> ➢ **Vendor:** **Microsoft**

> ➢ **Exam Code:** **MB-600**

> ➢ **Exam Name:** **Microsoft Power Apps + Dynamics 365 Solution Architect**

> ➢ **New Updated Questions from** **Braindump2go** **(Updated in** **April/2020**)

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Testlet 2

Case study

Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.
Current environment
▪ The company uses Microsoft Office 365.
▪ The company has a custom app for managing and tracking passenger luggage. The app uses Common Data Service
▪ For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
▪ The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
▪ The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.
Requirements

Environment

▪ Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee
▪ Minimize the use of third-party products and custom development.
▪ Reduce customer support call volumes by having the system automatically resolve common issues.
▪ The security role for agents must contain the privileges in the default Customer Service Representative security role.
▪ Log issues as cases. The case from must show variable sections based on the case type.
▪ Include a custom entity named Seats and grant agents access to the entity.
▪ Application user layout should be role specific.
Agents

▪ You must standardize the format used by agents to enter customer phone numbers.
▪ Agents need a solution to replace paper reservation checklists.
▪ Agents need dashboards to show a current count of all reservations on the entity.
▪ Agents need a way to track reservation issues.
▪ Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
▪ Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
▪ Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
IT

▪ IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
▪ IT staff needs a system that is easy to navigate to active cases.
▪ IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
▪ IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.
Management

▪ Management requires paginated reports for stakeholders.
▪ Management wants to provide frequent flyers with better service when the flyers call.
▪ Managers need to see all customer dashboards at the top of their menu on their mobile device.
Maintenance
▪ Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
▪ All vendors must have only view and upload privileges to their invoices and receipts.
▪ Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

QUESTION 1
You need to provide the IT specialists with design diagrams.

What should you provide?

A. Dynamics 365 Product Visualize
B. AI Builder
C. Business process modeler (BPM)
D. Entity relationship diagram (ERD)
Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 2
You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

A. one app for all users

B. one app for each role

C. one app for each team
D. one app for each user
Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 3
DRAG DROP
You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct entities. Each type must 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

Types	Entity	Type
Custom entity		
Virtual entity	Luggage	
Activity entity	Passenger	
Custom activity entity		

Correct Answer:

Answer Area

Types	Entity	Type
Custom entity		
Virtual entity	Luggage	Virtual entity
Activity entity	Passenger	Custom entity
Custom activity entity		

Explanation

Explanation/Reference:

QUESTION 4
You need to recommend a solution that provides a seamless customer experience.

What should you recommend?

A. Business Process Flows
B. Power Automate
C. workflows
D. task flows
Correct Answer: A
Explanation

Explanation/Reference:

Question Set 3

QUESTION 1
Note: This question is part of 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.
In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.
You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.
Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.

Does the solution meet the goal?

A. Yes
B. No
Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 2
You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.
The SLA states the following:
- Support must be provided 24 hours per day, seven days a week.
- Issues must be resolved within four hours of case creation.
You need to recommend tools that will assist the client with tracking these requirements.

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

NOTE: Each correct selection is worth one point.

A. enhanced SLAs with Timer Control
B. First Response by KPI
C. enhanced SLA upgrade
D. Resolve by KPI
Correct Answer: AD
Explanation

Explanation/Reference:

QUESTION 3
HOTSPOT
A company has the following workforce roles and responsibilities:

Role	Responsibilities
Salesperson	Create and update leads, opportunities, quotes, orders, and invoices on mobile devices.
Administrative assistant	Update contact information, calendar invitations, and announcements. Edit dashboards. Long time and expenses to a project.
Customer service agent	Start support chats, respond to customer surveys, and create and update knowledge management.
Sales manager	Edit products, price lists, and sales literature. View contacts, leads, opportunities, quotes, orders, and invoices.
Unit director	View dashboards, record relationships, and invoices. Export data to Microsoft Excel. Use advanced find.

