MB-200^{Q&As}

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QUESTION 1

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		Answer Area	
		Feature	**App**
Project Service Automation		Prospect to Cash Process	
Field Service		Case Management	
Sales		Work Breakdown Structure	
Customer Service		Customer Asset Management	

Correct Answer:

Apps		Answer Area	
		Feature	**App**
		Prospect to Cash Process	Sales
		Case Management	Customer Service
		Work Breakdown Structure	Project Service Automation
		Customer Asset Management	Field Service

QUESTION 2

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

QUESTION 3

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components 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

Requirement	Component type
Add a tag chart by using opened cases.	System chart. / Personal chart. / Area chart.
Add a stacked column chart shared with your team.	System chart. / Personal chart. / Area chart.
Add a Microsoft Power BI visualization.	System chart. / Personal chart. / Area chart.
Add a chart from a view that a user creates.	System chart. / Personal chart. / Area chart.
Add a doughnut chart that shows cases by owner.	System chart. / Personal chart. / Area chart.

Correct Answer:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	▼ System chart. Personal chart. Area chart.
Add a stacked column chart shared with your team.	▼ System chart. Personal chart. Area chart.
Add a Microsoft Power BI visualization.	▼ System chart. Personal chart. Area chart.
Add a chart from a view that a user creates.	▼ System chart. Personal chart. Area chart.
Add a doughnut chart that shows cases by owner.	▼ System chart. Personal chart. Area chart.

QUESTION 4

You are a Dynamics 365 for Customer Service system administrator.

A user experiences slow performance when using Dynamics 365.

You need to check the latency of the environment.

What should you do?

A. Use the organization Insights tool.

B. View the Health section of Microsoft Office 365 Admin portal.

C. View the Power platform Admin center.

D. Run the Dynamics 365 Diagnostics tool.

Correct Answer: D

References: https://community.dynamics.com/365/customerservice/f/763/t/285347

QUESTION 5

You are a Dynamics 365 for Customer Service system administrator.

You must create a new entity to support a new feature. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

A. organization-owned

B. user or team owned

C. business-owned

D. none

Correct Answer: B

QUESTION 6

A company identifies a new opportunity.

Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales.

You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.

Which tool should you use?

A. Microsoft OneDrive for Business

B. Microsoft Skype for Business

C. Microsoft Office 365 Delve

D. Yammer

E. Microsoft Office 365 Groups

Correct Answer: E

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups

QUESTION 7

A company sends a sales team to a conference. The sales team returns from the conference with contacts in multiple file formats.
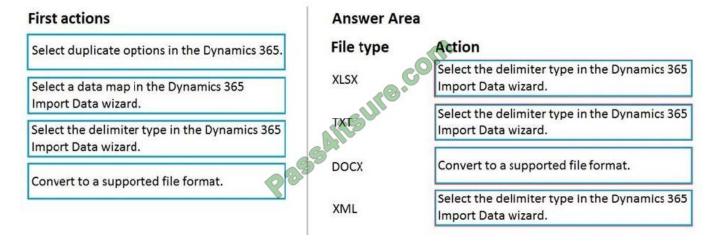
You need to import all of the contacts.

For each file type, which actions should you perform first? To answer, drag the appropriate actions to the correct file types. Each action 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:

First actions

| Select duplicate options in the Dynamics 365. |
| Select a data map in the Dynamics 365 Import Data wizard. |
| Select the delimiter type in the Dynamics 365 Import Data wizard. |
| Convert to a supported file format. |

Answer Area

File type	Action
XLSX	
TXT	
DOCX	
XML	

Correct Answer:

First actions

| Select duplicate options in the Dynamics 365. |
| Select a data map in the Dynamics 365 Import Data wizard. |
| Select the delimiter type in the Dynamics 365 Import Data wizard. |
| Convert to a supported file format. |

Answer Area

File type	Action
XLSX	Select the delimiter type in the Dynamics 365 Import Data wizard.
TXT	Select the delimiter type in the Dynamics 365 Import Data wizard.
DOCX	Convert to a supported file format.
XML	Select the delimiter type in the Dynamics 365 Import Data wizard.

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data

QUESTION 8

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.	▼ Game Manager Microsoft 365 Global Administrator Dynamics 365 System Administrator
Manage security roles.	▼ Game Manager Commissioner Dynamics 365 System Administrator
Create games and KPIs.	▼ Game Manager Commissioner User
Follow active players statistics.	▼ Game Manager Teams Member User
Import players and fans from Dynamics 365.	▼ Game Manager Commissioner Dynamics 365 System Administrator

Correct Answer:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	▼
	Game Manager
	Microsoft 365 Global Administrator
	Dynamics 365 System Administrator
Manage security roles.	▼
	Game Manager
	Commissioner
	Dynamics 365 System Administrator
Create games and KPIs.	▼
	Game Manager
	Commissioner
	User
Follow active players statistics.	▼
	Game Manager
	Teams Member
	User
Import players and fans from Dynamics 365.	▼
	Game Manager
	Commissioner
	Dynamics 365 System Administrator

