

➤ **Vendor: Microsoft**

➤ **Exam Code: MB-200**

➤ **Exam Name: Microsoft Power Platform + Dynamics 365 Core**

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QUESTION 175

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 use Forms Pro to create a customer satisfaction survey.

You need to distribute the survey.

Solution: Provide a QR code that links to the survey.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 176

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 use Forms Pro to create a customer satisfaction survey.

You need to distribute the survey.

Solution: Use social media.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 177

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 use Forms Pro to create a customer satisfaction survey.

You need to distribute the survey.

Solution: Send a text message that includes the survey link.

Does the solution meet the goal?

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- A. Yes
B. No

Answer: A

QUESTION 178

Hotspot Question

You are a Dynamics 365 for Customer Service solution architect. You create a custom entity for account planning. You need to perform the following tasks:

- Track tasks that connect to Microsoft Outlook.
- Use the Dynamics 365 for Phones app to create new records.
- Integrate with Microsoft SharePoint.

On the Entities customization page, which three areas should you configure? To answer, select the appropriate areas in the dialog box in the answer area.


NOTE: Each correct selection is worth one point.

Answer Area

Communication & Collaboration

- ☐ Feedback †
- ☐ Notes (includes attachments) †
- ☐ Activities †
- ☐ Connections †
- ☐ Sending email (If an email field does not exist, one will be created) †
- ☐ Mail merge
- ☐ Document management
- ☐ OneNote Integration
- ☐ Access Teams
- ☐ Queues †
- ☐ Automatically move records to the owner's default queue when a record is created or assigned.
- ☐ Knowledge Management
- ☐ Enable for SLA (Fields will be created) †

Data Services

- ☐ Allow quick create
- ☐ Duplicate detection
- ☐ Auditing
-  This entity will not be audited until auditing is enabled for the organization.
- ☐ Change Tracking

Outlook & Mobile

- ☐ Enable for phone express
- ☐ Enable for mobile
- ☐ Read-only in mobile

Answer:


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Answer Area**Communication & Collaboration**

- ☐ Feedback †
- ☐ Notes (includes attachments) †
- ☐ Activities †
- ☐ Connections †
- ☐ Sending email (If an email field does not exist, one will be created) †
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- ☐ Queues †
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Data Services

- ☐ Allow quick create
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 -  This entity will not be audited until auditing is enabled for the organization.
- ☒ Change Tracking

Outlook & Mobile

- ☐ Enable for phone express
- ☒ Enable for mobile
- ☐ Read-only in mobile

QUESTION 179**Hotspot Question**

You are a Dynamics 365 Customer Service administrator. There are two duplicate contact records User1 and User2.

- The User1 record has the correct business phone number and related team members, opportunities, and cases.
- The User2 record has the correct email.
- The User2 contact has one case record and six activity records.
- The User2 contact record is created three days after the User1 contact record.

You need to merge the two contact records into a single contact record.

Which actions should you complete when merging the records? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Associate the User2 case and activity records to User1.

Select User1 as the master record.

Select User2 as the master record.

Manually update the contact field on the User2 case record and change to User1.

Manually update the contact field on the User2 activity records and change them to User1.

Ensure the email and business phone are correctly merged.

Select Email for User2. Select Business Phone for User1.

Select User1 as the master record.

Select User2 as the master record.

Select all fields for contact User2.

Answer:

Answer Area

Associate the User2 case and activity records to User1.

Select User1 as the master record.

Select User2 as the master record.

Manually update the contact field on the User2 case record and change to User1.

Manually update the contact field on the User2 activity records and change them to User1.

Ensure the email and business phone are correctly merged.

Select Email for User2. Select Business Phone for User1.

Select User1 as the master record.

Select User2 as the master record.

Select all fields for contact User2.

QUESTION 180

Drag and Drop Question

You are a Dynamics 365 Customer Service administrator.

Team members report that they cannot perform required tasks.

Team	Comments
Accounting	Team member must be able to edit sensitive data on an account record.
Sales	The sales team has an app that provides a customized navigation experience. Other teams must not be able to access this app.
Operations	Operations team members must have read-only access to all accounts across the organization and read-write access to records that they own.
Managers	Managers must be able to view self-owned records and records owned by users that report to them.

