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➢ **Vendor: Microsoft**

➢ **Exam Code: MB-400**

➢ **Exam Name: Microsoft Power Apps + Dynamics 365 Developer**

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QUESTION 12
Case Study 2 - Contoso
Background
Contoso Pharmaceutical manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.
The company plans to implement Dynamics 365 Customer Engagement and Dynamics 365 Finance.
Current environment
・Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
・Pharmacies submit orders requests through email.
・All information at customer locations is handwritten by customer representatives.
・Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
・Some accounts are referrals from other pharmacies.
・Every pharmacy has its own Dynamics 365 Customer Engagement instance.
Requirements. General
Contoso wants to ensure that there is minimal custom code and custom connectors in the system.
Requirements. Accounts
・Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
・Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
・When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
・A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
・A field named Priority_Trigger must be created to trigger the Priority field.
・A field name Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.
Requirements. Users
・UserA must be able to create and publish PowerApps apps.
・UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
・UserC must be able to create apps connected to the systems and update the security roles and entities.
・Pharmacy representatives must only be able to run the apps and access their own records.
・Access to the accounting PowerApps app must be restricted to accounting team members.
・End users must have minimum access to the required systems.
・Only supervisors must be able to view phone numbers in the Accounts form.
・Developers must be able to create new apps for all users.
・Sales users must only have access to their own records.
Requirements. Reporting
Pharmacy orders must be displayed in four graphs as follows:

・ Annual revenue over $100,000

・ Annual revenue under $100,000

・ Research facilities

・ Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

Requirements. Customizations

・ Ensure that notifications are sent to the sales team when a lead is added by using Slack.

・ Ensure that leads have a review stage added to the sales process.

・ Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.

・ Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.

・ Fields for the doctor's name and phone number must be displayed in the customer record.

・ The doctor entered on the customer's record must be validated against doctors that exist in the system.

・ The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.

・ The solution must be error free so that when it is installed in other environments it does not cause issues.

・ A custom mobile app must be created to allow salespeople to add or search by pharmacy name.

・ Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.

・ When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

Drag and Drop Question

You need to assign the minimum environment security role to the appropriate users.

Which security roles should you use? To answer, drag the appropriate security roles to the correct users. Each security role 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.

NOTE: Each correct selection is worth one point.

Answer:

Security roles

Answer Area

User	Security role
UserA	Common Data Service User
UserB	Environment Maker
UserC	System Administrator
All employees	System Customizer

Explanation:
Box 1: Common Data Service User
UserA must be able to create and publish PowerApps apps.
Common Data Service directly against your core business data already used within Dynamics 365 without the need for integration.
Build Apps against your Dynamics 365 Data
Manage reusable Business logic and rules
Reusable skills across Dynamics 365 and Power Apps
Box 2: Environment Maker
UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
The Environment Maker role can create resources within an environment including apps, connections, custom connectors, gateways, and flows using Power Automate.
Box 3: System Administrator
UserC must be able to create apps connected to the systems and update the security roles and entities.
System Administrator is the highest level role which encompasses all the privileges and has over-riding rights. The System Administrator has the authority to allow and remove access of other users and define the extent of their rights. For example, the System Administrator and the System Customizer are given access to custom entities by default while all other users need to be given access. This is the only role that cannot be edited.
Box 4: System Customizer
End users must have minimum access to the required systems.
Sales users must only have access to their own records.
The System Customizer role is similar to the System Administrator role which enables non-system administrators to customize Dynamics 365. A Customizer is a user who customizes entities, attributes and relationships.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/environments-overview
https://crmbook.powerobjects.com/system-administration/business-administration/security-roles/

QUESTION 13
Case Study 2 - Contoso
Background
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・All information at customer locations is handwritten by customer representatives.
・Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
・Some accounts are referrals from other pharmacies.
・Every pharmacy has its own Dynamics 365 Customer Engagement instance.

Requirements. General
Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

Requirements. Accounts
・Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
・Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
・When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
・A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
・A field named Priority_Trigger must be created to trigger the Priority field.
・A field name Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

Requirements. Users
・UserA must be able to create and publish PowerApps apps.
・UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
・UserC must be able to create apps connected to the systems and update the security roles and entities.
・Pharmacy representatives must only be able to run the apps and access their own records.
・Access to the accounting PowerApps app must be restricted to accounting team members.
・End users must have minimum access to the required systems.
・Only supervisors must be able to view phone numbers in the Accounts form.
・Developers must be able to create new apps for all users.
・Sales users must only have access to their own records.

