Visit Braindump2go and Download Full Version MB-200 Exam Dumps

QUESTION 165
Case Study 3 - Contoso Suites
Background
・Contoso Suites is a hotel chain that is in the process of implementing Dynamics 365 Customer Service to manage their events and front desk registrations.
・Guest stay types consist of business, personal, and conference.
・Each guest stay follows the same stages: Reservation, Check-in, Stay, and Check-out.
・The majority of the system configuration is completed, and testing is in progress.
・There are three Dynamics 365 environments: Sandbox, QA, and Production. System settings are the same for the three environments.
・All emails are configured for Production.
・The company partners with a third-party service that provides weather forecasts and flight arrivals information for the places where they have hotels.
Current environment. Security
・Security roles are assigned to teams.
・Users are assigned to teams:
・The Contact entity is set to have basic read privileges only.
・During testing, a user reports a spelling mistake on the Number of Children label. An administrator corrects the spelling in the Sandbox environment and imports the unmanaged solution into the QA environment.
Requirements. Business requirements
・The events coordinator needs a dashboard containing the weather forecast and flight arrivals along with events that they are managing and their work schedule.
・Guests must be entered as contact records in the system. Returning guests must be added directly from an existing contact record.
・The contact record must include a preferences section that has information such as newspaper preferences and slipper size.
・The contact record must show a chart of all previous stay types.
・Preferences must be stored only on the contact record so that the information is always current.
・All the colors in the system must be consistent with the Contoso branding.
・Duplicate contact records must be eliminated, and all guest records combined under one contact.
Requirements. Technical requirements
・The hotel wants to avoid custom development and Inline frames (Iframes) where possible.
・A duplicate detection rule must be created for contacts to show an alert when an email already exists in the system.
・The Number of Guests field must be mandatory only when the Check-in stage is active for the front desk agent.
・Customizations must be made in the Sandbox environment, exported as a managed solution, and imported into the QA environment.
・Information from an external travel agent database is used to see potential reservations. The database consists of Name, Arrival Date, Departure Date, and Cost per Night. The information must be read only.
Issues
・During testing, a user discovered that on the guest record, there are two stay type fields: Stay Type, which is an

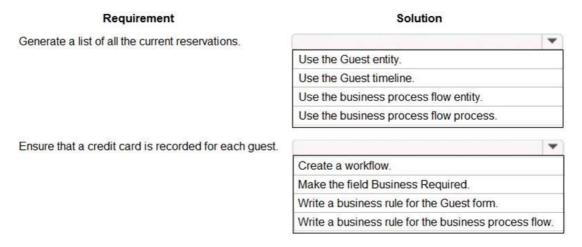option set, and Stay, which is a lookup. Stay does not appear in any other area.

· The front desk staff does not receive any alerts when creating contacts even if the contacts have the same email address.

· When a manager assigns a contact to a front desk agent, the front desk agent cannot see the record.

· The front desk staff currently must enter all the guest information, even if the guest has stayed at the hotel previously.

Hotspot Question

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.

Answer Area

Requirement	Solution
Generate a list of all the current reservations.	▼
	Use the Guest entity.
	Use the Guest timeline.
	Use the business process flow entity.
	Use the business process flow process.
Ensure that a credit card is recorded for each guest.	▼
	Create a workflow.
	Make the field Business Required.
	Write a business rule for the Guest form.
	Write a business rule for the business process flow.

Answer:

Answer Area

Requirement	Solution
Generate a list of all the current reservations.	▼
	Use the Guest entity.
	Use the Guest timeline.
	Use the business process flow entity.
	Use the business process flow process.
Ensure that a credit card is recorded for each guest.	▼
	Create a workflow.
	Make the field Business Required.
	Write a business rule for the Guest form.
	Write a business rule for the business process flow.

QUESTION 166
Case Study 3 - Contoso Suites
Background
· Contoso Suites is a hotel chain that is in the process of implementing Dynamics 365 Customer Service to manage their events and front desk registrations.

· Guest stay types consist of business, personal, and conference.

· Each guest stay follows the same stages: Reservation, Check-in, Stay, and Check-out.

· The majority of the system configuration is completed, and testing is in progress.

· There are three Dynamics 365 environments: Sandbox, QA, and Production. System settings are the same for the three environments.

· All emails are configured for Production.

・The company partners with a third-party service that provides weather forecasts and flight arrivals information for the places where they have hotels.

Current environment. Security

・Security roles are assigned to teams.

・Users are assigned to teams:

・The Contact entity is set to have basic read privileges only.

・During testing, a user reports a spelling mistake on the Number of Children label. An administrator corrects the spelling in the Sandbox environment and imports the unmanaged solution into the QA environment.

Requirements. Business requirements

・The events coordinator needs a dashboard containing the weather forecast and flight arrivals along with events that they are managing and their work schedule.

・Guests must be entered as contact records in the system. Returning guests must be added directly from an existing contact record.

・The contact record must include a preferences section that has information such as newspaper preferences and slipper size.

・The contact record must show a chart of all previous stay types.

・Preferences must be stored only on the contact record so that the information is always current.

・All the colors in the system must be consistent with the Contoso branding.

・Duplicate contact records must be eliminated, and all guest records combined under one contact.

Requirements. Technical requirements

・The hotel wants to avoid custom development and Inline frames (Iframes) where possible.

・A duplicate detection rule must be created for contacts to show an alert when an email already exists in the system.

・The Number of Guests field must be mandatory only when the Check-in stage is active for the front desk agent.

・Customizations must be made in the Sandbox environment, exported as a managed solution, and imported into the QA environment.

・Information from an external travel agent database is used to see potential reservations. The database consists of Name, Arrival Date, Departure Date, and Cost per Night. The information must be read only.

Issues

・During testing, a user discovered that on the guest record, there are two stay type fields: Stay Type, which is an option set, and Stay, which is a lookup. Stay does not appear in any other area.

・The front desk staff does not receive any alerts when creating contacts even if the contacts have the same email address.

・When a manager assigns a contact to a front desk agent, the front desk agent cannot see the record.

・The front desk staff currently must enter all the guest information, even if the guest has stayed at the hotel previously.

Drag and Drop Question

You need to configure check in steps for the front desk agents.

Which components should you configure? To answer, drag the appropriate components to the correct requirements. Each component 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.

Answer:

Components		Answer Area		
		Requirement		**Component**
		Determine steps visible for each type of agent.		Role security
Field properties		Modify the Number of Guests field.		Business rule
Business process flow				

QUESTION 167
Case Study 3 - Contoso Suites
Background
‧ Contoso Suites is a hotel chain that is in the process of implementing Dynamics 365 Customer Service to manage their events and front desk registrations.
‧ Guest stay types consist of business, personal, and conference.
‧ Each guest stay follows the same stages: Reservation, Check-in, Stay, and Check-out.
‧ The majority of the system configuration is completed, and testing is in progress.
‧ There are three Dynamics 365 environments: Sandbox, QA, and Production. System settings are the same for the three environments.
‧ All emails are configured for Production.
‧ The company partners with a third-party service that provides weather forecasts and flight arrivals information for the places where they have hotels.
Current environment. Security
‧ Security roles are assigned to teams.
‧ Users are assigned to teams:
‧ The Contact entity is set to have basic read privileges only.
‧ During testing, a user reports a spelling mistake on the Number of Children label. An administrator corrects the spelling in the Sandbox environment and imports the unmanaged solution into the QA environment.
Requirements. Business requirements
‧ The events coordinator needs a dashboard containing the weather forecast and flight arrivals along with events that they are managing and their work schedule.
‧ Guests must be entered as contact records in the system. Returning guests must be added directly from an existing contact record.
‧ The contact record must include a preferences section that has information such as newspaper preferences and slipper size.
‧ The contact record must show a chart of all previous stay types.
‧ Preferences must be stored only on the contact record so that the information is always current.
‧ All the colors in the system must be consistent with the Contoso branding.
‧ Duplicate contact records must be eliminated, and all guest records combined under one contact.
Requirements. Technical requirements
‧ The hotel wants to avoid custom development and Inline frames (Iframes) where possible.
‧ A duplicate detection rule must be created for contacts to show an alert when an email already exists in the system.
‧ The Number of Guests field must be mandatory only when the Check-in stage is active for the front desk agent.
‧ Customizations must be made in the Sandbox environment, exported as a managed solution, and imported into the QA environment.
‧ Information from an external travel agent database is used to see potential reservations. The database consists of Name, Arrival Date, Departure Date, and Cost per Night. The information must be read only.
Issues
‧ During testing, a user discovered that on the guest record, there are two stay type fields: Stay Type, which is an option set, and Stay, which is a lookup. Stay does not appear in any other area.
‧ The front desk staff does not receive any alerts when creating contacts even if the contacts have the same email address.
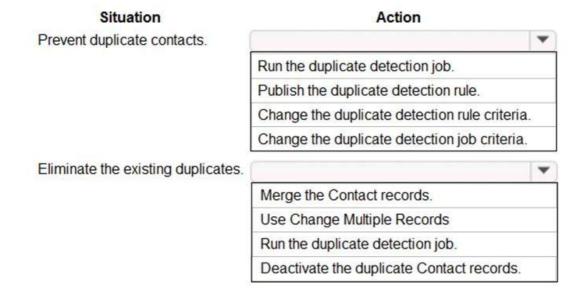
· When a manager assigns a contact to a front desk agent, the front desk agent cannot see the record.
· The front desk staff currently must enter all the guest information, even if the guest has stayed at the hotel previously.
Hotspot Question
You need to resolve the issue of duplicate contacts.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Situation	Action
Prevent duplicate contacts.	▼
	Run the duplicate detection job.
	Publish the duplicate detection rule.
	Change the duplicate detection rule criteria.
	Change the duplicate detection job criteria.
Eliminate the existing duplicates.	▼
	Merge the Contact records.
	Use Change Multiple Records
	Run the duplicate detection job.
	Deactivate the duplicate Contact records.

Answer:

Answer Area

Situation	Action
Prevent duplicate contacts.	▼
	Run the duplicate detection job.
	Publish the duplicate detection rule.
	Change the duplicate detection rule criteria.
	Change the duplicate detection job criteria.
Eliminate the existing duplicates.	▼
	Merge the Contact records.
	Use Change Multiple Records
	Run the duplicate detection job.
	Deactivate the duplicate Contact records.

QUESTION 168
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: AD

QUESTION 169
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. Entities component of a solution
B. System Settings
C. Microsoft Visual Studio
D. Advanced Find

Answer: A

QUESTION 170
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. Entities component of a solution
B. Microsoft Excel template
C. Microsoft Visual Studio
D. Advanced Find

Answer: A

QUESTION 171
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: Change Elisabeth's username in the user record from Dynamics 365.
Does the solution meet the goal?

A. Yes
B. No

Answer: A
Explanation:
https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-a-user-record-in-mi

QUESTION 172
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: B

QUESTION 173
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

QUESTION 174
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: Delete the user account in Dynamics 365 and recreate it with the new name.

Does the solution meet the goal?

A. Yes
B. No

Answer: B