

Exam Questions MB-600

Microsoft Power Apps + Dynamics 365 Solution Architect

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NEW QUESTION 1

You need to determine which legacy data sources the college should continue to use.

Which two data sources should you recommend? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- A. CSV file
- B. proprietary database
- C. SQL database
- D. Excel

Answer: AD

Explanation:

1. You need to provide the IT specialists with design diagrams.

What should you provide?

- A. Dynamics 365 Product Visualize
- B. AI Builder
- C. Business process modeler (BPM)
- D. Entity relationship diagram (ERD)

2. You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for all users
- B. one app for each role
- C. one app for each team
- D. one app for each user

1. Note: This question is part of 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.

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.

Does the solution meet the goal?

- A. Yes
- B. No

2. 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. NOTE: Each correct selection is worth one point.

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

NEW QUESTION 2

A company that is implementing Dynamics 365 Sales commonly experiences high turnover.

The company requests security roles that are optimized for adding and removing large numbers of users daily. Large groups of users share common access privilege needs.

Complex entity access scenarios must be able to be added and removed in bulk. You need to recommend a feature that will meet the needs of the company.

Which feature should you recommend?

- A. User access management
- B. Team privileges
- C. Hierarchy security
- D. Field-level security

Answer: B

NEW QUESTION 10

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