Requirements. Reporting
Pharmacy orders must be displayed in four graphs as follows:
・Annual revenue over $100,000
・Annual revenue under $100,000
・Research facilities
・Hospitals
The graphs must be interactive, and users must be able to drill down on any dimension.

Requirements. Customizations
・Ensure that notifications are sent to the sales team when a lead is added by using Slack.
・Ensure that leads have a review stage added to the sales process.
・Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
・Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
・Fields for the doctor's name and phone number must be displayed in the customer record.
・The doctor entered on the customer's record must be validated against doctors that exist in the system.
・The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
・The solution must be error free so that when it is installed in other environments it does not cause issues.
・A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
・Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.
・When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.
Drag and Drop Question
You need to select a process to create each function.
Which process should you use? To answer, drag the appropriate processes to the correct functions. Each process 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.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:
Box 1: Microsoft flow
Using Microsoft Flow, you can automatically post to Slack when an event happens in Dynamics 365, enabling similar functionality that is available with the Microsoft Yammer integration with third-party collaboration tools.
Box 2: Workflow
Box 3: Business process flow
A business process flow is composed of Stages, and within each stage there are Steps to complete which are fields. In the business process flow heading, a user can see which stage they are at in the process, and which steps they need to complete before they proceed in the process.
Business process flows enable you to require users to complete certain steps before completing the process and if needed you can also allow users to jump stages.
Reference:
https://us.hitachi-solutions.com/blog/dynamics-365-workflow-vs-microsoft-flow/

QUESTION 14
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.
An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.
You need to reduce the time required to synchronize data.
Solution:
- Enable change tracking for entities that will be synchronized.
- Implement a console application that queries for changes.
Does the solution meet the goal?

A. Yes

B. No

Answer: B
Explanation:
Instead use the Data Export Service to sync data between the database and Dynamics 365 Sales.
References:
https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization

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.
An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.
You need to reduce the time required to synchronize data.
Solution:
- Enable change tracking for entities that will be synchronized.
- Use the Data Export Service to sync data between the database and Dynamics 365 Sales.
Does the solution meet the goal?

A. Yes
B. No

Answer: A
Explanation:
Large organizations that synchronize their data with external data sources can now enable entities for change tracking. You can export or retrieve a selected set of data, and then keep the external data warehouse in sync.
The Data Export Service is an add-on service made available on Microsoft AppSource that adds the ability to replicate data from Common Data Service database to an Azure SQL Database store in a customer-owned Azure subscription.
The Data Export Service intelligently synchronizes the entire data initially and thereafter synchronizes on a continuous basis as changes occur (delta changes) in the system.
You can use the Data Export Service with model-driven apps in Dynamics 365, such as Dynamics 365 Sales and Dynamics 365 Customer Service.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization
https://docs.microsoft.com/en-us/power-platform/admin/replicate-data-microsoft-azure-sql-database

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.
An organization has an Azure SQL Database instance that must be synchronized daily with data from Dynamics 365 Sales. A large amount of data might need to be synchronized on some days.
You need to reduce the time required to synchronize data.
Solution:
- Write a SSIS package to connect to the source and target.
- Develop the SSIS package to find the records by the Modified on field.
- Create or update the records in the database instance based on results.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:
Instead enable change tracking for entities that will be synchronized, and use the Data Export Service to sync data between the database and Dynamics 365 Sales.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization
https://docs.microsoft.com/en-us/power-platform/admin/replicate-data-microsoft-azure-sql-database

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.
A Common Data Service (CDS) environment has two custom entities named Building code and Work item. Building code has a code date custom field and Work item has an elapsed time custom field. Construction workers use a consolidated custom form with data from both entities to fill.in their daily work items.
A JavaScript library is used with these custom entities and fields to apply complex logic.
You need to ensure that the JavaScript library continues to function as originally designed if other developers expand the environment.
Solution: In the JavaScript library, add Building code with Code date and Work item with Elapsed time in the dependencies tab.
Does the solution meet the goal?

