MB-400 Q&As

Microsoft Power Apps + Dynamics 365 Developer

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QUESTION 1

A company needs to illustrate the relationships of the entities in Dynamics 365 Customer Engagement.

You need to select the appropriate tool to show this graphic.

Which tool should you select?

A. Security model

B. Metadata diagram

C. Power BI

D. Web services

Correct Answer: B

Visual representation of metadata can be very useful, especially when you are trying to describe the relationship between entities in the system. You can use the Metadata Diagram sample code provided for Dynamics 365 Customer Engagement (on-premises) to generate the entity relationship diagrams. You can create a simple diagram that shows a relationship for just one entity, or a complex diagram that includes dozens of related entities, including custom and system entities.

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-metadata-generate-entity-diagrams

QUESTION 2

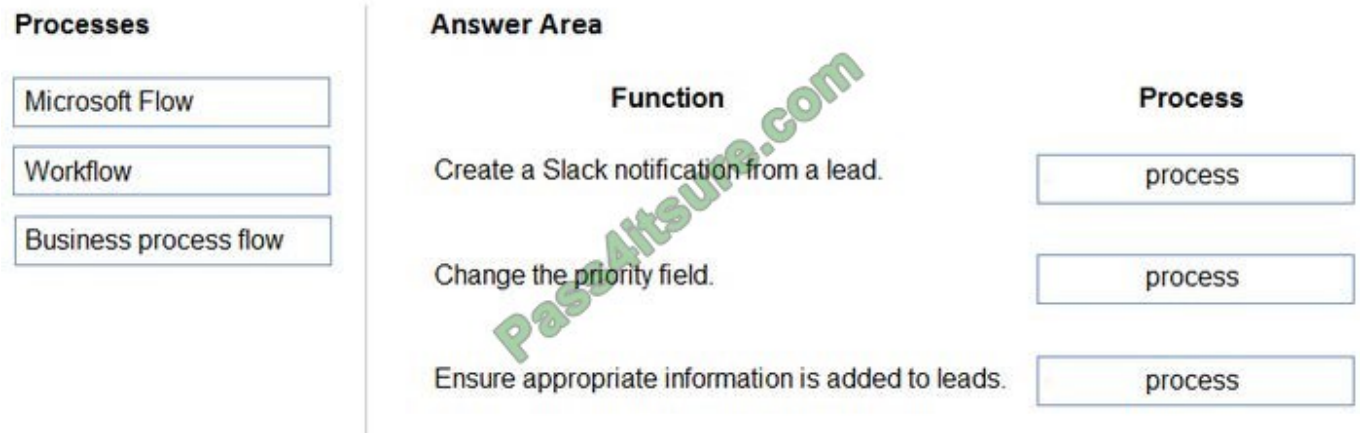
DRAG DROP

You need to select a process to create each function.

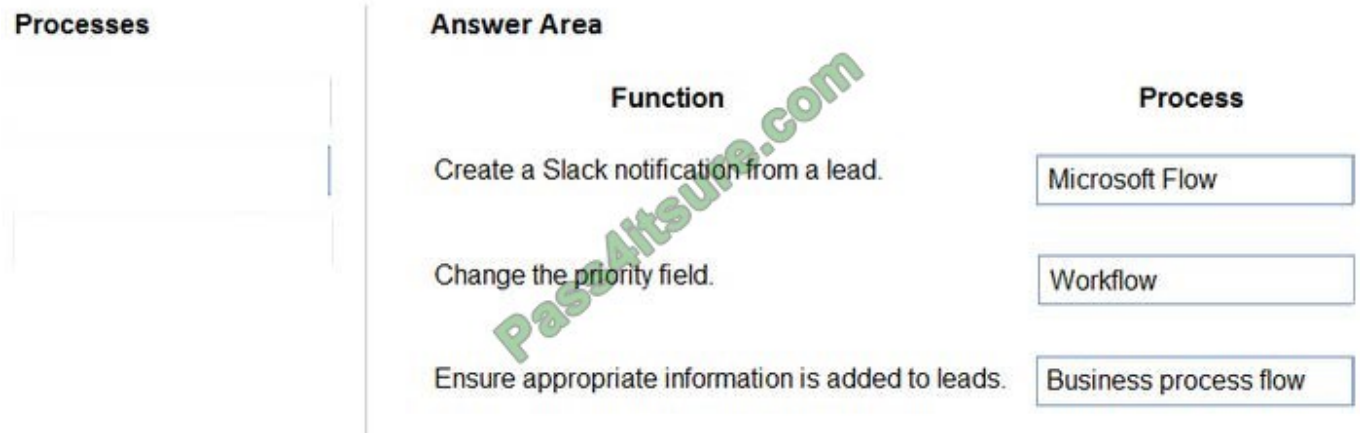
Which process should you use? To answer, drag the appropriate processes to the correct functions. Each process may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Microsoft flow

