



Microsoft

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

NEW QUESTION 1

- (Exam Topic 1) You need to set up annual surveys. What should you do?

- A. Enable Voice of the Customer.
- B. Use dialogs.
- C. Enable Customer Insights.
- D. Install a custom workflow solution.

Answer: A

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey>

NEW QUESTION 2

- (Exam Topic 2)

You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	<div><div></div><div>Configure mobile settings set on the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>
Users can open cases but cannot see the subject of the case.	<div><div></div><div>Configure mobile settings set at the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div><div></div><div>Configure mobile settings set at the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Action needed
Users cannot see case records on mobile devices.	<div><div></div><div>Configure mobile settings set on the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>
Users can open cases but cannot see the subject of the case.	<div><div></div><div>Configure mobile settings set at the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div><div></div><div>Configure mobile settings set at the case entity level.</div><div>Configure mobile settings at the field level within the case form.</div><div>Configure a security role in the mobile permission set for appropriate users.</div></div>

NEW QUESTION 3

- (Exam Topic 2)

You ate a Dynamics 365 help desk administrator

You need to create a dashboard that displays information on help desk cases that ate 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.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 4

- (Exam Topic 2)

You are a Microsoft 365 administrator. You create a Dynamics 365 online tenant in the environment. You must assign users into Office 365 security roles using the principle of least privilege.

You need to assign security roles for users.

Which role should you use? To answer, select the appropriate option in the answer area. NOTE; Each correct selection is worth one point.

Answer Area	Requirement	Minimum Office 365 role
	Configure server-side synchronization within Dynamics 365.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
	Allocate Dynamics 365 licenses to users.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
	Configure a new Dynamics 365 Customer Engagement instance. Back up and restore Dynamics 365.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator
	Add new accounts to Dynamics 365 for Sales.	global administrator user (no administrator access) Dynamics 365 service administrator service administrator

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-ten>

NEW QUESTION 5

- (Exam Topic 2)

You are a Dynamics 365 Customer Service system administrator. You export a solution containing customization from the development environment and import the solution into a quality assurance environment.

You need to allow removal of the customization and solution from the quality assurance environment. What should you do?

- A. Export the solution as managed.
- B. Update the publisher prefix to new.
- C. Publish all customizations.
- D. Export the solution as unmanaged.

Answer: D

NEW QUESTION 6

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer. A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. 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.

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI, Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

1

2

Action

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI, Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

1

2

Action

Share the chart with the team.

Assign the chart to each person on the team.

NEW QUESTION 7

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

You need to implement a Dynamics 365 portal that allows customers to perform the following tasks:

- Post product experience information to forums.
- Enter issues in an online support center.
- Enter ideas for future products.

Which type of portal should you implement?

- A. Partner
- B. Customer Self-Service
- C. Employee Self-Service
- D. Community
- E. Custom

Answer: B

NEW QUESTION 8

- (Exam Topic 2)

You manage the Dynamics 365 for Customer Service environment for an organization. Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Skype for Business
- E. Microsoft Exchange Online

Answer: BDE

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

NEW QUESTION 9

- (Exam Topic 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.

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.	User Game Manager Teams Member
Import players and fans from Dynamics 365.	Dynamics 365 System Administrator Commissioner Game Manager

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook. You need to ensure Flow will trigger on the Opportunity entity. What should you do?

- A. Enable change tracking.
- B. Add the timeline control.
- C. Enable connections.
- D. Enable business process flows.

Answer: C

NEW QUESTION 10

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer. You need to configure a new solution. What should you configure in the new solution?

- A. Package type
- B. Installed date
- C. Publisher
- D. Team ownership

Answer: C

NEW QUESTION 11

- (Exam Topic 2)

You create and share a Microsoft Flow button for the Account entity. The button sends a Microsoft Teams meeting invitation from Dynamics. Which users can view the flow button run history?

- A. People with the appropriate role can see all run history.
- B. Every user can view all run history.
- C. System administrators may only view the run history.
- D. Each user can only view their run history.

E. Only the user who creates the button can view the run history for all users.

Answer: E

Explanation:

References:
<https://docs.microsoft.com/en-us/flow/share-buttons>

NEW QUESTION 14

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator.

