



# MB-200<sup>Q&As</sup>

Microsoft Power Platform + Dynamics 365 Core

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## QUESTION 1

You are a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

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.

Select and Place:

### Actions

From the merge record dialog, select the email field from the duplicate record.

Select **Assign**.

Select both account records.

Select **Merge**.

Select the record which is designated as the master record.

Select **Deactivate** on the duplicate record.

Select the duplicate record.

### Answer Area


Correct Answer:

### Actions

Select **Assign**.

Select **Deactivate** on the duplicate record.

Select the duplicate record.

### Answer Area

Select both account records.

Select **Merge**.

Select the record which is designated as the master record.

From the merge record dialog, select the email field from the duplicate record.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records->



accounts-contacts-leads

You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.

Team	Requirement
Sales	Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.
Marketing	The marketing team must save a snapshot of Dynamics 365 data in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.
Information Technology	The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.
Customer support	The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.

## QUESTION 2

You are a Dynamics 365 system administrator.

You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.

You need to migrate the custom entity and data to a Production instance.

What should you do? To answer, drag the appropriate actions to the correct tasks. Each action 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:

Actions	Answer Area	Action
Export to Microsoft Excel and use the Data Import wizard.	Task	
Use an unmanaged solution.	Migrate the Stores entity.	action
Perform a full copy.	Migrate store data.	action

Correct Answer:



#### Actions

Export to Microsoft Excel and use the Data Import wizard.

Use an unmanaged solution.

Perform a full copy.

#### Answer Area

##### Task

Migrate the Stores entity.

Migrate store data.

##### Action

Export to Microsoft Excel and use the Data Import wizard.

Export to Microsoft Excel and use the Data Import wizard.

You manage Dynamics 365 instances as shown in the exhibit below.

**INSTANCES** | **UPDATES** | **SERVICE HEALTH** | **BACKUP & RESTORE** | **APPLICATIONS**

Manage your Dynamics 365 instances

Region: North America (NA) ▼

Instance Type: All ▼

NAME	STATE	REGION	INSTANCE TYPE
EMEA	ready	North America (NA)	Production
North America	ready	North America (NA)	Production
North America (Sandbox)	ready	North America (NA)	Sandbox
	instance to configure		Production
	instance to configure		Sandbox
	instance to configure		Sandbox

### QUESTION 3

You are a Dynamics 365 for Customer Service developer. You create a custom entity and add custom fields to the case entity.

You must create a solution to include only the custom entity and case entity changes. The solution must allow import and export without errors.

You need to create the solution.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add an existing unused entity to the solution. Rename the entity to the custom entity. Add fields needed for the case entity.

B. Create a case entity in the new solution and add the custom fields to the new case entity.



- C. Create the custom entity and custom fields in the case entity within the default solution.
- D. Create the custom entity in the new solution and add the appropriate fields, forms, and views.
- E. Create a new solution and add the entity named Case to the solution. Add the custom fields to the case entity.

Correct Answer: DE

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#### QUESTION 4

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.

You are developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create a diagram that shows the following information: application ribbon, entity fields, entity form, message, option set, site map, and web resources.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

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#### QUESTION 5

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note.

You need to find the note.

Solution: Use Relevance Search to search for the word run.

Does the solution meet the goal?

- A. Yes



B. No

Correct Answer: A

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