QUESTION 154
Case Study 1 - Lamna
Background
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The company has a Dynamics 365 system administrator who works from 9:00 am to 5:00 pm Monday through Friday. The administrator creates user records for potential hires during final interview processes.
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Most correspondence between workers and parents is done by using email.
The company runs employee meetings each month to present updates and discuss issues. The administrator creates appointments in Dynamics 365 for each employee meeting.
Current processes
Dynamics 365
Lamna has been using Dynamics 365 and Microsoft Office 365 for three years. Access to Dynamics 365 is limited to childcare workers. Support staff only have access to Office 365 applications.
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The administrator maintains a list of apps that are approved for use and makes the list available to all Dynamics 365 users.
Child registration
When a parent registers a child, workers collect information such as known allergies, emergency contact information, list of medications, and scans of signed consent forms for the child. Additional information is collected through the year including field trip consent forms and an annual feedback.
Intake
Every day an employee records each child's arrival time, departure time, and the name of the person who picked up the child in an attendance log. Each record includes a field to enter emergency contact information for the child. This field often remains blank since the childcare worker is too busy to populate this information.
Attendance records are created from a child record. The supervisor reviews an attendance log at the end of day for each team of workers.
Reports
Reports are created from Microsoft Word templates for the healthcare workers and documents are stored in Microsoft SharePoint.
You create a Child Attendance report and complete testing of the report in a sandbox environment. The report is ready for deployment to the production environment.
Requirements
Attendance
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If a child is not picked up by 6:00pm, a text message must be sent to the parents notifying them of additional charges

for late pickup. Microsoft Flow is used to deliver text messages to parents about additional charges for late pickup.
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When children change age groups, all of their records must be available to the new team of childcare workers. A child's medication record must no longer be viewable by the previous group of childcare workers.
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Parents of a child named Elizabeth recently changed her surname. The parent hands in a field trip consent form that includes the new surname. The support worker cannot find the child in the system.
Users report having to sign back into the system very frequently, often multiple times during the course of a period of usage.
When children move to new age groups, medication records for the child are not visible to the new group's childcare workers.
You need to modify security for the front desk agent.
Which feature should you modify?

A. Access team
B. Team
C. Role
D. User

Answer: B

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When children move to new age groups, medication records for the child are not visible to the new group's childcare workers.
You need to assist the support worker's effort to attach a field trip form to Elizabeth's record.
What should you do?

A. Upload the document to a manually created SharePoint location under the new name in Dynamics.
B. Update the SharePoint record name.
C. Upload the document under the child's new name in Dynamics 365.
D. Update the SharePoint GUID.

Answer: D

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Hotspot Question

You need to make adjustments to the user experience.

Where should you make changes to resolve the reported issues?

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Location
Calendar is in a different language.	[▼] System settings Personal options Dynamics 365 Administration Center Microsoft 365 Administration Center
Dynamics 365 keeps asking users to sign in.	[▼] System settings Personal options Dynamics 365 Administration Center Microsoft 365 Administration Center

Answer:

Answer Area

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Drag and Drop Question
You need to create an attendance log for the supervisor.
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.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions   **Answer Area**

| Add a filter for teams of workers. |

| Add a filter for age groups. |

| Create a system view. |
                                      ⊙⊙ (◀ ▶)   ⊙⊙ (▲ ▼)
| Create a personal view. |

| Add a filter by date. |

| Save and publish. |

| Save and share. |

Answer:

Actions   **Answer Area**

| | Create a personal view. |

| Add a filter for age groups. | | Add a filter for teams of workers. |

| Create a system view. | | Add a filter by date. |
                                      ⊙⊙ (◀ ▶)
| | Save and share. | ⊙⊙ (▲ ▼)

| Save and publish. |

QUESTION 158
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. You need to simplify the registration process for repeat guests.

Which entity component should you use?

A. fields
B. workflows
C. relationships
D. business rules

Answer: C