

mb-200 Dumps

Microsoft Dynamics 365 Customer Engagement Core

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



NEW QUESTION 1

- (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 Quick Find search on the Contact entity to search for the word run. Does the solution meet the goal?

A. Yes

B. No

Answer: B

NEW QUESTION 2

- (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.

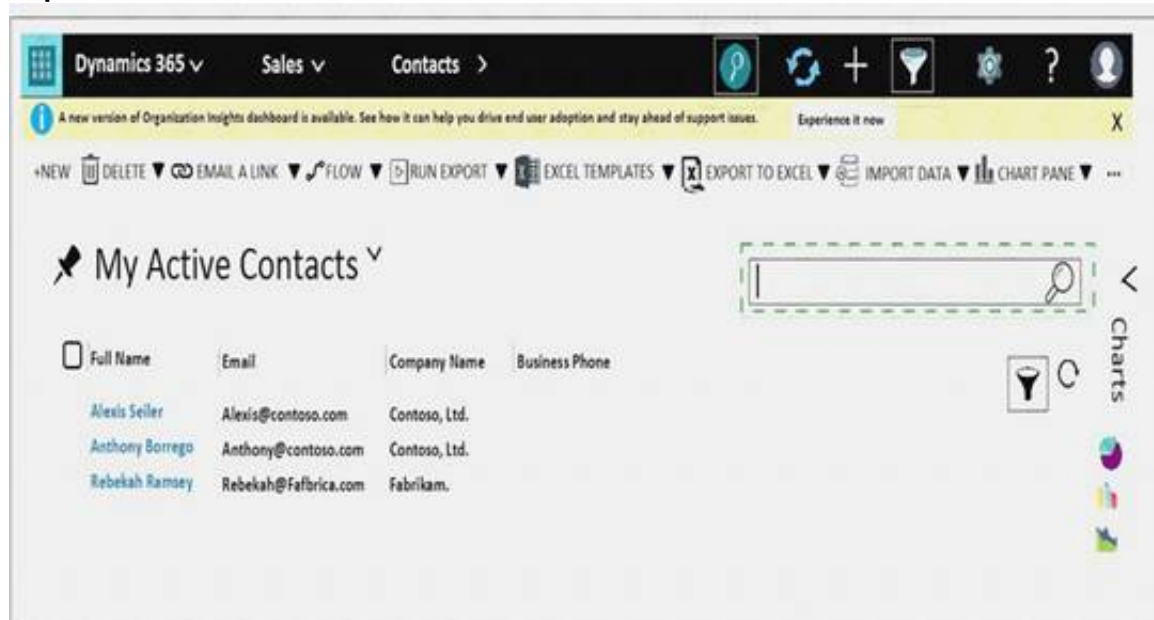


A. Mastered

B. Not Mastered

Answer: A

Explanation:

**NEW QUESTION 3**

- (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 4

- (Exam Topic 2)

You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	<div>▼</div> <div>Configure mobile settings set on the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users can open cases but cannot see the subject of the case.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Action needed
Users cannot see case records on mobile devices.	<div>▼</div> <div>Configure mobile settings set on the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users can open cases but cannot see the subject of the case.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>

NEW QUESTION 5

- (Exam Topic 2)

You are a Dynamics 365 For Customer Service system administrator. You have a production instance named Organization1 that is integrated with an ERP system. When a new account is created in the ERP system, an account is created in Organization1 and with the ERP Account field set to Yes.

When the field value is set an account must be created in a separate production instance named Ogranization2.

You need to use Microsoft Flow to create the account.

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

When a record is created

* Organization Name
Organization1
Organization2
Accounts

* Entity Name
Organization1
Organization2
Accounts

Condition

is equal to
When a record is created > ERP Account
Create a new record > ERP Account
Collapse condition
Edit in advanced mode

If yes

Create a new record

* Organization Name
Organization1
Organization2
Accounts

* Entity Name
Organization1
Organization2
Accounts

Add an action

If no

Add an action

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

When a record is created

* Organization Name

Organization1
Organization2
Accounts

* Entity Name

Organization1
Organization2
Accounts

Condition

When a record is created > ERP Account
Create a new record > ERP Account

is equal to Yes

Collapse condition

Edit in advanced mode

If yes

Create a new record

* Organization Name

Organization1
Organization2
Accounts

* Entity Name

Organization1
Organization2
Accounts

Add an action

If no

Add an action

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)

You ate a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

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

Select both account records.

Select the record which is designated as the master record.

Select Merge.

Select Deactivate on the duplicate record.

Select the duplicate record.

Select Assign.

From the merge record dialog, select the email field from the duplicate record.

Answer area

> <

^ v

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-c>

NEW QUESTION 8

- (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.

Answer Area

PowerApps

File Save and Close

Working on solution: Default Solution

Field

New for Account

Common

Information

Business Rules

General

Display Name * Customer URL

Name * new_CustomerURL

Field Requirement * Optional

Field Security * Disable

Auditing * Disable

Description

Appears in global filter in interactive experience

Sortable in interactive experience dashboard

For information about how to interact with entities and fields programmatically, see the [Microsoft Dynamics 365 SDK](#)

Type

Data Type * Single Line of Text

Field Type * Simple

Form * URL

Maximum Length * 150

IME Mode * Auto

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

PowerApps

File Save and Close

Working on solution: Default Solution

Field

New for Account

Common

Information

Business Rules

General

Display Name * Customer URL

Name * new_CustomerURL

Field Requirement * Optional

Field Security * Disable

Auditing * Disable

Description

Appears in global filter in interactive experience

Sortable in interactive experience dashboard

For information about how to interact with entities and fields programmatically, see the [Microsoft Dynamics 365 SDK](#)

Type

Data Type * Single Line of Text

Field Type * Simple

Form * URL

Maximum Length * 150

IME Mode * Auto

NEW QUESTION 9

- (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 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 10

- (Exam Topic 2)

You provide add-on components to 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 13

- (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 16

- (Exam Topic 2)

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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 18

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator. You identify the following issues:

- Remote sales team members report that they cannot access the latest data on commuters, phones, and tablets.
- Help desk team members must be able to access all inbound emails from multiple queues in a single queue.

You need to resolve the issues.

Which options should you configure? 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.

Options		Answer Area	
none			
Forward mailbox			
Server-side synchronization			
Dynamics 365 for Outlook			

Team	Options
Remote sales team	
Help desk team	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options		Answer Area	
none			
Forward mailbox			
Server-side synchronization			
Dynamics 365 for Outlook			

Team	Options
Remote sales team	Server-side synchronization
Help desk team	Forward mailbox

NEW QUESTION 21

- (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 23

- (Exam Topic 2)

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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 27

- (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 28

- (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 30

- (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

Inconsistent field delimiter

Inconsistent data delimiter

Answer Area

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

Inconsistent field delimiter

Inconsistent data delimiter

Answer Area

Data

"Fabrikam, Inc.", "123 Main Street"
Company Name,Address,City,State/t

Error type

Inconsistent data delimiter

Inconsistent field delimiter

NEW QUESTION 35

- (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 36

- (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 37

- (Exam Topic 2)

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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 Quick Find search on the Notes list to search for the word run Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 40

- (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

Review the Server-Side Synchronization Dashboard.

Reinstall the Dynamics 365 App for Microsoft Outlook.

Configure folder-level tracking.

Initiate a Test and Enable Mailbox.

Answer Area

Customer	Action
CustomerA	action
CustomerB	action

- 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 45

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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>