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 tor 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 ate a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.
You activate the business rule. The form does not made the specified fields as required when the condition is met
You need to determine the cause of the issue. What is the cause?

A. the fields to be required are set to Optional at the field properly level
B. the Created On and Modified On date fields are not included on the form
C. Created On and Modified On are system fields and cannot be used in business rules
D. the Created On and Modified On date fields are in a hidden tab on the form

Answer: B

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recomme

NEW QUESTION 4
- (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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 5
- (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 6
- (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.	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 7
- (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 8
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 stage limit. You perform the following actions to free up space:
• Delete known items that use large amount of storage.
• Perform bulk deletes on suspended system jobs.
• Delete audit logs older than six months old.
• Delete email attachments older than two years old.
The total storage used indicator shows that the storage amount has not changed after you perform the actions.
You need to determine why the storage amount has not changed What is the cause?

A. Email attachments can only be deleted when the associated email is deleted.
B. The current audit log cannot be deleted.
C. The system can take up to 24 hours to update storage information.
D. Suspended workflows are in a waiting state, therefore cannot be deleted.

Answer: C

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/free-storage-space

NEW QUESTION 9
- (Exam Topic 2)
A hospital uses Dynamics 365 Customer Engagement. The scheduling department schedules doctors for surgeries.
You need to configure relationships between doctor and patient records.
From the doctor entity, which relationship types should you use? To answer, drag the relationship types for the correct scenarios. Each relationship 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.

Relationship types	Answer Area	
	Scenario	Relationship type
N : N	A doctor with multiple patients	
1 : N	Operating rooms and doctors	
N : 1		

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

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 10
- (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 14
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. A user experiences slow performance when using Dynamics 365. You need to check the latency of the environment.
What should you do?

A. Use the organization Insights tool.
B. View the Health section of Microsoft Office 365 Admin portal.
C. View the Power platform Admin center.
D. Run the Dynamics 365 Diagnostics tool.

Answer: D

Explanation:
https://community.dynamics.com/365/customerservice/f/763/t/285347

NEW QUESTION 19
- (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 21
- (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.	**Game Manager** / Microsoft 365 Global Administrator / Dynamics 365 System Administrator
Manage security roles.	Game Manager / Commissioner / Dynamics 365 System Administrator
Create games and KPIs.	Game Manager / Commissioner / User
Follow active players statistics.	User / Game Manager / Teams Member
Import players and fans from Dynamics 365.	Dynamics 365 System Administrator / Commissioner / Game Manager

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 25
- (Exam Topic 2)
You ate a Dynamics 365 for Customer Service system administrator.
When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.
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
Modify **available to run** to **run as a child process**.	
Set the property to **Configure email with desired fields**.	
Create a new process that includes a Category Workflow and an Entity case.	
Add condition and send email steps.	
For the **Start when** condition, select **Record status changes**.	
Create a new process that includes a Category Workflow and an Entity contact.	
Select **cases** and choose **send direct email**.	
For the **Start when** condition, select **Record is assigned**.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer area
Modify **available to run** to **run as a child process**	Create a new process that includes a Category Workflow and an Entity case.
Set the property to **Configure email with desired fields**.	For the **Start when** condition, select **Record is assigned**.
Create a new process that includes a Category Workflow and an Entity case.	Add condition and send email steps.
Add condition and send email steps.	Set the property to **Configure email with desired fields**.
For the **Start when** condition, select **Record status changes**.	
Create a new process that includes a Category Workflow and an Entity contact.	
Select **cases** and choose **send direct email**.	
For the **Start when** condition, select **Record is assigned**.	

NEW QUESTION 27
- (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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 29
- (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 34
- (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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

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.

