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Topic Break Down

Topic	No. of Questions
Topic 1, Case Study 1	4
Topic 2, Case Study 2	3
Topic 3, Case Study 3	4
Topic 4, Case Study 4	3
Topic 5, Case Study 5	3
Topic 6, Case Study 6	3
Topic 7, Case Study 7	3
Topic 8, Case Study 8	3
Topic 9, Mixed Questions	136
Total	162

QUESTION NO: 1

You are a Dynamics 365 Customer Service administrator.

Clients report that documentation they receive from the organization often uses different logos and fonts.

You need to standardize branding for all internal Microsoft Word documents.

Which two templates can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

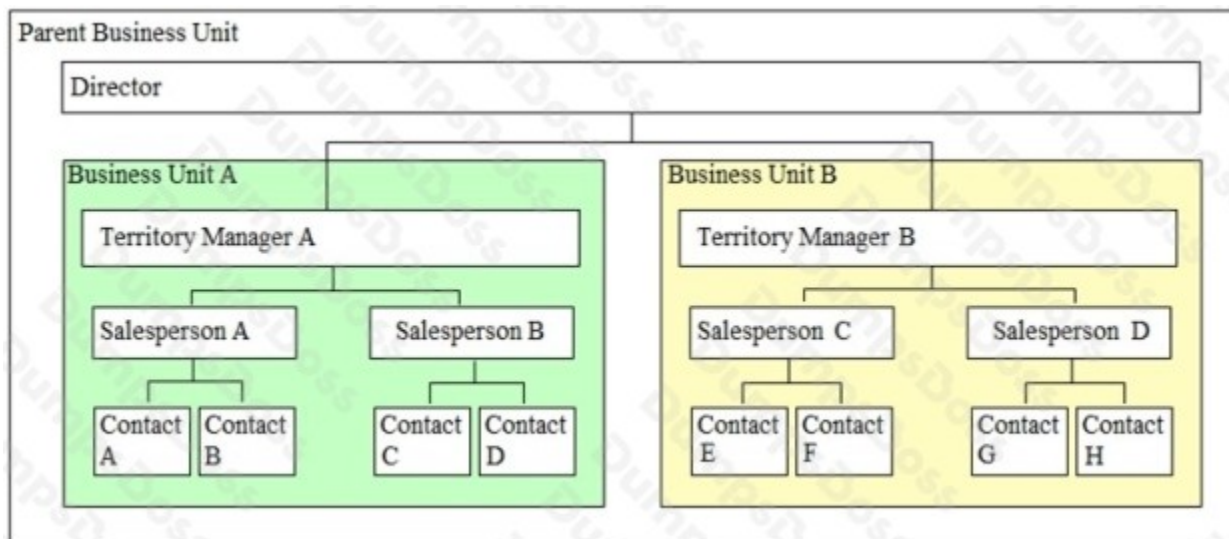
- A. email
- B. article
- C. global
- D. page
- E. mail merge

ANSWER: A E

QUESTION NO: 2 - (HOTSPOT)

HOTSPOT

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.

Hot Area:

Answer Area	Question	Answer Choices
	Which security type ensures only Salesperson A can view Contact A?	<input type="text"/> user field record ownership
	Which hierarchy allows Territory Manager B to see information from Salesperson B?	<input type="text"/> Parent Manager Position

ANSWER:

Answer Area	Question	Answer Choices
	Which security type ensures only Salesperson A can view Contact A?	<input type="text"/> user field record ownership
	Which hierarchy allows Territory Manager B to see information from Salesperson B?	<input type="text"/> Parent Manager Position

Explanation:

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

QUESTION NO: 3 - (DRAG DROP)

DRAG DROP

You are a Dynamics 365 for Customer Service administrator. You create entities that have relationships with other entities.

You must configure relationships between entities.

Which relationship types should you use? To answer, drag the appropriate relationship types to the correct requirements. Each relationship 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.

Select and Place:

Relationship types	Answer Area	Requirement	Relationship type
<input type="text" value="1:N"/>		The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	<input type="text"/>
<input type="text" value="N:N"/>		Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	<input type="text"/>
<input type="text" value="N:1"/>		Loans must be applied for a single property.	<input type="text"/>

ANSWER:

Relationship types	Answer Area	Requirement	Relationship type
<input type="text"/>		The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	<input type="text" value="1:N"/>
<input type="text"/>		Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	<input type="text" value="N:N"/>
<input type="text"/>		Loans must be applied for a single property.	<input type="text" value="N:1"/>

Explanation:

QUESTION NO: 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.

You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items that have optimizations available and an operational impact of zero percent.

Does the solution meet the goal?

A. Yes

B. No

ANSWER: A

QUESTION NO: 5 - (DRAG DROP)

DRAG DROP

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

Help desk representatives need to send emails to 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 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.

Select and Place:

Actions

Add data values under the Contact entity related to the account.

Convert the template to a personal template.

Add data values from the Case entity.

Save and publish the template.

Add data values under the Account entity.

Create an email template for the case.

Answer Area

ANSWER:

Actions

Add data values under the Contact entity related to the account.

Convert the template to a personal template.

Add data values from the Case entity.

Save and publish the template.

Add data values under the Account entity.

Create an email template for the case.

Answer Area

Create an email template for the case.

Add data values from the Case entity.

Add data values under the Contact entity related to the account.

Explanation:

QUESTION NO: 6

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 system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items that have optimizations available and that have a positive operational impact percentage.

Does the solution meet the goal?

A. Yes

B. No

ANSWER: B

QUESTION NO: 7 - (HOTSPOT)

HOTSPOT

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- Send an email when the status changes on an Opportunity.
- Text the sales manager when an Opportunity is created.
- Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Automation

Email when the status changes.

Tool

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Text when the Opportunity is created.

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Create a Wunderlist task.

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

ANSWER:

Answer Area

Automation

Email when the status changes.

Tool

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Text when the Opportunity is created.

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Create a Wunderlist task.

▼
Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Explanation:

Implement Integration

QUESTION NO: 8

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 record.

Solution: Use Relevance Search to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

ANSWER: A

QUESTION NO: 9

You are a Dynamics 365 Customer Service system administrator. You integrate Microsoft OneDrive for Business with Dynamics 365.

Some users report that they cannot access OneDrive for Business from within Dynamics 365.

You need to troubleshoot the access issue.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Review Microsoft Office 365 Groups configuration.
- B. Instruct users to confirm that they can access OneDrive for Business by using a web browser.
- C. Review Microsoft account access configuration.
- D. Confirm OneDrive for Business privilege settings.

ANSWER: B C

Explanation:

Make sure their Microsoft accounts are licensed and enabled for OneDrive for Business. Confirm they can access OneDrive for Business by using a web browser.

QUESTION NO: 10

You manage the Dynamics 365 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 Exchange Online

E. Microsoft Skype for Business

ANSWER: B D E

Explanation:

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