A. Yes
B. No

Answer: A
Explanation:
Within a solution you can define dependencies within solution components. Up until Dynamics 365 for Customer Engagement apps version 9.0 the main purpose of these dependencies was to prevent the deletion of a solution component when another solution component depended on it.
The following image shows the dependencies tab within the web resource form. Dependencies between web resources are set in the top list.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies
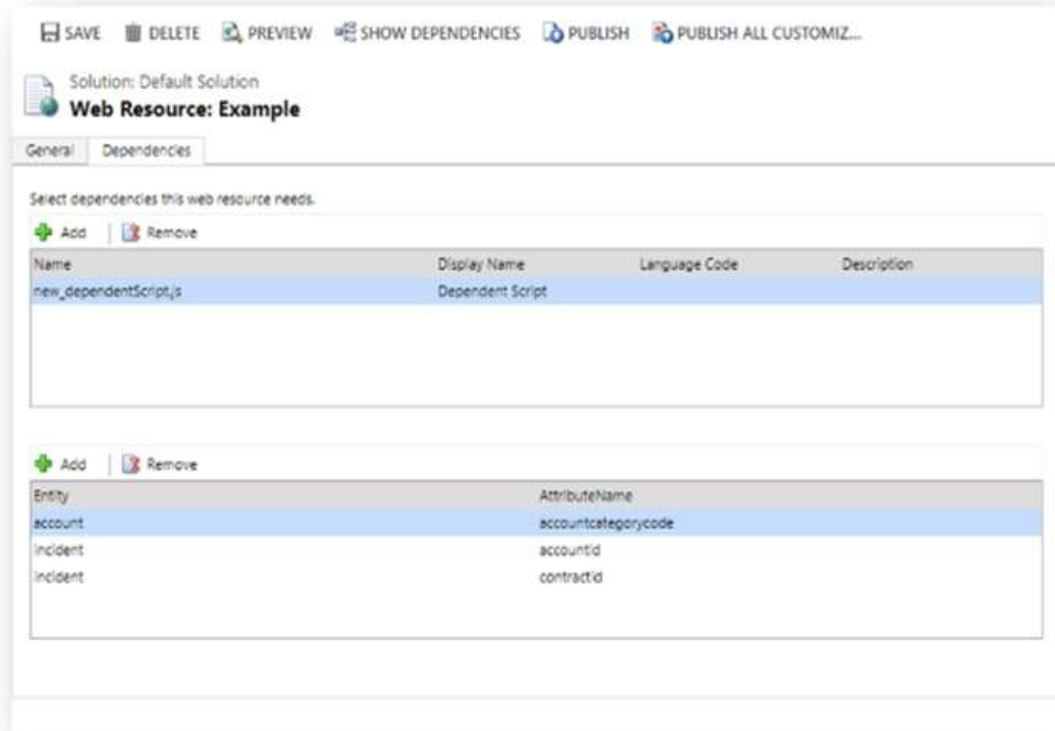
QUESTION 18
You have the following code:

```
Xrm.WebApi.createRecord("account", data).then(
        function success(result) {
                console.log("Success");
        },
        function (error) {
                console.log(error.message);
        }
);
```

You have a contact record that uses the GUID 2CFB1599-DEAD-425F-AB4A-76E6CAB51B09.
You need to assign the contact record as the primary contact for an account when you create the account.
Which two code segments can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A.
```
var data =
        {
                "name": "Contoso account",
                "primarycontactid@odata.context": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
        };
```

B.
```
var data =
    {
        "name": "Contoso account",
        "primarycontactid":
        {
            "logicalname": "contact",
            "id": "2CFB1599-DEAD-425F-AB4A-76E6CAB51B09"
        };
    }
```

C.
```
var data =
    {
        "name": "Contoso account",
        "primarycontactid@odata.bind": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
    };
```

D.
```
var data =
    {
        "name": "Contoso account",
        "primarycontactid": "/contacts(2CFB1599-DEAD-425F-AB4A-76E6CAB51B09)"
    };
```

Answer: BC
Explanation:
B: LogicalName is required when entity id is not specified.

QUESTION 19
An organization has a Dynamics 365 Customer Engagement.
You plan to use a JavaScript web resources file in the Accounts form. The file has a dependency on two image web resource files and on the custom field new_placeofbirth in the Account entity.
You need to add the dependencies for the JavaScript file.
Which three action should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. From Web Resources, select the JavaScript file for the Account form and then select the JavaScript file.
B. Open the web resources file, add the two image web resources to the dependency's lists, and then add the custom field new_placeofbirth to the dependency's list.
C. In the Account form, select Form Properties, select Non-Event Dependencies, and then add the custom field new_placeofbirth.
D. In the Account form, select Form Properties and add the primary JavaScript file and the other two image web resources in Form Libraries.
E. From Settings, select Customization and then select Customize the System.
F. Select Account, select Forms, and then select the Account form.

