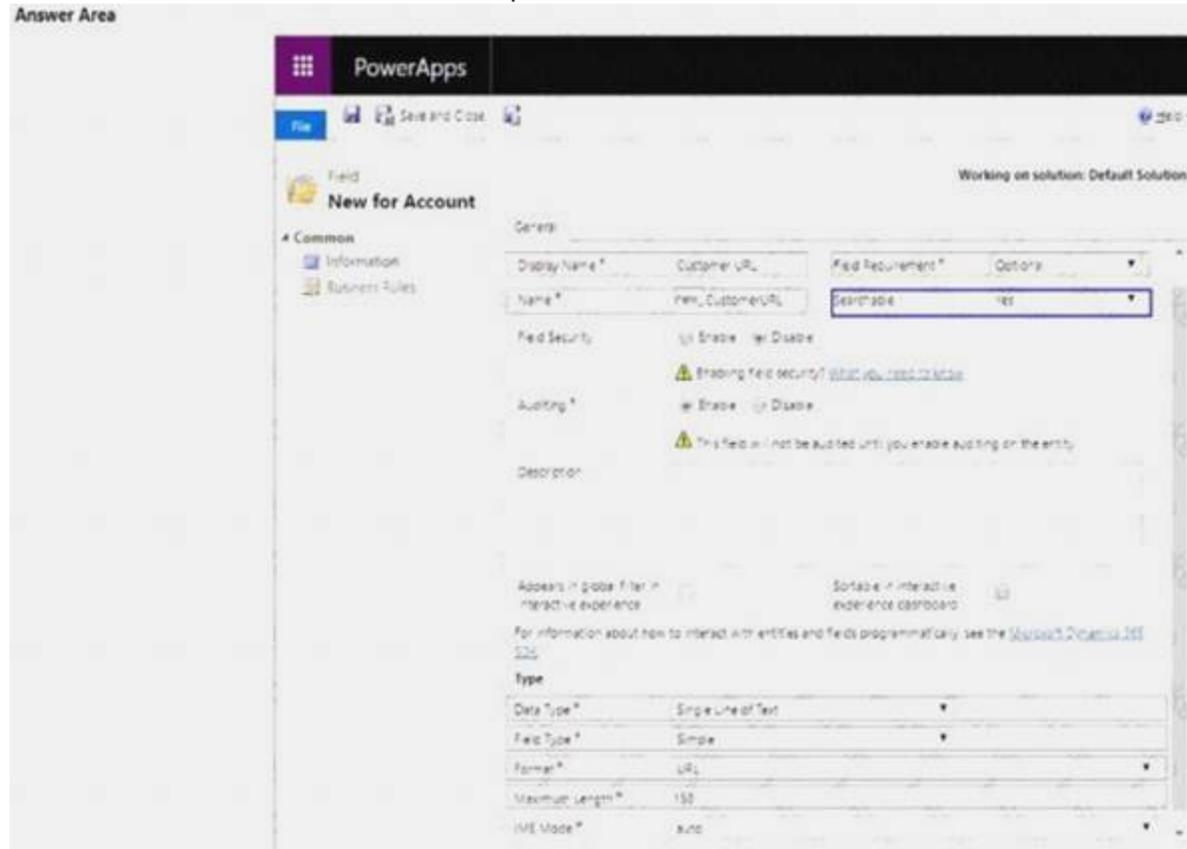
**NEW QUESTION 9**

- (Exam Topic 2)

You are the system administrator for Dynamics 365. You add a custom URL field for the Account entity. You need to make changes to a custom field.

Which four fields can you change after the initial change? To answer, select the appropriate options in the answer area.

