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**Exam** : **MB-200**

**Title** : Microsoft Power Platform +  
Dynamics 365 Core

**Vendor** : Microsoft

**Version** : DEMO

**NO.1** You need to test the welcome email workflow. What should you do?

- A. Add the sender's email to synchronize to QA and Production.
- B. Switch the sender's email to synchronize only to Q
- C. Add the tester's email to synchronize to QA and Production.
- D. Switch the tester's email to synchronize only to Q

**Answer:** A

**NO.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 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. No
- B. Yes

**Answer:** B

Explanation:

<https://www.powerobjects.com/blog/2017/10/30/managing-your-data-performance-in-dynamics-365/>

**NO.3** 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

**NO.4** You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook. The sales team reports the following synchronization issues between

Dynamics 365 and Outlook:

\* Microsoft PowerPoint presentations are missing from meeting invitations that are sent (rom Dynamics 365.

\* Outlook task lists are not visible in Dynamics 365-

You need to enable system settings to help address these issues.

Which two settings should you enable? Each correct answer presents a part of the solution.

NOTE; Each correct selection is worth one point.

**A.** Go Offline

**B.** Exchange folder-level tracking

**C.** Synchronize appointment attachments with Outlook or Exchange

**D.** Synchronize tasks that assigned in Outlook

**Answer:** C,D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-addin/admin-guide/configure-synchronization-appointments-contacts-tasks>

**NO.5** 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.

The screenshot shows a Dynamics 365 interface with two main sections: 'Actions' and 'Answer area'. The 'Actions' section contains a list of eight actions, each in a rectangular box. The 'Answer area' is currently empty. To the right of the 'Actions' list are two circular arrows, one pointing right and one pointing left, indicating that actions can be moved between the list and the answer area. To the right of the 'Answer area' are two circular arrows, one pointing up and one pointing down, indicating that actions in the answer area can be rearranged.

Actions	Answer area
Add data values under the Contact entity related to the account.	
Save the template.	
Create an email template for the case.	
Send a direct email from the Case view to desired cases.	
Publish the template.	
Add data values from the Case entity.	
Convert the template to a personal template.	
Add data values under the Account entity.	

**Answer:**

## 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.

Save the template.

- 1 - Create an email template for the case.
- 2 - Add data values from the Case entity.
- 3 - Add data values under the Contact entity related to the account.
- 4 - Save the template.

**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 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: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NO.7** You are a Dynamics 365 system administrator.

You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.

You need to migrate the custom entity and data to a Production instance.

What should you do? To answer, drag the appropriate actions to the correct tasks. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes 01 scroll to view content.

NOTE: Each correct selection is worth one point.

**Actions**

Export to Microsoft Excel and use the Data Import wizard.

Use an unmanaged solution.

Perform a full copy.

**Answer Area**

**Task**

Migrate the Stores entity.

**Action**

action

Migrate store data.

action

**Answer:**

**Actions**

Export to Microsoft Excel and use the Data Import wizard.

Use an unmanaged solution.

Perform a full copy.

**Answer Area**

**Task**

Migrate the Stores entity.

**Action**

Export to Microsoft Excel and use the Data Import wizard.

Migrate store data.

Export to Microsoft Excel and use the Data Import wizard.

**NO.8** You are a Dynamics 365 for Customer Service developer.

You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.

You need to create a connection to the Twitter service and build a solution.

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**

Sign in to the Business platform admin center and create a new project and connection set.

Create a trigger to search for the new posts with the hashtag.

Create an action to send a mobile notification.

Sign in to Power Automate and create a new blank flow.

Create a trigger to send a mobile notification.

Select the social media connector, generate an authentication key from the service, and enter the key for the connection.

Create an action to search for the new posts with the hashtag.

Select the social media connector and enter the user credentials for the connection.