You need to configure security.

Which security methods should you use for each team? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Terms

field-level security

security roles

access teams

hierarchy security

Answer Area

Team	Security method
Accounting	Security method
Sales	Security method
Operations	Security method
Managers	Security method

Answer:

Terms

field-level security

security roles

access teams

hierarchy security

Answer Area

Team	Security method
Accounting	access teams
Sales	security roles
Operations	field-level security
Managers	hierarchy security

QUESTION 181

Drag and Drop Question

You are a Dynamics 365 Customer Service administrator. You create a new field in the default solution of a sandbox environment.

Only managed solutions are imported into the production environment.

You need to make the field available in the production environment.

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	Answer Area
Create a new solution in the sandbox environment with only the field component.	
Export the new solution from the sandbox environment.	
Publish the solution.	
Export the default solution from the sandbox environment.	
Import the solution into the production environment.	
Change the publisher for the default solution.	

⏪
⏩

⏴
⏵

Answer:

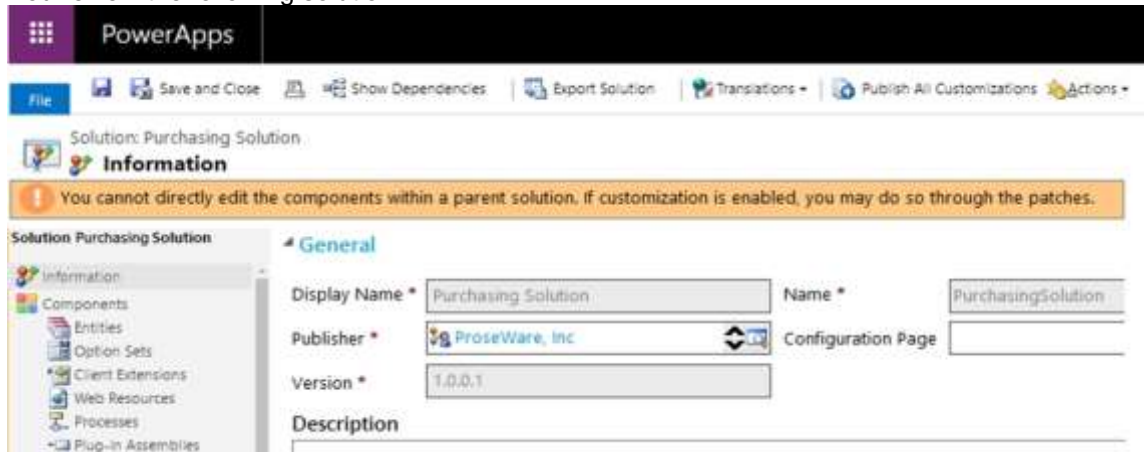
Actions	Answer Area
	Create a new solution in the sandbox environment with only the field component.
	Export the new solution from the sandbox environment.
	Import the solution into the production environment.
Export the default solution from the sandbox environment.	Publish the solution.
Change the publisher for the default solution.	

QUESTION 182

Hotspot Question

You are a Dynamics 365 administrator. You work with five team members.

You review the following solution:



The screenshot shows the 'Purchasing Solution' configuration page in PowerApps. The 'General' tab is selected. The 'Display Name' is 'Purchasing Solution', the 'Name' is 'PurchasingSolution', the 'Publisher' is 'ProseWare, Inc', and the 'Version' is '1.0.0.1'. The 'Configuration Page' is empty. A warning message states: 'You cannot directly edit the components within a parent solution. If customization is enabled, you may do so through the patches.'

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.

Answer Area

Why is the solution locked?

- A team member creates the first patch for the solution.
- A team member applies a solution upgrade.
- A team member has exported the solution.

How should you unlock the solution?

- Delete any associated patches.
- Clone a patch.
- Apply the solution upgrade.

Answer:

Answer Area

Why is the solution locked?

	▼
A team member creates the first patch for the solution.	
A team member applies a solution upgrade.	
A team member has exported the solution.	

How should you unlock the solution?

	▼
Delete any associated patches.	
Clone a patch.	
Apply the solution upgrade.	