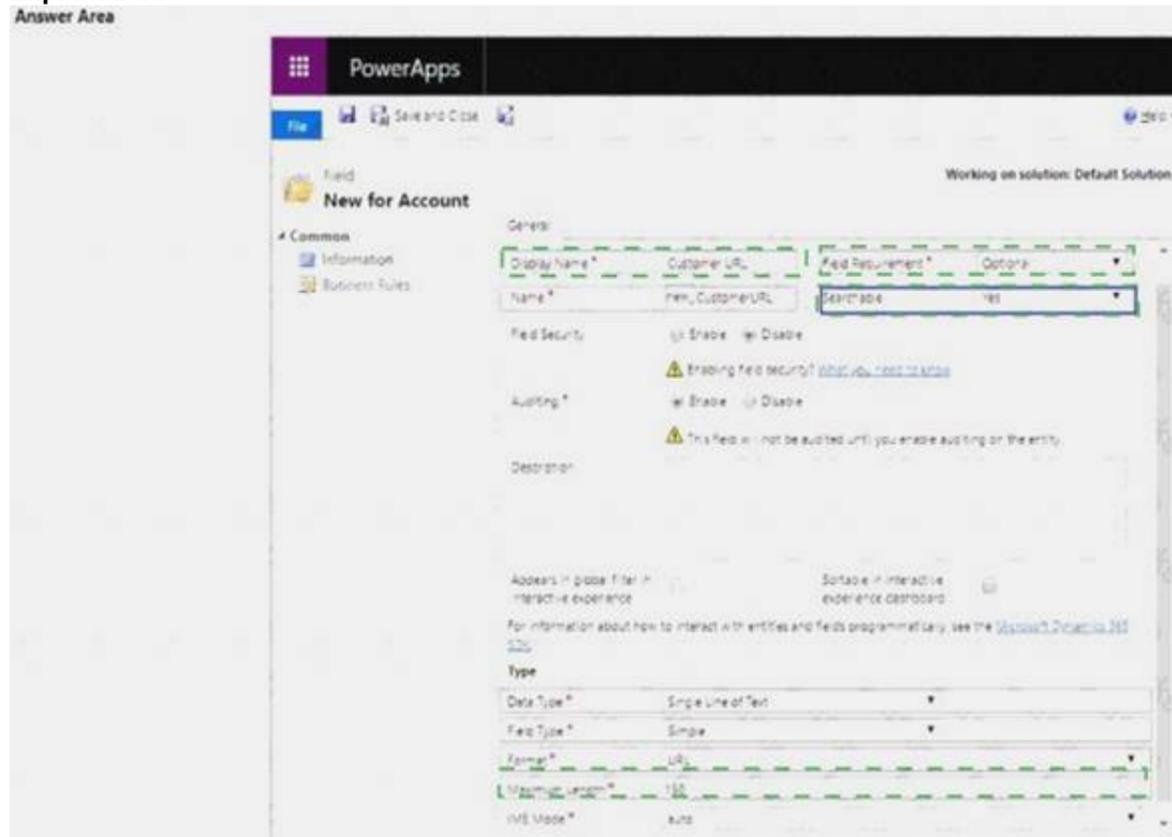
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



**NEW QUESTION 10**

- (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 10**

- (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 11**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app.

When a user views the Buildings form, a field for Location is missing. You create the field, but the user cannot see it.

You need to make the Location field visible to the user. What should you do?

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

**Answer:** B

**NEW QUESTION 12**

- (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 17**

- (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 22**

- (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 to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 25**

- (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 29**

- (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 30**

- (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.	<input type="checkbox"/> Timeline <input type="checkbox"/> Organization Insights <input type="checkbox"/> iFrame <input type="checkbox"/> Relationship Insights
Display activities.	<input type="checkbox"/> Lists <input type="checkbox"/> Social Insights <input type="checkbox"/> Organization Insights <input type="checkbox"/> Relationship Insights

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

**Answer Area**

Requirement	Component
Display system posts.	<input checked="" type="checkbox"/> Timeline <input type="checkbox"/> Organization Insights <input type="checkbox"/> iFrame <input type="checkbox"/> Relationship Insights
Display activities.	<input checked="" type="checkbox"/> Lists <input type="checkbox"/> Social Insights <input type="checkbox"/> Organization Insights <input type="checkbox"/> Relationship Insights

