

## mb-200 Dumps

### Microsoft Dynamics 365 Customer Engagement Core

<https://www.certleader.com/mb-200-dumps.html>



### NEW QUESTION 1

- (Exam Topic 1)

You need to ensure that attendance records contain the proper default values. What should you do?

- A. a workflow
- B. a field mapping
- C. a business process flow
- D. a business rule

**Answer: B**

### NEW QUESTION 2

- (Exam Topic 1)

You need to prompt the caseworker when populating the allergies field.

Which three 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.

Actions	Answer Area
Add a condition.	
Display an error message.	
Set a default value for the field.	
Configure the Lock/Unlock option.	
Set the Business Required option to <b>true</b> .	
Set the text field visibility to <b>true</b> .	
Add a recommendation.	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Actions	Answer Area
Add a condition.	Set a default value for the field.
Display an error message.	Add a condition.
Set a default value for the field.	Set the text field visibility to <b>true</b> .
Configure the Lock/Unlock option.	
Set the Business Required option to <b>true</b> .	
Set the text field visibility to <b>true</b> .	
Add a recommendation.	

### NEW QUESTION 3

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities.

You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

Which five 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.

Actions	Answer Area
Select the Production instance and select <b>Backup &amp; Restore</b> .	
In Microsoft Office 365 admin center, select the <b>Instance</b> tab.	
In the Copy Instance page, select <b>Copy</b> .	
Select <b>Full Copy</b> .	
Select the Production instance and click <b>Copy</b> .	
Select <b>Minimal Copy</b> .	
Select the Target instance.	
In Dynamics 365 admin center, select the <b>Instance</b> tab.	

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Actions	Answer Area
Select the Production instance and select <b>Backup &amp; Restore</b> .	In Dynamics 365 admin center, select the <b>Instance</b> tab.
In Microsoft Office 365 admin center, select the <b>Instance</b> tab.	Select the Production instance and click <b>Copy</b> .
In the Copy Instance page, select <b>Copy</b> .	Select the Target instance.
Select <b>Full Copy</b> .	Select <b>Minimal Copy</b> .
Select the Production instance and click <b>Copy</b> .	In the Copy Instance page, select <b>Copy</b> .
Select <b>Minimal Copy</b> .	
Select the Target instance.	
In Dynamics 365 admin center, select the <b>Instance</b> tab.	

#### NEW QUESTION 4

- (Exam Topic 2)

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.

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

- A. Mastered  
B. Not Mastered

**Answer:** A



**Explanation:**

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

**NEW QUESTION 5**

- (Exam Topic 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 held for Location is missing. You create the field, but the user cannot see it. You need to make the Location field visible to the user. What should you do?

- A. Change privileges to the user's security role.
- B. Publish customization.
- C. Create a new Buildings form.
- D. Add the Location field to the Buildings view.

**Answer:** B

**NEW QUESTION 6**

- (Exam Topic 2)

You ate a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

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.

Actions	Answer area
Select both account records.	
Select the record which is designated as the master record.	
Select Merge	
Select Deactivate on the duplicate record.	
Select the duplicate record.	
Select Assign.	
From the merge record dialog, select the email field from the duplicate record.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-c>

**NEW QUESTION 7**

- (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 blank. 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: Generate entity diagrams by using the metadata diagram tool. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 8**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator for a company.

The vice president of sales must be able to read account data for her business unit and other business units that report to her.

You need to configure the minimum level of access for the read privilege on the Account entity. Which access level should you assign?

- A. Organization
- B. User
- C. Parent Child Business Unit
- D. Business Unit

**Answer: C**

#### NEW QUESTION 9

- (Exam Topic 2)

You provide add-on components tot Dynamics 365. The deployment requirements for many add-ons are different.

You need to ensure that you meet the deployment requirements for add-ons.

Which solution types 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	Requirement	Solution type
Managed solution	Clean removal of unwanted solutions.	solution type
Unmanaged solution	Stop others from editing intellectual property.	solution type
	Edit the solution directly.	solution type

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Solution types	Requirement	Solution type
Managed solution	Clean removal of unwanted solutions.	Managed solution
Unmanaged solution	Stop others from editing intellectual property.	Managed solution
	Edit the solution directly.	Unmanaged solution

#### NEW QUESTION 10

- (Exam Topic 2)

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

Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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

Form types	Case type	Form type
quick create	Case type A	Form type
main	Case type B	Form type
quick view	Case type C	Form type
card	Case type D	Form type
	Case type E	Form type