**Answer Area**



**Answer:**

Actions	Answer Area
Sign in to the Business platform admin center and create a new project and connection set.	Sign in to Power Automate and create a new blank flow.
Create a trigger to search for the new posts with the hashtag.	Select the social media connector and enter the user credentials for the connection.
Create an action to send a mobile notification.	Create an action to search for the new posts with the hashtag.
Sign in to Power Automate and create a new blank flow.	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">⏪</span> <div style="border: 1px solid red; padding: 2px;">Create a trigger to send a mobile notification.</div> <span style="margin-left: 5px;">⏩</span> </div>
Create a trigger to send a mobile notification.	
Select the social media connector, generate an authentication key from the service, and enter the key for the connection.	
Create an action to search for the new posts with the hashtag.	
Select the social media connector and enter the user credentials for the connection.	

**NO.9** 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

**NO.10** You are a Dynamics 365 administrator.

You create a new app.

You need to create the site map for the app.

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

Add a subarea.

Add a view.

Add a group.

Add an area.

### Answer Area

⏪

⏩

⏪

⏩

**Answer:**

### Actions

Add a subarea.

Add a view.

Add a group.

Add an area.

### Answer Area

Add an area.

Add a group.

Add a subarea.

⏪

⏩

⏪

⏩

**NO.11** 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 During import to on.
- B. Create a duplicate detection job for all active accounts.
- C. Set the value of When a record is created or updated to off.
- D. Set the value of Enable duplicate detection to off.
- E. Set the value of When a record is created or updated to on.

**Answer:** C,D

**NO.12** You need to ensure that guest data is recorded properly.

How should you fulfill each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Requirement**

**Solution**

Generate a list of all the current reservations.

<input type="checkbox"/> Use the Guest entity. <input type="checkbox"/> Use the Guest timeline. <input type="checkbox"/> Use the business process flow entity. <input type="checkbox"/> Use the business process flow process.
---

Ensure that a credit card is recorded for each guest.

<input type="checkbox"/> Create a workflow. <input type="checkbox"/> Make the field Business Required. <input type="checkbox"/> Write a business rule for the Guest form. <input type="checkbox"/> Write a business rule for the business process flow.
--

**Answer:**

**Requirement**

**Solution**

Generate a list of all the current reservations.

<input checked="" type="checkbox"/> Use the Guest entity. <input type="checkbox"/> Use the Guest timeline. <input type="checkbox"/> Use the business process flow entity. <input type="checkbox"/> Use the business process flow process.
--

Ensure that a credit card is recorded for each guest.

<input type="checkbox"/> Create a workflow. <input type="checkbox"/> Make the field Business Required. <input checked="" type="checkbox"/> Write a business rule for the Guest form. <input type="checkbox"/> Write a business rule for the business process flow.
---

**NO.13** 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.** Instruct users to confirm that they can access OneDrive for Business by using a web browser.
- B.** Review Microsoft Office 365 Groups configuration.
- C.** Confirm OneDrive for Business privilege settings.
- D.** Review Microsoft account access configuration.

**Answer:** A,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.

**NO.14** 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 products and create a subject tree for sales literature
- B.** a subject tree for sales and create a subject tree for customer service
- C.** a subject tree for sales team and customer service team
- D.** a subject tree for organization to be used by products and sales literature

**Answer:** D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/define-subjects-categorizecases-products-articles>

**NO.15** You are a Dynamics 365 Customer Service administrator.

Users report that the main form does not display data from other entities or allow them to edit data from other entities.

You need to embed information from other entities in the form and allow users to edit the data.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

## Requirement

## Action

Edit data

  

- Add a mobile form.
- Add a quick create form.
- Add a sub-grid.
- Add a virtual entity.

View data

  

- Add a reference panel.
- Add a quick view.

*Answer:*

## Requirement

## Action

Edit data

  

- Add a mobile form.
- Add a quick create form.
- Add a sub-grid.
- Add a virtual entity.

View data

  

- Add a reference panel.
- Add a quick view.