Using Microsoft Flow, you can automatically post to Slack when an event happens in Dynamics 365, enabling similar functionality that is available with the Microsoft Yammer integration with third-party collaboration tools.

Box 2: Workflow

Box 3: Business process flow

A business process flow is composed of Stages, and within each stage there are Steps to complete which are fields. In the business process flow heading, a user can see which stage they are at in the process, and which steps they need to

complete before they proceed in the process.

Business process flows enable you to require users to complete certain steps before completing the process and if needed you can also allow users to jump stages.

Reference:

https://us.hitachi-solutions.com/blog/dynamics-365-workflow-vs-microsoft-flow/

QUESTION 3

You need to replace the bicycle inspection forms.

Which two solutions should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. a canvas app that guides the technician through the inspection

B. a logic app that guides the technician through the inspection

C. a flow that maps inspection data to Dynamics 365 for Field Service

D. a model-driven app based on customer service entities

Correct Answer: CD

Scenario: The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.

C: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set mobile workers up for success when they\\'re onsite with customers fixing issues.

D: Model-driven apps are good for creating end-to-end solutions. For example, after a customer service support ticket has been created, it must be routed, addressed, updated, marked as complete, and so on. There will likely be quite a few teams, roles, and processes involved in this complete cycle of case resolution, which would require a model-driven app.

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/overview

https://us.hitachi-solutions.com/blog/canvas-vs-model-driven-apps/

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.

An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.

You need to reduce the time required to synchronize data.

Solution:

1.

Enable change tracking for entities that will be synchronized.

2.

Implement a console application that queries for changes. Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Instead use the Data Export Service to sync data between the database and Dynamics 365 Sales.

References: https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization

QUESTION 5

An organization uses Dynamics 365 Customer Engagement. The organization has accounting and customer service departments.

You must restrict users in customer service from being able to change the value of the balance field on the Contact records. The accounting team must be the only team able to edit this field.

You need to create the appropriate solution without any customizations.

What should you do?

A. Create an accounting form and role and make the balance field read-only.

B. Enable field security for the balance field and allow the customer service team to read and update it.

C. Create a customer service form and role and make the balance field read-only.

D. Enable field security for the balance field and allow the accounting team to read and update it.

Correct Answer: D

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.

1.

Enable field security on one or more fields for a given entity.

2.

Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

Note: Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.

Reference: https://docs.microsoft.com/en-us/power-platform/admin/field-level-security

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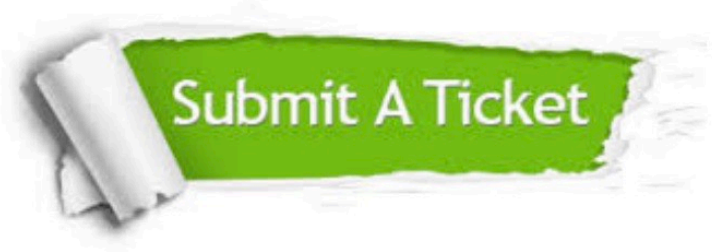

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