



MB-200^{Q&As}

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**QUESTION 1**

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.

Select and Place:

Actions	Answer Area
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.	

Correct Answer:

Actions	Answer Area
	Set the Delimiter Settings
Configure the number of parallel import processes.	Select the data map.
Confirm and address issues with the field mapping.	Select the appropriate setting Allow Duplicates property.
	Specify the number of records in the file.
Select Mapping History .	



QUESTION 2

You manage a Dynamics 365 environment for a company.

You must prevent users from launching and using Microsoft Flow.

You need to hide the Flows button on the user interface.

Which configuration setting should you change?

- A. the Customizations section of System Settings
- B. the SiteMap
- C. the Buttons tab of Flow
- D. the Entity component of the default solution

Correct Answer: A

Reference: <https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

QUESTION 3

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 to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 4



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 record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

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

Correct Answer: B

Quick Find can only search the current entity. Also, only a relevance search can search the text in notes.

QUESTION 5

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.

Select and Place:

**Apps**

Project Service Automation
Field Service
Sales
Customer Service

Answer Area**Feature**

Prospect to Cash Process
Case Management
Work Breakdown Structure
Customer Asset Management

App

Correct Answer:

Apps

Answer Area**Feature**

Prospect to Cash Process
Case Management
Work Breakdown Structure
Customer Asset Management

App

Sales
Customer Service
Project Service Automation
Field Service

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