Answer Area

Set the **Delimiter Settings**
Select the data map.
Select the appropriate setting **Allow Duplicates** property.
Specify the number of records in the file.
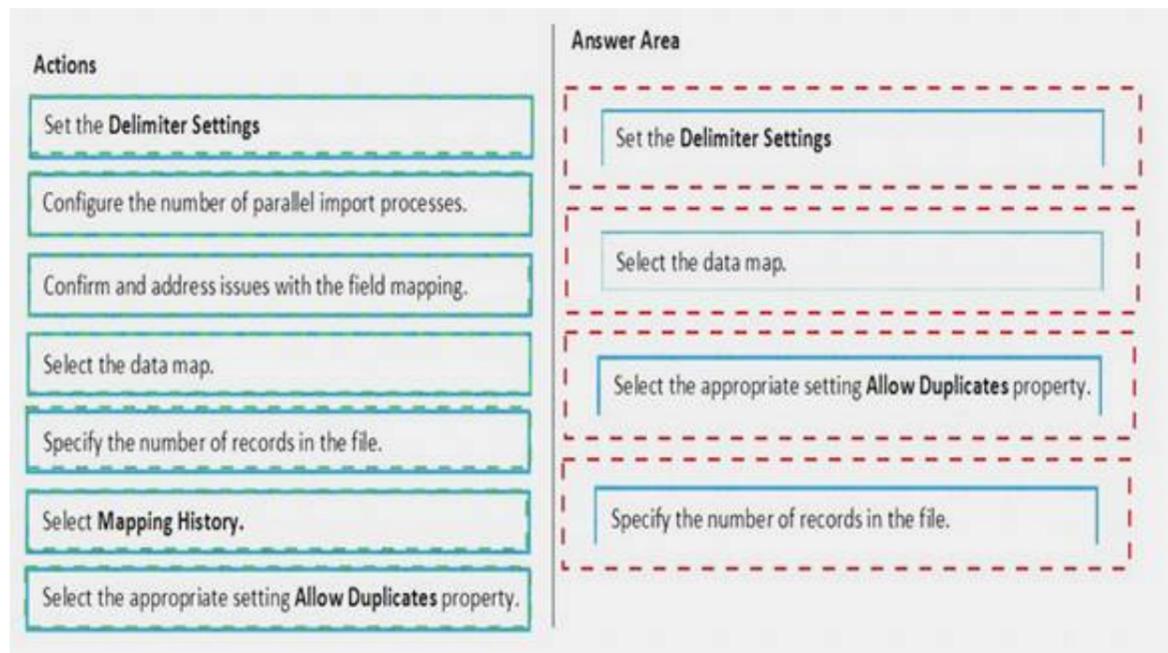
NEW QUESTION 37
- (Exam Topic 2)
Note: This question is part of a series of questions that present the same scenario. Each question in the
series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct 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 41
- (Exam Topic 2)
You manage a Dynamics 365 for Customer Service instance. You must modify the unit price from two decimal places to four decimal places. You need to ensure the unit price displays with four digits after the decimal. What should you configure?

A. Currency field type to whole number
B. Base Currency to use four decimal places
C. Currency Precision to use four decimal places
D. Currency Conversion to use four decimal places

Answer: C

NEW QUESTION 42
- (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 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 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 45
- (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 48
- (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 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 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 that have a positive operational
impact percentage.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 50
- (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 identity 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		Data	Error type
Inconsistent data delimiter		"Fabrikam, Inc.","123 Main Street'	Error type
		Company Name,Address,City,State/t	Error type

A. Mastered
B. Not Mastered

Answer: A

Explanation:
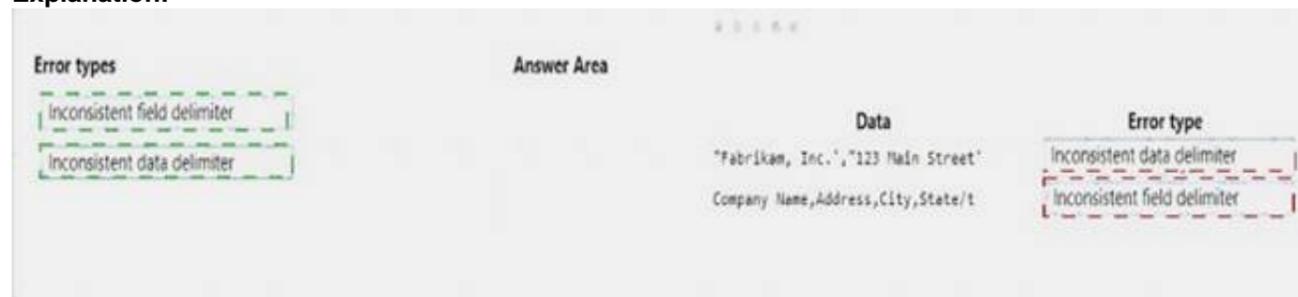
NEW QUESTION 51
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1 :N relationship with the child entity. You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner. You need to configure the relationship behavior type. What should you use?

A. Referentia
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 52
- (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 57
- (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 58
- (Exam Topic 2)
A company identifies a new opportunity.
Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint but some associates do not have access to Dynamics 365 for Sales.
You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.
Which tool should you use?

A. Microsoft Skype for Business
B. Microsoft OneDrive for Business
C. Yammer
D. Microsoft Office 365 Delve
E. Microsoft Office 365 Groups

Answer: E

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-

NEW QUESTION 62
- (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 63
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator.
A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.
You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.
Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.
NOTE: Each correct selection is worth one point.

Security models		Answer Area	
Manager hierarchy		Role	Security model
Position hierarchy		Sales Vice President	
Role-based security		Sales Managers	

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 66
- (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 70
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer.
You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.
Which reporting options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Option
Can be printed	▼
	Report Wizard
	System View
	Dashboard
Include company branding	▼
	Fetch-based Reporting Services
	Chart
	Personal

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Requirement	Option
Can be printed	▼
	Report Wizard
	System View
	Dashboard
Include company branding	▼
	Fetch-based Reporting Services
	Chart
	Personal

NEW QUESTION 75
......

Thank You for Trying Our Product

* 100% Pass or Money Back

All our products come with a 90-day Money Back Guarantee.

* One year free update

You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

We currently serve more than 30,000,000 customers.

* Shop Securely

All transactions are protected by VeriSign!

100% Pass Your mb-200 Exam with Our Prep Materials Via below:

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