

MB-600 Dumps

Microsoft Power Apps + Dynamics 365 Solution Architect

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NEW QUESTION 1

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:

- Handle multiple customer interactions at once.
 - Ensure that users can access information from several business applications.
 - Interact with customers by using the following channels: chat, phone calls, emails, and online reviews
- Implement all functionality in a single interface

You need to recommend a solution that meets the requirements of the company. What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

Answer: D

NEW QUESTION 2

A company is implementing Dynamics 365 Sales.

The company has an internal system for tracking time that salespeople spend on each account. This system must be integrated with Dynamics 365 Sales. When a user submits a timesheet in the internal system, a record must be created in Dynamics 365 Sales. The timesheet has no external-facing APIs.

You need to recommend a solution for integration. What should you recommend?

- A. Extend the time tracking system by creating a synchronous real-time workflow in Dynamics 365 Sales.
- B. Extend the time tracking system by calling the Web API.
- C. Create a Dynamics 365 Sales asynchronous background workflow to call data from the timesheet system.
- D. Create a plug-in to call data from the timesheet system.

Answer: B

NEW QUESTION 3

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into Dynamics 365 Sales. You need to recommend a data-loading solution.

What should you recommend?

- A. Use the Dynamics 365 Import Tool.
- B. Use the Import from Excel feature.
- C. Use the Excel Template feature
- D. Add to an existing list of contacts in a static worksheet.

Answer: A

NEW QUESTION 10

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