Answer: BCE
Explanation:
All the Web Resources stored in the database can be accessed in the CRM. Following are the steps involved -
Step 1 (E) - Go to Settings then Customizations and then Customize the System.
Step 2 (B) - From the left navigation, select CRM Web Resources.
C: In our Dynamics 365 forms, there are measures we can take to ensure fields that are being used by JavaScript are not removed from forms. To prevent this from happening, we can go to Form Properties and select the Non-Event Dependencies, and add the website field:

Reference:
https://msdynamics.net/microsoft-dynamics-news/crm-web-resources-using-jscript/
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/web-resource-dependencies

QUESTION 20
A company has two development instances, two test instances, two staging instances, and one production instance.
The test team reports connection issues with the test and staging instances.
You need to identify which if the instances the testing team currently has access.
Which two URLs can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. https://myorg.api.crm.dynamics.com/api/data/v.9.1/
B. https://dev.crm.dynamics.com/api/discovery/v9.1/Instances
C. https://dev.crm.dynamics.com/api/discovery/v9.1/Instances(UniqueName='myorg')
D. https://disco.crm.dynamics.com/api/discovery/v9.1/
E. https://globaldisco.crm.dynamics.com/api/discovery/v9.1/Instances

Answer: CE
Explanation:
C: Organization information is stored in the Instance entity of the Discovery service. To see the kind of information contained in that entity, send an HTTP GET request to the service for one of your instances.
GET https://dev.{servername}/api/discovery/v9.0/Instances(UniqueName='myorg') In the above example, the discovery service is used to obtain the organization information of the instance with a unique name of "myorg".
Reference:
https://docs.microsoft.com/en-in/dynamics365/customerengagement/on-premises/developer/webapi/discover-url-organization-web-api
https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/webapi/samples/global-discovery-service-csharp

QUESTION 21
A company uses the Data Export Service (DES) to refresh their Azure SQL Data Warehouse instance. The data warehouse is used for historical trend analysis and forecasting.
The refresh process from the Common Data Service (CDS) environment to the data warehouse has errors.
Users report that data is missing.
A CDS test environment that contains DES is available to troubleshoot the import outside of the production environment. You create a new SQL database for testing.
You need to configure the test environment to point to the new SQL database.
What should you create first to access the SQL database?

A. a new secret in Azure Key Vault
B. a new export profile in CDS test
C. a new user in the SQL database
D. a new application registration

Answer: A
Explanation:
Because this service requires access to an external Microsoft Azure SQL Database from Dynamics 365 (online), a number of prerequisites must be satisfied before you can successfully access this service including:
Global / Tenant Admin access, or an Azure Key Vault must be provisioned and the setup user must have permissions on Secrets.
Reference:
https://blog.crgroup.com/dynamics-365-latest-feature-the-data-export-service/

QUESTION 22
Drag and Drop Question
You need to select the appropriate methods using the Azure Event Grid.
Which method should you use for each requirement? To answer, drag the appropriate methods to the correct requirements. Each method 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.
NOTE: Each correct selection is worth one point.

Methods		Answer Area	
Event handler		**Requirement**	**Method**
Event sources		Notify the infrastructure team when a new virtual machine is created.	
Event subscription		Route orders over $5,000 to the credit department.	
Events			

Answer:

Methods

| Event sources |

| Events |

Answer Area

Requirement	Method
Notify the infrastructure team when a new virtual machine is created.	Event handler
Route orders over $5,000 to the credit department.	Event subscription

Explanation:
Box 1: Event handler
Event handlers -The app or service reacting to the event.
Box 2: Event subscriptions
Event subscriptions -The endpoint or built-in mechanism to route events, sometimes to more than one handler.
Subscriptions are also used by handlers to intelligently filter incoming events.
Note:
There are five concepts in Azure Event Grid that let you get going:
Events -What happened.
Event sources -Where the event took place.
Topics -The endpoint where publishers send events.
Event subscriptions -The endpoint or built-in mechanism to route events, sometimes to more than one handler.
Subscriptions are also used by handlers to intelligently filter incoming events. Event handlers -The app or service reacting to the event.
Reference:
https://docs.microsoft.com/en-us/azure/event-grid/overview