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



**NEW QUESTION 10**

- (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>

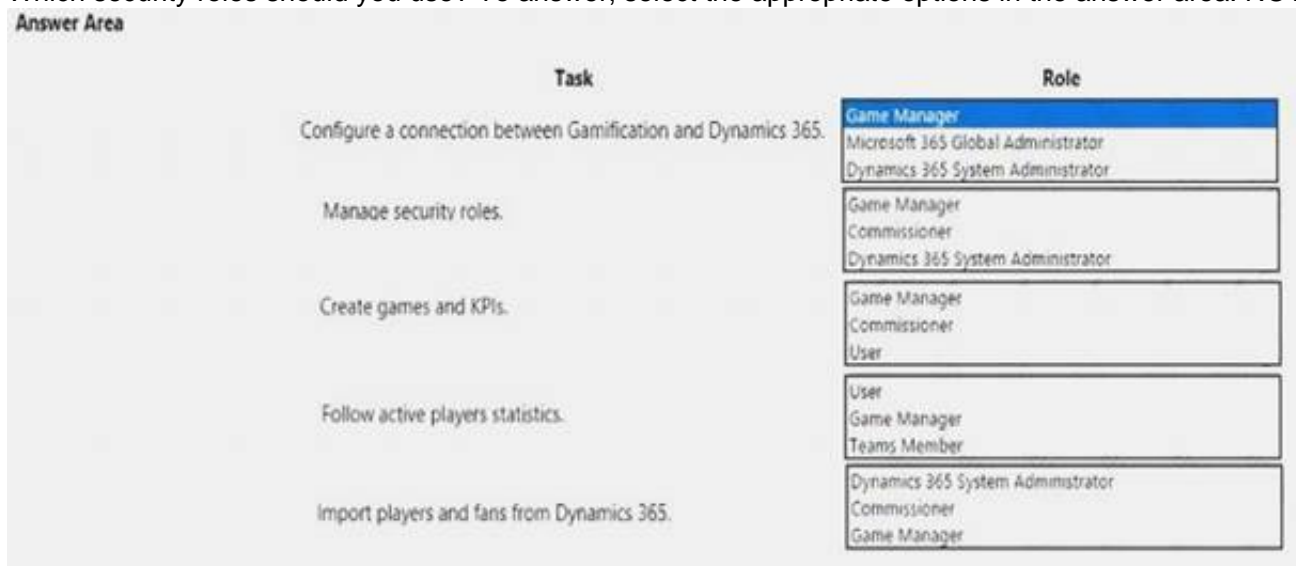
**NEW QUESTION 13**

- (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.



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 17**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator. You identify the following issues:

- Remote sales team members report that they cannot access the latest data on commuters, phones, and tablets.
- Help desk team members must be able to access all inbound emails from multiple queues in a single queue.

You need to resolve the issues.

Which options should you configure? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.

NOTE: Each correct selection is worth one point.

Options	Team	Options
none	Remote sales team	
Forward mailbox	Help desk team	
Server-side synchronization		
Dynamics 365 for Outlook		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Options	Team	Options
none	Remote sales team	Server-side synchronization
Forward mailbox	Help desk team	Forward mailbox
Server-side synchronization		
Dynamics 365 for Outlook		

#### NEW QUESTION 20

- (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 24

- (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 26

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences.

The system must prevent the addition of duplicate leads from the workbooks. Sales team members must be able to manually create a duplicate lead record. You need to configure duplicate detection settings.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Set the value of When a record is created or updated to on.  
B. Create a duplicate detection job for all active accounts.  
C. Set the value of During import to on.  
D. Set the value of When a record is created or updated to off.  
E. Set the value of Enable duplicate detection to off.

**Answer:** BC



**NEW QUESTION 29**

- (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>

**NEW QUESTION 33**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

The sales team must be able to take photos and record audio notes for use in Dynamics 365. You need to integrate Dynamics 365 with Microsoft OneNote.

What should you do first?

- A. Enable Microsoft Office 365 Groups.
- B. Configure security privileges.
- C. Enable Microsoft OneDrive for Business.
- D. Enable server-based Microsoft SharePoint integration.

**Answer:** D

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-indynam>

**NEW QUESTION 37**

- (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 Microsoft Dynamics 365 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: From Dynamics 365, select Email Configuration. In the active mailbox for the user, update the name.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 39**

- (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 goal\*. 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 Categorized Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 41**

- (Exam Topic 2)

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.



Apps	Answer Area
Field Service	
Customer Service	
Sales	
Project Service Automation	

Feature	App
Prospect to Cash Process	app
Case Management	app
Work Breakdown Structure	app
Customer Asset Management	app

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Apps	Answer Area
Field Service	
Customer Service	
Sales	
Project Service Automation	

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

#### NEW QUESTION 43

- (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 47

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization. Where should you create the view?

- A. Templates area
- B. System Settings
- C. App Designer
- D. Advanced Find

**Answer:** C

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-appdesigner>

#### NEW QUESTION 51

- (Exam Topic 2)

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 Skype for Business
- B. Microsoft OneDrive for Business
- C. Yammer
- D. Microsoft Office 365 Delve
- E. Microsoft Office 365 Groups

**Answer:** E

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using->

**NEW QUESTION 55**

- (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 60**

- (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 62**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer.

You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.

Which reporting options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Can be printed	<div><div></div><div>Report Wizard</div><div>System View</div><div>Dashboard</div></div>
Include company branding	<div><div></div><div>Fetch-based Reporting Services</div><div>Chart</div><div>Personal</div></div>

A. Mastered

B. Not Mastered

**Answer: A**

**Explanation:**

Requirement	Option
Can be printed	<div><div></div><div>Report Wizard</div><div>System View</div><div>Dashboard</div></div>
Include company branding	<div><div></div><div>Fetch-based Reporting Services</div><div>Chart</div><div>Personal</div></div>

**NEW QUESTION 63**

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