QUESTION 1
Case Study 1 - Adventure Works Cycles
Background
Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.
Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.
Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.
They use Dynamics 365 Customer Engagement for all customer activities, including field service.
Current environment. Retail store information
・ Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.
・ Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
・ The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
・ Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
・ A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features:
    - Customer selects yes or no if they are on the mailing list.
    - Customer select the amount of times they have visited the store.
    - Customer select the type of service needed.
    - The search result returns all last name records that match the search term.
Current environment. Technology
・ A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.
・ A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
・ Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.
・ Microsoft Teams is used for all collaboration.
・ All testing and problem diagnostics are performed in a copy of the production environment.
・ Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.
Requirements. Automation
・ A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.

・Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
・A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
・Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting
・The warehouse manager's dashboard must contain warehouse counting variance information.
・A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.
・Power BI must be used for reporting across the organization.

Requirements. User experience
・Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
・All customer repairs must be tracked in the system no matter where they occur.
・Qualified leads must be collected from local bike fairs.

Issues. Internal
・User1 reports that performance is slow when viewing total billed customer time.
・User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month and sales orders have also increased.
・User5 receives the error message "Endpoint unavailable' during a test of the technician dispatch ISV solution.
・The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External
・CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
・Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to replace the bicycle inspection forms.
Which two solutions should you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. a canvas app that guides the technician through the inspection
B. a logic app that guides the technician through the inspection
C. a flow that maps inspection data to Dynamics 365 for Field Service
D. a model-driven app based on customer service entities

Answer: CD
Explanation:
Scenario: The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups.
Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
C: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set mobile workers up for success when they're onsite with customers fixing issues.
D: Model-driven apps are good for creating end-to-end solutions. For example, after a customer service support ticket has been created, it must be routed, addressed, updated, marked as complete, and so on.
There will likely be quite a few teams, roles, and processes involved in this complete cycle of case resolution, which would require a model-driven app.
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/overview https://us.hitachi-solutions.com/blog/canvas-vs-model-driven-apps/

QUESTION 2
Case Study 1 - Adventure Works Cycles
Background

Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.

Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.

They use Dynamics 365 Customer Engagement for all customer activities, including field service.

Current environment. Retail store information

· Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.

· Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.

· The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.

· Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.

· A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features:
    - Customer selects yes or no if they are on the mailing list.
    - Customer select the amount of times they have visited the store.
    - Customer select the type of service needed.
    - The search result returns all last name records that match the search term.

Current environment. Technology

· A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.

· A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.

· Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.

· Microsoft Teams is used for all collaboration.

· All testing and problem diagnostics are performed in a copy of the production environment.

· Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Requirements. Automation

· A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.

· Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.

· A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.

· Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

· The warehouse manager's dashboard must contain warehouse counting variance information.

· A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.

· Power BI must be used for reporting across the organization.

Requirements. User experience

· Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.

· All customer repairs must be tracked in the system no matter where they occur.

· Qualified leads must be collected from local bike fairs.

Issues. Internal

· User1 reports that performance is slow when viewing total billed customer time.

· User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month and sales orders have also increased.

· User5 receives the error message "Endpoint unavailable' during a test of the technician dispatch ISV solution.

・The parts department manager who is the approver for the department is currently on sabbatical.
Issues. External
・CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
・Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.
You need to ensure that Adventure Works Cycle can track information from visitors to bike fairs.
What should you create?

A. a workflow in Dynamics 365 Customer Engagement for capturing leads
B. a Microsoft flow that generates a new customer record in SharePoint
C. a flow that connects with the bike fair Power Apps app to create a lead in Dynamics 365 Customer Engagement
D. a flow to capture customer data from the bike fair Power Apps app in SharePoint and create a lead in Microsoft Teams

Answer: C
Explanation:
By using a Dynamics 365 connector, you can create flows that initiate when an event occurs in Dynamics 365, or some other service, which then performs an action in Dynamics 365, or some other service.
Reference:
https://docs.microsoft.com/en-us/power-automate/connection-dynamics365

QUESTION 3
Case Study 1 - Adventure Works Cycles
Background
Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.
Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.
Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.
They use Dynamics 365 Customer Engagement for all customer activities, including field service.
Current environment. Retail store information
・Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.
・Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
・The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
・Adventure Works Cycles uses a PowerApps app for local bike fairs to attract new customers.
・A canvas app is being developed to capture customer information when customer check in at the retail location. The app has the following features:
    - Customer selects yes or no if they are on the mailing list.
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    - The search result returns all last name records that match the search term.
Current environment. Technology
・A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.

- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Unified Operations.
- Microsoft Teams is used for all collaboration.
- All testing and problem diagnostics are performed in a copy of the production environment.
- Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Requirements. Automation
- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
- Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.
- A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting
- The warehouse manager's dashboard must contain warehouse counting variance information.
- A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.
- Power BI must be used for reporting across the organization.

Requirements. User experience
- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
- All customer repairs must be tracked in the system no matter where they occur.
- Qualified leads must be collected from local bike fairs.

Issues. Internal
- User1 reports that performance is slow when viewing total billed customer time.
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- The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External
- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to reduce response time for the information email on the website.
What should you create?

A. a PowerApps app that displays the number of emails received in a dashboard
B. a flow that creates a SharePoint item for each email response
C. a logic app that moves all emails received to Azure Blob storage
D. a flow that creates a notification in Microsoft Teams

Answer: D
Explanation:
Scenario:
Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
Microsoft Teams is used for all collaboration.

QUESTION 4
Case Study 1 - Adventure Works Cycles

Background

Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair works. They also have six maintenance vans that repair bicycles at various events and residences.

Adventure Works Cycles recently deployed Dynamics 365 Unified Operations in a Microsoft-hosted environment for financials and manufacturing. They plan to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.

They use Dynamics 365 Customer Engagement for all customer activities, including field service.

Current environment. Retail store information

・ Adventure Works Cycles has one legal entity, four warehouses, and six field service technicians.

・ Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.

・ The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups. Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.

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  - Customer selects yes or no if they are on the mailing list.
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Current environment. Technology

・ A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives visits, phone calls, email correspondence, and repair time compared with hours spent.

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・ A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.

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・ A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.

・ Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

・ The warehouse manager's dashboard must contain warehouse counting variance information.

・ A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.

・ Power BI must be used for reporting across the organization.

Requirements. User experience

・ Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.

・ All customer repairs must be tracked in the system no matter where they occur.

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・ User1 reports that performance is slow when viewing total billed customer time.

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Issues. External

・CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.

・Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.

・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to modify Microsoft Flow to resolve CustomerC's issue.
What should you do?

A. Add a condition containing approval hierarchy.
B. Add a timeout setting to the approval flow.
C. Add a configure run that is set to is successful.
D. Add a data operation that specifies the false conditions.

Answer: B
Explanation:
Scenario: CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Imagine having a process where you want to give someone a couple of days to reply to an approval. If that someone doesn't respond in time, you want to assign a new approval to another person or group of people. To achieve this you can set the timeout in the action settings.
Reference:
https://www.o365dude.com/2018/06/02/timeout-flow-approvals/

QUESTION 5
Case Study 1 - Adventure Works Cycles
Background
Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. They have one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.

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They use Dynamics 365 Customer Engagement for all customer activities, including field service.

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Current environment. Technology

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Requirements. Automation

・ A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.

・ Ecommerce sales orders need to automatically integrate into Dynamics 365 Unified Operations.

・ A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.

・ Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Requirements. Reporting

・ The warehouse manager's dashboard must contain warehouse counting variance information.

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Requirements. User experience

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・ User1 reports that performance is slow when viewing total billed customer time.

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・ User5 receives the error message "Endpoint unavailable' during a test of the technician dispatch ISV solution.

・ The parts department manager who is the approver for the department is currently on sabbatical.

Issues. External

・ CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.

・ Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.

・ Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

・ CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Drag and Drop Question

You need to resolve the performance issue with the Total Billed customer plug-in.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Run the total billed customer time query.	
Attach the debugger to total billed customer time.	
Correct the failing plug-in code and compile.	
Unregister the old version of the plug-in and reregister the new version of the plug-in.	
Register and deploy the plug-in assembly.	

Answer:

Actions	Answer Area
	Attach the debugger to total billed customer time.
	Run the total billed customer time query.
	Correct the failing plug-in code and compile.
	Register and deploy the plug-in assembly.
	Unregister the old version of the plug-in and reregister the new version of the plug-in.

Explanation:
Scenario: User1 reports that performance is slow when viewing total billed customer time.
A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives' visits, phone calls, email correspondence, and repair time compared with hours spent.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/register-deploy-plugins