

- **Vendor:** Microsoft
- **Exam Code:** MB-600
- **Exam Name:** Microsoft Power Apps + Dynamics 365 Solution Architect
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QUESTION 20

HOTSPOT

A client maintains many versions of Microsoft Dynamics CRM and Dynamics 365 Customer Engagement (on-premises). The client plans to migrate solutions between source systems and target systems.

You need to identify which versions of Dynamics CRM and Dynamics 365 are compatible for solution migration.

For which source and target combination can you migrate solutions? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	<input type="checkbox"/> No <input type="checkbox"/> Yes

Correct Answer:

Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions>

QUESTION 21

A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Dashboards
- B. Workflow
- C. Business Process Flow
- D. Microsoft Forms Pro

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 22

HOTSPOT

A client plans to implement a sales platform to help with sales activities.

The sales platform must have the following capabilities:

- Handle a high volume of sales calls that has transcription and call analytics.
- Provide support for sales reps in the field on Android or iOS devices.
- Include social networking capabilities by using email and LinkedIn.

You need to recommend solutions to help the client achieve the goal.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Suggested solutions
High volume sales calling with transcription and call analytics	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>
Primarily outside sales reps	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>
Inside sales primarily using email and LinkedIn	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>

Correct Answer:

Answer Area

Scenario	Suggested solutions
High volume sales calling with transcription and call analytics	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>
Primarily outside sales reps	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>
Inside sales primarily using email and LinkedIn	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Relationship Sales Dynamics 365 Sales with the Outlook app Dynamics 365 Sales with the mobile app Dynamics 365 Sales Insights </div> </div>

Explanation

Explanation/Reference:

QUESTION 23

You are a Dynamics 365 Customer Service consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

- All support issues must come in by email, need to be logged, and assigned to the support group
- Accounts must synchronize with the parent company Oracle database
- Reports must be sent to the executives on a weekly basis
- No custom code will be used in the system

You need to recommend the components that should be configured.

Which two components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Azure Service Bus
- B. Common Data Services
- C. Microsoft Forms Pro
- D. Power BI
- E. server-side synchronization

Correct Answer: BD
Explanation

Explanation/Reference:

QUESTION 24

DRAG DROP

You are designing a Dynamics 365 Sales solution that will be deployed to two separate companies on the same Microsoft Office 365 tenant: Contoso, Ltd and Contoso Pharmaceuticals,

The solution must meet the following security requirements:

- Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
- Restrict access to Lead and Opportunities entities within their company.
- Restrict access to certain forms in an entity.
- Restrict access to certain fields on a form.

What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security type 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.

Select and Place:

Answer Area

Security types Restriction Security type

Role		
Team	Organization	
Group	Entity	
Profile	Form	

Correct Answer:

Answer Area

Security types Restriction Security type

Role		
Team	Organization	Role
Group	Entity	Role
Profile	Form	Role

Explanation

Explanation/Reference:

QUESTION 25

DRAG DROP

You are designing a business continuity strategy for a client who is using Dynamics 365 Sales.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

In which order should you recommend the actions be performed? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
If the second call is successful, the application continues normally.	
The application redirects calls to the established backup datacenter	
The application redirects calls to an on-premises server.	⬅️
The application receives an exception after attempting the service call.	➡️
The application automatically tries the call again.	
The application makes a service call to the datacenter.	⬆️

Correct Answer:

Actions	Answer Area
If the second call is successful, the application continues normally.	The application makes a service call to the datacenter
The application redirects calls to the established backup datacenter	The application receives an exception after attempting the service call.
The application redirects calls to an on-premises server.	The application redirects calls to the established backup datacenter
The application receives an exception after attempting the service call.	The application automatically tries the call again.
The application automatically tries the call again.	If the second call is successful, the application continues normally.
The application makes a service call to the datacenter.	

Explanation

Explanation/Reference:

QUESTION 26

DRAG DROP

A client is implementing a Dynamics 365 Customer Service system. The company is divided into departments with one manager per department.

The company requires the following security setup:

- Managers should see only accounts for the employees who report to them.
- Employees should see only their own accounts.
- Executives should see all the accounts in the company.

You need to recommend a security setup for the new implementation of accounts.

Which should you recommend? To answer, drag the appropriate tool to the correct data type. Each tool 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.

Select and Place:

Security	Role	Security
Organization	Manager	
Business Unit	Employee	
User	Executive	
Parent Child Business Unit		

Correct Answer:

Answer Area

Security	Role	Security
Organization	Manager	Business Unit
Business Unit	Employee	User
User	Executive	Organization
Parent Child Business Unit		

Explanation

Explanation/Reference:

QUESTION 27

An architect is planning a security strategy within Dynamics 365 Sales. The sales manager has a requirement that non-administrators have the ability to create and update the Sales Rep form field.

You need to identify the account types that can be assigned Field security profiles.

Which two account types can be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. User
- B. Service
- C. System
- D. Teams

Correct Answer: AD

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/add-teams-users-field-security-profile>

QUESTION 28

DRAG DROP

A client plans to implement Dynamics 365 Sales.

The client identifies the following requirements for handling opportunities:

- Records must move to an approval stage after an opportunity is created.
- For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.
- An error message must display if a follow-up date is not within seven days of the opportunity creation date.

You need to recommend tools to meet the client requirements.

What should you recommend? To answer, drag the appropriate tools to the correct requirement. Each tool 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.

Select and Place:

Answer Area

Tools	Requirement	Tool
Business Rule	Move records to approval stage.	
Business process flow	Handle opportunities greater than \$20,000.	
Workflows	Enforce follow-up date restrictions.	

Correct Answer:

Answer Area

Tools	Requirement	Tool
Business Rule	Move records to approval stage.	Business process flow
Business process flow	Handle opportunities greater than \$20,000.	Business Rule
Workflows	Enforce follow-up date restrictions.	Workflows

Explanation Explanation/Reference: