



# MB-600<sup>Q&As</sup>

Microsoft Dynamics 365 + Power Platform Solution Architect

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### QUESTION 1

A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updates total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

Which two options should you recommend? Each answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Implement a business process flow to replace the existing workflows.
- B. Convert the asynchronous workflows to a synchronous plug-in.
- C. Consolidate asynchronous workflows into a single real-time workflow.
- D. Consolidate multiple asynchronous workflows into a single asynchronous workflow.

Correct Answer: CD

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### QUESTION 2

A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Dashboards
- B. Workflow
- C. Business Process Flow
- D. Microsoft Forms Pro

Correct Answer: D

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### QUESTION 3

HOTSPOT

You need to recommend the technology that matches the requirement.



Which component should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Requirement	Component
Notification of inmate registration	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Cafe-X</li><li>Dashboards</li><li>Common Data Model (CDM)</li><li>Server-side synchronization</li></ul></div>
Inmate information data synchronization	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Duplicate Detection</li><li>Common Data Services (CDS)</li><li>Azure Bus Services</li><li>Azure Bus Services</li></ul></div>
Stakeholder information	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Power BI</li><li>Dashboards</li><li>Views</li><li>Dynamics 365 Portal</li></ul></div>

Correct Answer:



## Answer Area

Requirement	Component
Notification of inmate registration	<ul style="list-style-type: none"><li>Cafe-X</li><li>Dashboards</li><li>Common Data Model (CDM)</li><li>Server-side synchronization</li></ul>
Inmate information data synchronization	<ul style="list-style-type: none"><li>Duplicate Detection</li><li>Common Data Services (CDS)</li><li>Azure Bus Services</li><li>Azure Bus Services</li></ul>
Stakeholder information	<ul style="list-style-type: none"><li>Power BI</li><li>Dashboards</li><li>Views</li><li>Dynamics 365 Portal</li></ul>

Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets.

1. All inmate information needs to be brought into the new system from the proprietary database and kept in sync.

2. Once an inmate is registered, an email needs to be sent to the inmate.

3. The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365

### QUESTION 4

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs. The SLA states the following:

1. Support must be provided 24 hours per day, seven days a week.

2.



Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

Which two tools should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

Correct Answer: AD

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## QUESTION 5

### DRAG DROP

Your company is implementing Dynamics 365 Customer Service. You are part of the project team that meets weekly to review implementation progress and troubleshoot.

During the weekly project management meeting, you receive the following updates from developers:

1.

Versions of exported solution.zip files are being stored in source control.

2.

Solution segmentation is not being practiced with first-party solution integrations.

3.

Each independent solution is using a unique publisher.

4.

Solution versions are not being updated.

You need to identify the common risk for each item.

Which common risk is represented? To answer, drag the appropriate risks to the correct developer updates. Each risk 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:



### Answer Area

#### Risks

Lack of good solution version control practices

Incompatible components compatible across solutions

Solution dependency version mismatch between environments

#### Developer update

Versions of exported solution.zip fiels are being stored in source control

Solution segmentation is not being practiced with first-party solution integrations.

Each independent solution is using a unique publisher.

#### Risk

Correct Answer:

### Answer Area

#### Risks

#### Developer update

Versions of exported solution.zip fiels are being stored in source control

Solution segmentation is not being practiced with first-party solution integrations.

Each independent solution is using a unique publisher.

#### Risk

Lack of good solution version control practices

Solution dependency version mismatch between environments

Incompatible components compatible across solutions

Reference: <https://novacontext.com/solution-lifecycle-management-for-dynamics-365/>

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