



MB-200^{Q&As}

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QUESTION 1

You are a Dynamics 365 for Customer Service consultant.

You need to configure classifications for different customer scenarios.

How should you create the classifications? To answer, drag the appropriate options to the correct scenarios. Each option 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:

Options

- Lookup
- Option Set
- Global Option Set

Answer Area

Scenario

- Salespeople must update classifications frequently.
- Classifications are static and must be used to classify both products and territories.
- Classifications are static and must be used to classify products only.

Options

Correct Answer:

Options

Answer Area

Scenario

- Salespeople must update classifications frequently.
- Classifications are static and must be used to classify both products and territories.
- Classifications are static and must be used to classify products only.

Options

- Lookup
- Global Option Set
- Option Set

QUESTION 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.

Hot Area:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<ul style="list-style-type: none">Game ManagerMicrosoft 365 Global AdministratorDynamics 365 System Administrator
Manage security roles.	<ul style="list-style-type: none">Game ManagerCommissionerDynamics 365 System Administrator
Create games and KPIs.	<ul style="list-style-type: none">Game ManagerCommissionerUser
Follow active players statistics.	<ul style="list-style-type: none">Game ManagerTeams MemberUser
Import players and fans from Dynamics 365.	<ul style="list-style-type: none">Game ManagerCommissionerDynamics 365 System Administrator

Correct Answer:



Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<ul style="list-style-type: none"> Game Manager Microsoft 365 Global Administrator Dynamics 365 System Administrator
Manage security roles.	<ul style="list-style-type: none"> Game Manager Commissioner Dynamics 365 System Administrator
Create games and KPIs.	<ul style="list-style-type: none"> Game Manager Commissioner User
Follow active players statistics.	<ul style="list-style-type: none"> Game Manager Teams Member User
Import players and fans from Dynamics 365.	<ul style="list-style-type: none"> Game Manager Commissioner Dynamics 365 System Administrator

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

You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:

QUESTION 3

You are 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.

Select and Place:



Actions

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

Answer Area

Correct Answer:

Actions

Create a new process that includes a Category Workflow and an Entity contact.
For the Start when condition, select Record status changes .
Select cases and choose send direct email .
Modify available to run to run as a child process .

Answer Area

Create a new process that includes a Category Workflow and an Entity case.
For the Start when condition, select Record is assigned .
Add condition and send email steps.
Set the property to Configure email with desired fields .

QUESTION 4

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 5

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: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

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