**NEW QUESTION 32**

- (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 35**

- (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 37**

- (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	<input type="checkbox"/> Use Excel Online. <input type="checkbox"/> Export to an Excel static worksheet. <input type="checkbox"/> Export to an Excel dynamic worksheet.
Marketing	<input type="checkbox"/> Use Excel Online. <input type="checkbox"/> Export to an Excel static worksheet. <input type="checkbox"/> Export to an Excel dynamic worksheet.
Information Technology	<input type="checkbox"/> Export to an Excel static PivotTable. <input type="checkbox"/> Export to an Excel static worksheet. <input type="checkbox"/> Export to an Excel dynamic worksheet.
Customer Support	<input type="checkbox"/> Export to an Excel static PivotTable. <input type="checkbox"/> Export to an Excel static worksheet. <input type="checkbox"/> 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 38**

- (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-a-user-record-in-mi>

**NEW QUESTION 43**

- (Exam Topic 2)

You are 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.	<input type="checkbox"/> Publish workflow. <input type="checkbox"/> Subject contains data. <input type="checkbox"/> Trigger when a Microsoft Flow button is pressed.
Run immediately.	<input type="checkbox"/> Approve the workflow. <input type="checkbox"/> Configure the workflow to run now. <input type="checkbox"/> Configure child workflow to run now.
Perform an action when a condition is met.	<input type="checkbox"/> Send an email. <input type="checkbox"/> View chart. <input type="checkbox"/> 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.	<ul style="list-style-type: none"> <li>Publish workflow.</li> <li>Subject contains data.</li> <li>Trigger when a Microsoft Flow button is pressed.</li> </ul>
	Run immediately.	<ul style="list-style-type: none"> <li>Approve the workflow.</li> <li>Configure the workflow to run now.</li> <li>Configure child workflow to run now.</li> </ul>
	Perform an action when a condition is met.	<ul style="list-style-type: none"> <li>Send an email.</li> <li>View chart.</li> <li>Update a security role.</li> </ul>

**NEW QUESTION 48**

- (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 Microsoft Dynamics 365 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: 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 49**

- (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 goal\*. 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 Categorized Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 54**

- (Exam Topic 2)

An organization plans to deploy Dynamics 365.

You need to ensure that the organization can track the following information:

- \* prospect to cash process
- \* customer service cases
- \* work breakdown structure
- \* serviceable assets for customers

Which apps should you implement? To answer, drag the appropriate apps to the correct features. Each app 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.

Apps	Answer Area										
Field Service											
Customer Service											
Sales											
Project Service Automation											
	<table border="1"> <thead> <tr> <th>Feature</th> <th>App</th> </tr> </thead> <tbody> <tr> <td>Prospect to Cash Process</td> <td>app</td> </tr> <tr> <td>Case Management</td> <td>app</td> </tr> <tr> <td>Work Breakdown Structure</td> <td>app</td> </tr> <tr> <td>Customer Asset Management</td> <td>app</td> </tr> </tbody> </table>	Feature	App	Prospect to Cash Process	app	Case Management	app	Work Breakdown Structure	app	Customer Asset Management	app
Feature	App										
Prospect to Cash Process	app										
Case Management	app										
Work Breakdown Structure	app										
Customer Asset Management	app										

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Apps	Answer Area	Feature	App
Field Service		Prospect to Cash Process	Sales
Customer Service		Case Management	Customer Service
Sales		Work Breakdown Structure	Project Service Automation
Project Service Automation		Customer Asset Management	Field Service

**NEW QUESTION 56**

- (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 57**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. Your organization does not permit the use of custom code for solutions. You need to create a view that can be viewed by all users in an organization. Where should you create the view?

- A. Templates area
- B. System Settings
- C. App Designer
- D. Advanced Find

**Answer: C**

**Explanation:**

References:

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

**NEW QUESTION 59**

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