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QUESTION 1

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.

Correct Answer: D

QUESTION 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. Put in a service request to turn tracing on the servers.

B. Download the log file and review the log file for errors. Fix the cause of the errors and reimport the solution.

C. Export the solution from the Sandbox instance and re-import the solution into the Production instance.

D. Open the solution.zip file and read the solution.xml file. Delete the lines in the file that cause the import errors.

Correct Answer: B

QUESTION 3

You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.
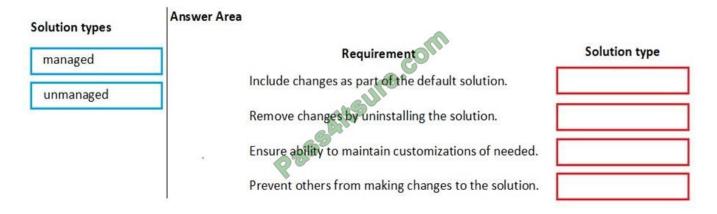
You need to import changes from the Sandbox instance to each of the Production instances with different requirements.

Which types of solutions 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.
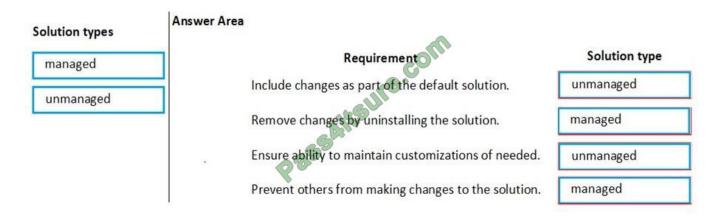
NOTE: Each correct selection is worth one point.

Select and Place:

Solution types	Answer Area		
managed		**Requirement**	**Solution type**
unmanaged		Include changes as part of the default solution.	
		Remove changes by uninstalling the solution.	
		Ensure ability to maintain customizations of needed.	
		Prevent others from making changes to the solution.	

Correct Answer:

Solution types	Answer Area		
managed		**Requirement**	**Solution type**
unmanaged		Include changes as part of the default solution.	unmanaged
		Remove changes by uninstalling the solution.	managed
		Ensure ability to maintain customizations of needed.	unmanaged
		Prevent others from making changes to the solution.	managed

QUESTION 4

You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365.

You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Guide the user with actions to take.	▼
	Configure views and charts.
	Configure business process flows.
	Configure workflows.
Ensure user interaction in manageable steps.	▼
	Configure the timeline on the form.
	Configure each stage with the actions that need to be completed.
	Configure Insights.

Correct Answer:

Answer Area

Requirement	Action
Guide the user with actions to take.	▼
	Configure views and charts.
	Configure business process flows.
	Configure workflows.
Ensure user interaction in manageable steps.	▼
	Configure the timeline on the form.
	Configure each stage with the actions that need to be completed.
	Configure Insights.

QUESTION 5

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 and add the field to the form, 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 form.

B. Publish customizations.

C. Change privileges to the user\\'s security role.

D. Create a new Buildings form.

Correct Answer: B

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