You need to recommend the lowest-cost license type.
Which license types should you recommend? To answer, select the appropriate license in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Role	Dynamics 365 license
Salesperson	▼
	Full
	Team
	Device
	App
Administrative assistant	▼
	Full
	Team
	Device
	App
Customer service agent	▼
	Full
	Team
	Device
	App
Sales manager	▼
	Full
	Team
	Device
	App
Unit director	▼
	Full
	Team
	Device
	App

Correct Answer:

Answer Area

Role	Dynamics 365 license
Salesperson	▼ Full Team Device **App**
Administrative assistant	▼ **Full** Team Device App
Customer service agent	▼ Full Team Device **App**
Sales manager	▼ **Full** Team Device App
Unit director	▼ Full **Team** Device App

Explanation

Explanation/Reference:

QUESTION 4
DRAG DROP
An organization is implementing Dynamics 365 Customer Service.
The sales team wants to be able to customize some of the settings used in the business process flows.

You need to identify whether a business process flow will support the customizations.

Which customizations will work correctly? 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:

Answer Area

Validity	Customization	Validity
True	Hide required form items in a process flow.	
False	Use a value from a business rule in a process flow.	

Correct Answer:

Answer Area

Validity	Customization	Validity
True	Hide required form items in a process flow.	False
False	Use a value from a business rule in a process flow.	True

Explanation
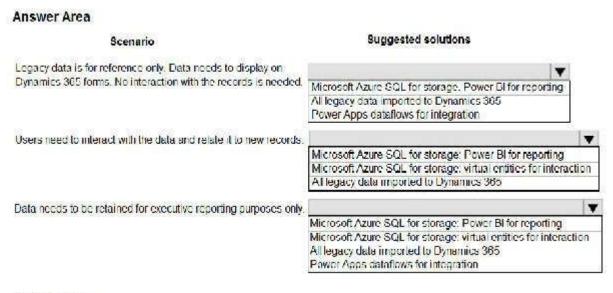
Explanation/Reference:

QUESTION 5
HOTSPOT
A client is implementing Dynamics 365 Sales. As part of the implementation, an older system with a large amount of transactions is becoming obsolete, though the data continues to be valuable.
You need to recommend solutions that have the least impact on the database size and entity count in Dynamics 365 based on precise requirements.

Which solutions 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
Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.	Microsoft Azure SQL for storage. Power BI for reporting All legacy data imported to Dynamics 365 Power Apps dataflows for integration
Users need to interact with the data and relate it to new records.	Microsoft Azure SQL for storage. Power BI for reporting Microsoft Azure SQL for storage; virtual entities for interaction All legacy data imported to Dynamics 365
Data needs to be retained for executive reporting purposes only.	Microsoft Azure SQL for storage. Power BI for reporting Microsoft Azure SQL for storage; virtual entities for interaction All legacy data imported to Dynamics 365 Power Apps dataflows for integration

Correct Answer:

Answer Area

Scenario	Suggested solutions
Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.	Microsoft Azure SQL for storage. Power BI for reporting All legacy data imported to Dynamics 365 **Power Apps dataflows for integration**
Users need to interact with the data and relate it to new records.	Microsoft Azure SQL for storage. Power BI for reporting Microsoft Azure SQL for storage; virtual entities for interaction **All legacy data imported to Dynamics 365**
Data needs to be retained for executive reporting purposes only.	**Microsoft Azure SQL for storage. Power BI for reporting** Microsoft Azure SQL for storage; virtual entities for interaction All legacy data imported to Dynamics 365 Power Apps dataflows for integration

Explanation

Explanation/Reference:

QUESTION 6
You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.
Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. business rules to identify top customers

B. usability of business process flows

C. customer accounts administration

D. time-to-load forms

E. solution regulatory compliance

Correct Answer: BDE
Explanation

Explanation/Reference:

QUESTION 7
A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

- Handle multiple customer interactions at once.
- Ensure that users can access information from several business applications.
- Interact with customers by using the following channels: chat, phone calls, emails, and online reviews
- Implement all functionality in a single interface
You need to recommend a solution that meets the requirements of the company.

What should you recommend?

A. Omnichannel for Customer Service
B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
C. LinkedIn connector
D. Unified Service Desk
Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 8
HOTSPOT
You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.
The company plans to implement Dynamics 365 to meet the following business requirements:

- A monthly newsletter must be sent directly from the system.
- Cases and opportunities must be automatically scheduled to the most available and best qualified resources.
- Resource requirements must be automatically forecasted for service requests in the pipeline.
You need to recommend an out-of-the-box solution for each business requirement.
Which out-of-the-box solution should you recommend? To answer select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Correct Answer:

Explanation

Explanation/Reference: