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Vendor:Microsoft

Exam Code:MB-200

Exam Name:Microsoft Power Platform + Dynamics
365 Core

Version:Demo

QUESTION 1

You are a Dynamics 365 for 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.

Correct Answer: BC

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 2

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type.

What should you use?

- A. Parental
- B. Restrict
- C. Referential
- D. Referential, Restrict Delete

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships#relationship-behavior>

QUESTION 3

You are a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.

You activate the business rule. The form does not mark the specified fields as required when the condition is met.

You need to determine the cause of the issue.

What is the cause?

- A. the Created On and Modified On date fields are not included on the form.
- B. the Created On and Modified On date fields are in a hidden tab on the form.
- C. Created On and Modified On are system fields and cannot be used in business rules.
- D. the fields to be required are set to Optional at the field property level.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recommendations-apply-logic-form>

QUESTION 4

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. Prefix "new_"
- B. Package type
- C. Publisher
- D. Installed date

Correct Answer: C

QUESTION 5

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 record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

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

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Only a relevance search can search the text in notes.

QUESTION 6

You are a Dynamics 365 for Customer Service system administrator.

You are unable to import a translation file.

You need to determine if the file being imported is of the right type and format, and that the file conforms to maximum field length requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Parameter
File type	<input type="text" value="▼"/> - .csv - .zip - .xml - .xlsx
File format	<input type="text" value="▼"/> - single file formatted with translation and entity field information - same format as the exported file - two files formatted the same as exports but imported in the correct order - same format as the Content_Types file
Maximum field length	<input type="text" value="▼"/> - 50 - 100 - 250 - 500

Correct Answer:

Answer Area

Requirement

Parameter

File type

- .csv
- .zip
- .xml
- .xlsx

File format

- single file formatted with translation and entity field information
- same format as the exported file
- two files formatted the same as exports but imported in the correct order
- same format as the Content_Types file

Maximum field length

- 50
- 100
- 250
- 500

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

XLSX

TXT

DOCX

XML

Action

Select the delimiter type in the Dynamics 365 Import Data wizard.

Select the delimiter type in the Dynamics 365 Import Data wizard.

Convert to a supported file format.

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

A hospital uses Dynamics 365 Customer Engagement. The scheduling department schedules doctors for surgeries.

You need to configure relationships between doctor and patient records.

From the doctor entity, which relationship types should you use? To answer, drag the relationship types for the correct scenarios. 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

N : N

1 : N

N : 1

Answer Area

Scenario

A doctor with multiple patients

Operating rooms and doctors

Relationship type

Correct Answer:

Relationship types

N : 1

Answer Area

Scenario

A doctor with multiple patients

Operating rooms and doctors

Relationship type

1 : N
N : N

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships>

QUESTION 9

You need to configure the capacity for doctors to add medications.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Which form type should you implement?

	▼
Main	
Card	
Quick View	
Quick Create	

On which entity should create be enabled?

	▼
User	
Patient	
Medication	

Correct Answer:

Answer Area

Which form type should you implement?

	▼
Main	
Card	
Quick View	
Quick Create	

On which entity should create be enabled?

	▼
User	
Patient	
Medication	

QUESTION 10

DRAG DROP

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.

Select and Place:

Form types

- quick create
- main
- quick new
- card

Answer Area

Case type

- Case type A
- Case type B
- Case type C
- Case type D
- Case type E

Form type

-
-
-
-
-

Correct Answer:

Form types

- quick create
- main
- quick new
- card

Answer Area

Case type

- Case type A
- Case type B
- Case type C
- Case type D
- Case type E

Form type

- main
- main
- main
- quick create
- card

QUESTION 11

You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team.

Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- A. Dynamics administration center
- B. Manage Roles
- C. Dynamics 365 home
- D. Security Roles

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles>

QUESTION 12

You have the following customers: CustomerA, CustomerB. The customers report the following issues:

Customer	Email environment	Issue description
CustomerA	On-premises Exchange Server	The customer can track received email but cannot send email from Dynamics 365
CustomerB	Exchange Online	The customer cannot send or receive emails from Dynamics 365

You need to resolve the issues.

What should you do? To answer, drag the appropriate actions to the correct customers. 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:

Actions	Answer Area
Review the Server-Side Synchronization Dashboard.	Customer
Reinstall the Dynamics 365 App for Microsoft Outlook.	CustomerA
Configure folder-level tracking.	CustomerB
Initiate a Test and Enable Mailbox.	

Action

Correct Answer:

Actions	Answer Area
Review the Server-Side Synchronization Dashboard.	Customer
Reinstall the Dynamics 365 App for Microsoft Outlook.	CustomerA
Configure folder-level tracking.	CustomerB
Initiate a Test and Enable Mailbox.	

Action
Review the Server-Side Synchronization Dashboard.
Review the Server-Side Synchronization Dashboard.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/connect-exchange-server-on-premises>

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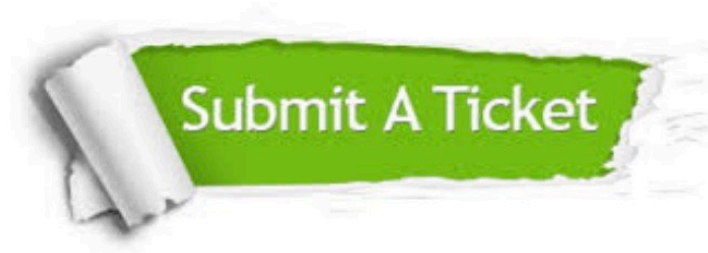
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