A user must be able to view system posts and activities in a dashboard. You need to create the dashboard for the user.

Which components should you use? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

Answer Area

Requirement	Component
Display system posts.	<div>Timeline</div> <div>Organization Insights</div> <div>IFrame</div> <div>Relationship Insights</div>
Display activities.	<div>Lists</div> <div>Social Insights</div> <div>Organization Insights</div> <div>Relationship Insights</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Component
Display system posts.	<div>Timeline</div> <div>Organization Insights</div> <div>IFrame</div> <div>Relationship Insights</div>
Display activities.	<div>Lists</div> <div>Social Insights</div> <div>Organization Insights</div> <div>Relationship Insights</div>

NEW QUESTION 15

- (Exam Topic 2)

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 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

Answer: A

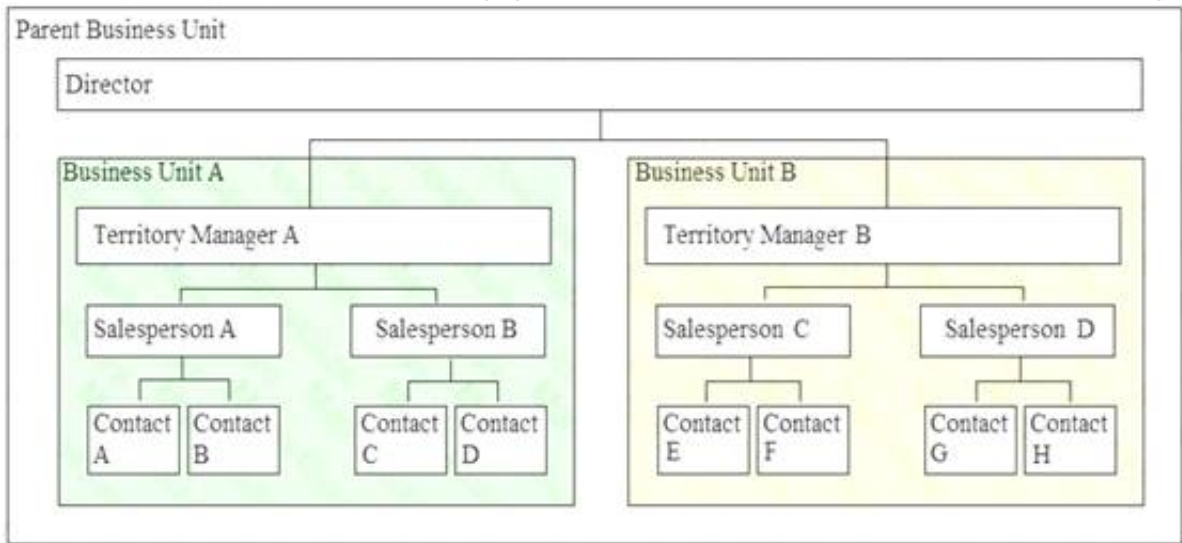
Explanation:

References:
[https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorizecases- products-articles](https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorizecases-products-articles)

NEW QUESTION 16

- (Exam Topic 2)

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



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Question

Which security type ensures only Salesperson A can view Contact A?

Answer Choices

▼

user

field

record ownership

Which hierarchy allows Territory Manager B to see information from Salesperson B?

▼

Parent

Manager

Position

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security>

NEW QUESTION 19

- (Exam Topic 2)
You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device. Sales team members report several issues when they access Dynamics 365. You need to resolve the issues. What should you do? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

Answer Area

Issue	Solution
Customizations made on the form do not display on the devices.	<div>Log off and back on.</div> <div>Clear the cache.</div> <div>Restart the tablet.</div>
The wrong form displays when account records are opened.	<div>Delete all the forms except the one you want to use.</div> <div>The form is not set as the first form in the entity.</div> <div>Publish all forms.</div> <div>Clear the cache.</div>
The devices continuously display error messages indicating that you must restart the app.	<div>Reinstall the app.</div> <div>Set privileges for the user.</div> <div>Restart the app.</div> <div>Restart the tablet.</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Issue	Solution
Customizations made on the form do not display on the devices.	<div>Log off and back on.</div> <div>Clear the cache.</div> <div>Restart the tablet.</div>
The wrong form displays when account records are opened.	<div>Delete all the forms except the one you want to use.</div> <div>The form is not set as the first form in the entity.</div> <div>Publish all forms.</div> <div>Clear the cache.</div>
The devices continuously display error messages indicating that you must restart the app.	<div>Reinstall the app.</div> <div>Set privileges for the user.</div> <div>Restart the app.</div> <div>Restart the tablet.</div>

