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Microsoft Dynamics 365 Customer Engagement Core (beta)

Sections

1. Manage user experience design

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2. Manage Entities and Data
3. Implement Security
4. Implement Integration
5. Perform Solutions Deployment and Testing

Exam A

QUESTION 1

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



Correct Answer: B

Section: Manage user experience design

Explanation

Explanation/Reference:

QUESTION 2

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?



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

Correct Answer: B

Section: Manage user experience design

Explanation

Explanation/Reference:

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



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.

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Correct Answer: A

Section: Manage user experience design

Explanation

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

QUESTION 4

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator.

When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.

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.

Select and Place:

Correct Answer:

Section: Manage user experience design

Explanation



Explanation/Reference:

QUESTION 5

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. Create a duplicate detection job for all active accounts.

- B. Set the value of **When a record is created or updated** to **on**.
- 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 **During import** to **on**.

Correct Answer: AE

Section: Manage Entities and Data

Explanation

Explanation/Reference:

QUESTION 6

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.

Why is the user unable view all available data?

- A. You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- B. You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- C. You created a chart in Dynamics 365 Customer Engagement and exported the chart.
- D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

Correct Answer: D

Section: Manage Entities and Data

Explanation

Explanation/Reference:

QUESTION 7

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

Section: Manage Entities and Data

Explanation

Explanation/Reference:

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

QUESTION 8

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

Correct Answer: D

Section: Implement Security

Explanation

Explanation/Reference:

QUESTION 9

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

Correct Answer: A

Section: Implement Integration

Explanation

Explanation/Reference:



QUESTION 10

You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer.

The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline.

You need to make the tab visible.

What is the first action you should perform?

- A. Enable the entity for Microsoft SharePoint document management.
- B. Grant access in the user's security role.
- C. Check document management for the entity in the default solution.
- D. Grant access under the user's product licenses.

Correct Answer: A

Section: Implement Integration

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365>

QUESTION 11

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 from 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 part of the solution.

NOTE: Each correct selection is worth one point.



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- A. Exchange folder-level tracking.
- B. Synchronize appointment attachments with Outlook or Exchange.
- C. Synchronize tasks that assigned in Outlook.
- D. Go Offline

Correct Answer: BC

Section: Implement Integration

Explanation

Explanation/Reference:

<https://www.vceplus.com/>

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

QUESTION 12

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. Each user can only view their run history.
- B. System administrator may only view the run history.
- C. Only the user who creates the button can view the run history for all users.
- D. Every user can view all run history.
- E. People with the appropriate role can see all run history.

Correct Answer: C

Section: Implement Integration

Explanation

Explanation/Reference:

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



QUESTION 13

HOTSPOT

You are a Dynamics 365 for Customer Service system administrator. You have a production instance named Organization1 that is integrated with an ERP system. When a new account is created in the ERP system, an account is created in Organization1 and with the ERP Account field set to **Yes**.

When the field value is set, an account must be created in a separate production instance named Organization2.

You need to use Microsoft Flow to create the account.

How should you configure the flow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

When a record is created ...

* Organization Name

* Entity Name

Condition

is equal to [Collapse condition](#)

[Edit in advanced mode](#)

✓ If yes

Create a new record ...

* Organization Name

* Entity Name

✗ If no

[Add an action](#)

Correct Answer:



Answer Area

When a record is created ...

* Organization Name

* Entity Name

Condition

is equal to [Collapse condition](#)

[Edit in advanced mode](#)

If yes

Create a new record ...

* Organization Name

* Entity Name

If no

[Add an action](#)

Section: Implement Integration
Explanation

Explanation/Reference:

QUESTION 14

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 Exchange Online
- E. Microsoft Skype for Business



Correct Answer: BDE

Section: Implement Integration
Explanation

Explanation/Reference:

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

QUESTION 15

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

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 16

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 to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 17

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

Correct Answer: A

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 18

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

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 19

You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update.

You must assign the cloned solution a new version number using the Microsoft recommended versioning system.

You need to set the version number for the new solution.

Which version number should you set?

- A. 2.4.3.7
- B. 2.5.0.1
- C. 2.5.3.6
- D. 3.1.2.7

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates>

QUESTION 20

You manage Dynamics 365 for Customer Service Development, Test, and Production instances. You use an unmanaged solution to develop customizations and deploy the customizations to a Production instance.

Several deployed customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain.

You need to remove the customizations.

What should you do?

- A. Change the publisher settings.
- B. Install the previous solution.
- C. Manually remove each customization.
- D. Change the version number on the unmanaged solution to the previous version.

Correct Answer: C

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

**QUESTION 21**

You manage a Dynamics 365 for Customer Service instance.

You need to add Voice of the Customer to the instance.

What should you do?

- A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
- B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer.
- C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance.
- D. Search AppSource for Voice of the Customer. Import the solution.
- E. Add the correct role to each user to allow them to use the Voice of the Customer solution.

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution>

QUESTION 22

You are a Dynamics 365 for Customer Service developer. You import a solution that was exported from the Sandbox instance into the Production instance.

You receive errors during import.

You need to identify and resolve the errors.

What should you do?

- A. Put in a service request to turn tracing on the servers.
- B. Download the log file and review the log file for errors. Fix the cause of the errors and reimport the solution.
- C. Export the solution from the Sandbox instance and re-import the solution into the Production instance.
- D. Open the solution.zip file and read the solution.xml file. Delete the lines in the file that cause the import errors.

Correct Answer: B

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:

QUESTION 23

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

Section: Perform Solutions Deployment and Testing

Explanation

Explanation/Reference:



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