

## mb-200 Dumps

# Microsoft Dynamics 365 Customer Engagement Core

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



### NEW QUESTION 1

- (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 2

- (Exam Topic 2)

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 unable view all available data?

- A. You selected the This Page Only option and exported a static worksheet.
- B. You exported a Pivot Table workshee
- C. The user does not have the appropriate security role in Dynamics 365 to see all records.
- D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.
- E. You exported a dynamic workshee
- F. The user does not have the appropriate permissions in Excel to see all records.

**Answer:** A

### NEW QUESTION 3

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities. You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance. Which five 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
Select the Production instance and select <b>Backup &amp; Restore</b> .	
In Microsoft Office 365 admin center, select the <b>Instance</b> tab.	
In the Copy Instance page, select <b>Copy</b> .	
Select <b>Full Copy</b> .	
Select the Production instance and click <b>Copy</b> .	
Select <b>Minimal Copy</b> .	
Select the Target instance.	
In Dynamics 365 admin center, select the <b>Instance</b> tab.	

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Actions	Answer Area
Select the Production instance and select <b>Backup &amp; Restore</b> .	In Dynamics 365 admin center, select the <b>Instance</b> tab.
In Microsoft Office 365 admin center, select the <b>Instance</b> tab.	Select the Production instance and click <b>Copy</b> .
In the Copy Instance page, select <b>Copy</b> .	Select the Target instance.
Select <b>Full Copy</b> .	Select <b>Minimal Copy</b> .
Select the Production instance and click <b>Copy</b> .	In the Copy Instance page, select <b>Copy</b> .
Select <b>Minimal Copy</b> .	
Select the Target instance.	
In Dynamics 365 admin center, select the <b>Instance</b> tab.	

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 ate a Dynamics 365 help desk administrator  
You need to create a dashboard that displays information on help desk cases that ate 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.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a stacked column chart shared with your team.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a Microsoft Power BI visualization.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a chart from a view that a user creates.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a doughnut chart that shows cases by owner.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 6

- (Exam Topic 2)

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 7

- (Exam Topic 2)

You are a Dynamics 365 system administrator.

You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.

You need to migrate the custom entity and data to a Production instance.

What should you do? To answer, drag the appropriate actions to the correct tasks. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes 01 scroll to view content.

NOTE: Each correct selection is worth one point.

Actions	Answer Area						
<div>Export to Microsoft Excel and use the Data Import wizard.</div> <div>Use an unmanaged solution.</div> <div>Perform a full copy.</div>	<table><tr><th>Task</th><th>Action</th></tr><tr><td>Migrate the Stores entity.</td><td>action</td></tr><tr><td>Migrate store data.</td><td>action</td></tr></table>	Task	Action	Migrate the Stores entity.	action	Migrate store data.	action
Task	Action						
Migrate the Stores entity.	action						
Migrate store data.	action						

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area						
<div>Export to Microsoft Excel and use the Data Import wizard.</div> <div>Use an unmanaged solution.</div> <div>Perform a full copy.</div>	<table><tr><th>Task</th><th>Action</th></tr><tr><td>Migrate the Stores entity.</td><td>Export to Microsoft Excel and use the Data Import wizard.</td></tr><tr><td>Migrate store data.</td><td>Export to Microsoft Excel and use the Data Import wizard.</td></tr></table>	Task	Action	Migrate the Stores entity.	Export to Microsoft Excel and use the Data Import wizard.	Migrate store data.	Export to Microsoft Excel and use the Data Import wizard.
Task	Action						
Migrate the Stores entity.	Export to Microsoft Excel and use the Data Import wizard.						
Migrate store data.	Export to Microsoft Excel and use the Data Import wizard.						

NEW QUESTION 8

- (Exam Topic 2)

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:**

References:

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

**NEW QUESTION 9**

- (Exam Topic 2)

You manage the Dynamics 365 for Customer Service environment for an organization. Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Skype for Business
- E. Microsoft Exchange Online

**Answer:** BDE

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

**NEW QUESTION 10**

- (Exam Topic 2)

You are a Dynamics 365 Customer Engagement administrator.

A compliance audit identifies two fields in violation of the corporate information security policy. You need to control access to high business impact fields to meet information security policies.

What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.

NOTE: Each correct selection is worth one point.

Solutions	Answer Area	Policy	Solution
Apply a field security profile.		Restrict read access to the email field on the Contact entity.	Solution
Assign a security role.		Restrict editing the unique identifier by team members.	Solution
Assign to a security team.			
Use a business rule.			

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

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

**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: 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 13**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.

Sales team members report several issues when they access Dynamics 365. You need to resolve the issues.

What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Issue	Solution
Customizations made on the form do not display on the devices.	Log off and back on. Clear the cache. Restart the tablet.
The wrong form displays when account records are opened.	Delete all the forms except the one you want to use. The form is not set as the first form in the entity. Publish all forms. Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	Reinstall the app. Set privileges for the user. Restart the app. Restart the tablet.

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Issue	Solution
Customizations made on the form do not display on the devices.	Log off and back on. Clear the cache. Restart the tablet.
The wrong form displays when account records are opened.	Delete all the forms except the one you want to use. The form is not set as the first form in the entity. Publish all forms. Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	Reinstall the app. Set privileges for the user. Restart the app. Restart the tablet.

### NEW QUESTION 18

- (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 20

- (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 21

- (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 24

- (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

Inconsistent field delimiter

Inconsistent data delimiter

Data

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

Company Name,Address,City,State/t

Error type

Inconsistent data delimiter

Inconsistent field delimiter

NEW QUESTION 28

- (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	

  

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
Field Service	
Customer Service	
Sales	
Project Service Automation	

  

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

### NEW QUESTION 32

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

Users report that a subgrid from the Onsite Goals custom entity takes a very long time to load on the Account records page.

You need to improve the query load time and optimize the Onsite Goals entity. Which action should you perform?

- A. In the Dynamics 365 Diagnostic tool, run the diagnostic test.
- B. In System Jobs, resume paused system jobs.
- C. In the Data Performance view, use the Optimize function.
- D. In an Internet browser, in the browser options, set the option to retain browser history.

**Answer:** C

### NEW QUESTION 34

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

You need to remove the customization. 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 36

- (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 39

- (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 44**

- (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 49**

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