NEW QUESTION 24

- (Exam Topic 2)
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: Change Elisabeth's username in the user record from Dynamics 365. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

References:

<https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-auser-record-in-mi>

NEW QUESTION 26

- (Exam Topic 2)

You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.

You need to import changes from the Sandbox instance to each of the Production instances with different requirements.

Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution type 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.

Solution types

managed

unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	
Remove changes by uninstalling the solution.	
Ensure ability to maintain customizations of needed.	
Prevent others from making changes to the solution.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Solution types

managed

unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	unmanaged
Remove changes by uninstalling the solution.	managed
Ensure ability to maintain customizations of needed.	unmanaged
Prevent others from making changes to the solution.	managed

NEW QUESTION 27

- (Exam Topic 2)

You manage a Dynamics 365 environment. You create a global option set for a custom solution. You observe the following issues with the global option set:

- The default prefix is incorrect
- The option set value is too long.

You need to change the option set value and ensure the correct prefix is used.

Which actions should you perform? To answer, drag the appropriate actions to the correct options. 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.

Actions

Modify the publisher of the custom solution.

Modify the global option set of the custom

Modify the publisher of the default solution.

Modify the global option set of the default

Answer Area

Option	Action
Default prefix	Modify the publisher of the default solution.
Option set value	Modify the publisher of the default solution.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Modify the publisher of the custom solution.

Modify the global option set of the custom

Modify the publisher of the default solution.

Modify the global option set of the default

Answer Area

Option	Action
Default prefix	Modify the publisher of the default solution.
Option set value	Modify the publisher of the default solution.

NEW QUESTION 31

- (Exam Topic 2)

You ate a Dynamics 365 for Customer Service administrator for a help desk.

Help desk representatives need to send emails lo all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:

- contact name
- case number
- case title
- case status
- representative name

You need to create an email template for the system.

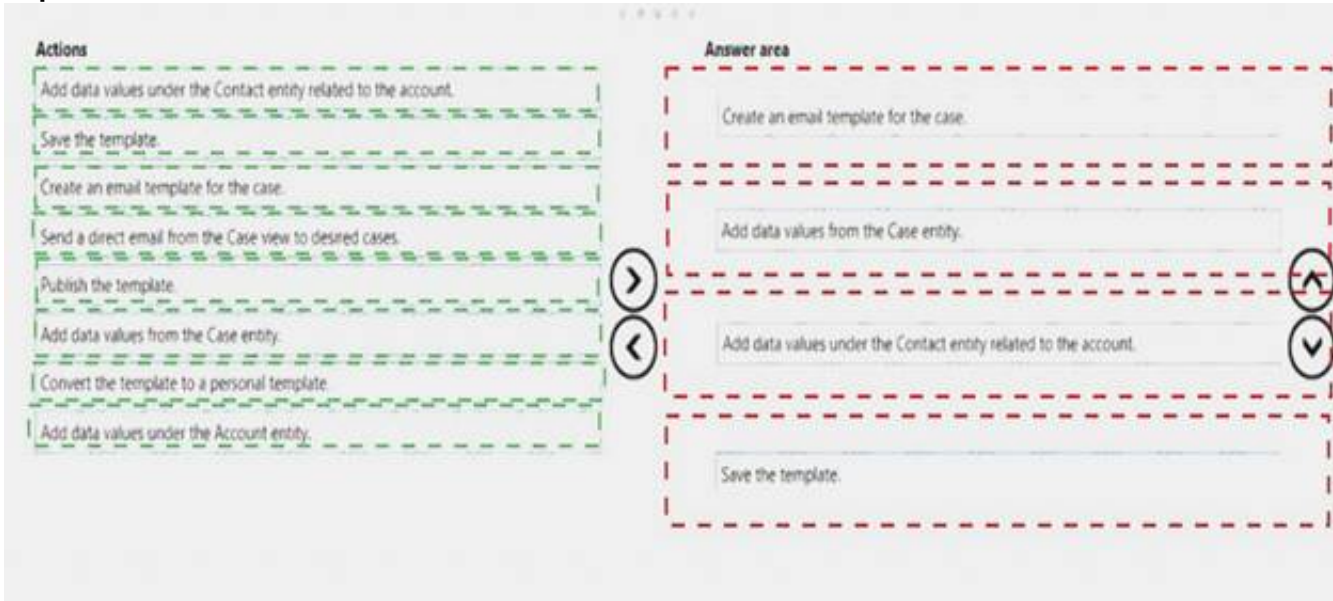
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 35