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/gamification/understand-security-roles
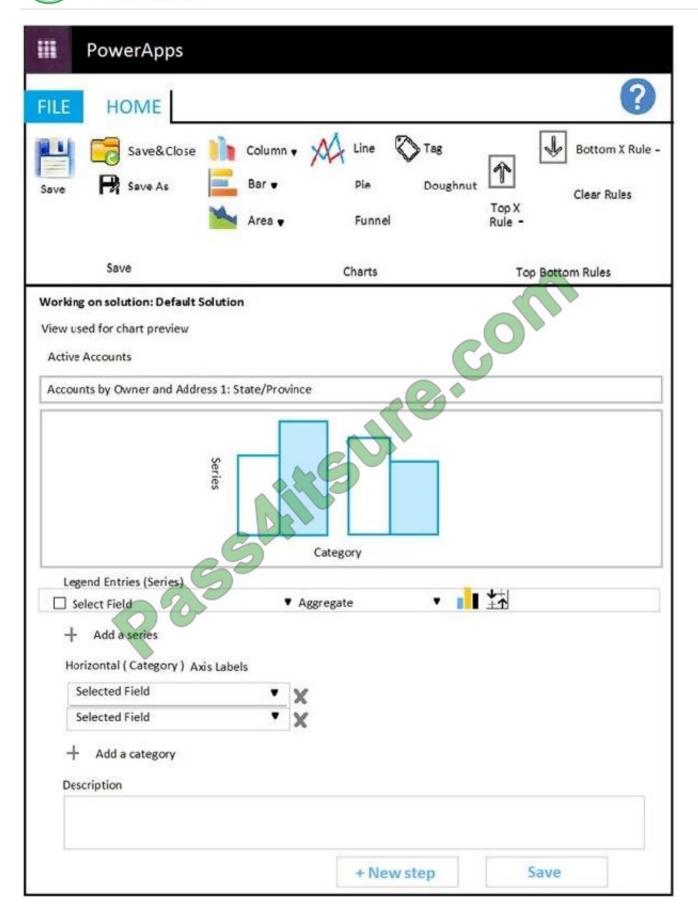
You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:

QUESTION 9

You need to create a system chart for the Account entity.

The chart must display a count of accounts grouped by owner and then display the accounts by Address 1: State/Province for each owner. You begin to configure chart options as shown in the image below.

How should you complete the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point. The chart must display a count of accounts grouped by owner, and then display the accounts by State/Province for each owner.
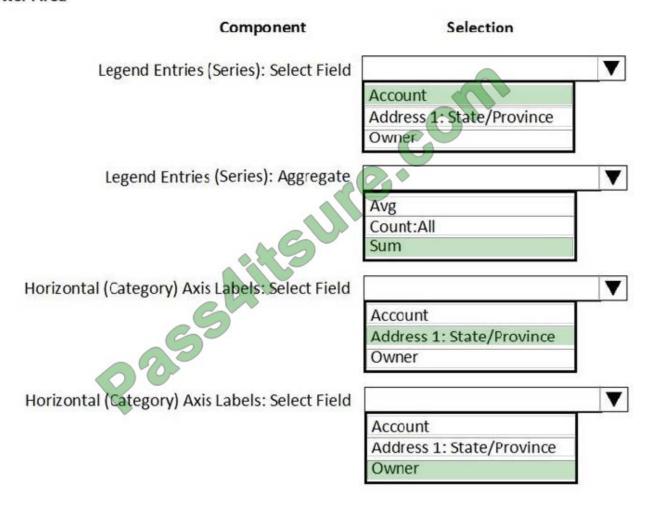
Hot Area:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	▼
	Account
	Address 1: State/Province
	Owner
Legend Entries (Series): Aggregate	▼
	Avg
	Count:All
	Sum
Horizontal (Category) Axis Labels: Select Field	▼
	Account
	Address 1: State/Province
	Owner
Horizontal (Category) Axis Labels: Select Field	▼
	Account
	Address 1: State/Province
	Owner

Correct Answer:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	▼
	Account
	Address 1: State/Province
	Owner
Legend Entries (Series): Aggregate	▼
	Avg
	Count:All
	Sum
Horizontal (Category) Axis Labels: Select Field	▼
	Account
	Address 1: State/Province
	Owner
Horizontal (Category) Axis Labels: Select Field	▼
	Account
	Address 1: State/Province
	Owner

QUESTION 10

You need to resolve the redundant field issue. What should you do?

A. Delete the field from the solution in the Sandbox environment.

B. Remove the field from the solution in the Sandbox environment.

C. Remove the field from the solution in the QA environment.

D. Delete the field from the solution in the QA environment.

Correct Answer: D

QUESTION 11

You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use. The form must provide the ability to:

Lock a field on a form.

Trigger business logic based on a field value.

Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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:

QUESTION 12

An organization plans to create a hierarchy to categorize products and sales literature.

You need to implement subject trees to create the hierarchy. What should you create?

A. a subject tree for the organization to be used by products and sales literature

B. a subject tree for products and create a subject tree for sales literature

C. a subject tree for sales and create a subject tree for customer service

D. a subject tree for sales team and customer service team

Correct Answer: A

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorize-cases-products-articles

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