- (Exam Topic 2)

You import data into Dynamics 365 for Customer Service by using the Import Data wizard. Errors occur when you try to import the following data lines:

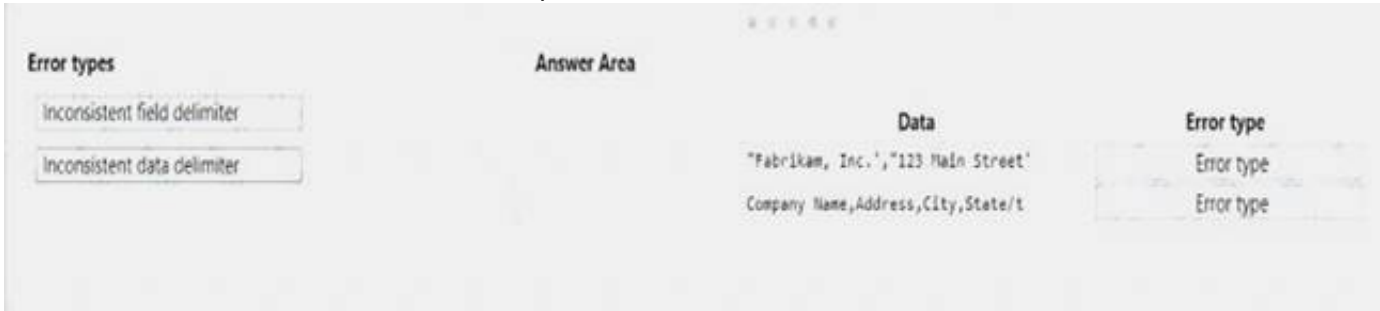
```
"Fabrikam, Inc.", "123 Main Street"
Company Name,Address,City,State/t
```

You need to identify the cause of the errors.

What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error type 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.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Error types	Answer Area	Data	Error type
Inconsistent field delimiter		"Fabrikam, Inc.", "123 Main Street"	Inconsistent data delimiter
Inconsistent data delimiter		Company Name,Address,City,State/t	Inconsistent field delimiter

NEW QUESTION 38

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

Users report that a subgrid from the Onsite Goals custom entity takes a very long time to load on the Account records page.

You need to improve the query load time and optimize the Onsite Goals entity. Which action should you perform?

- A. In the Dynamics 365 Diagnostic tool, run the diagnostic test.
- B. In System Jobs, resume paused system jobs.
- C. In the Data Performance view, use the Optimize function.
- D. In an Internet browser, in the browser options, set the option to retain browser history.

Answer: C

NEW QUESTION 42

- (Exam Topic 2)

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 developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create an entity relationship diagram. Model ownership, one-to-one, one-to-many and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 43

- (Exam Topic 2)

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 that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note. You need to find the note.

Solution; Use Quick Find search on the Notes list to search for the word run Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 48

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator for a Sandbox and a Production instance. A user forgets to sign out from a shared device connected to a Production instance. A second user makes changes to records using the credentials of the first user.

You need to implement user session timeouts to prevent this type of issue from recurring. Where should you configure this feature?

- A. each Dynamics 365 instance
- B. each user in Microsoft 365 admin center
- C. each user in Dynamics 365
- D. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant

Answer: A

NEW QUESTION 50

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