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QUESTION 1

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 a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

You configure EMEA as a new Production instance. The EMEA instance must use the same configuration as the North America instance. The EMEA instance must not include any data from North America.

You need to configure the EMEA instance by using the Dynamics 365 administration center.

Which three 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	Answer Area
Perform a minimal copy of the North America instance to the EMEA instance.	
Reset the EMEA instance.	
Set the EMEA instance to a Sandbox instance type.	
Perform a full copy of the EMEA instance to the North America instance.	
Set the EMEA instance to a Production instance type.	

Correct Answer:

Actions	Answer Area
	Set the EMEA instance to a Sandbox instance type.
Reset the EMEA instance.	Perform a minimal copy of the North America instance to the EMEA instance.
	Set the EMEA instance to a Production instance type.
Perform a full copy of the EMEA instance to the North America instance.	

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/copy-instance

QUESTION 3

You are a Dynamics 365 for Customer Service system administrator.

You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook.

You need to ensure Flow will trigger on the Opportunity entity.

What should you do?

A. Enable connections.

B. Add the timeline control.

C. Enable business process flow.

D. Enable change tracking.

Correct Answer: A

QUESTION 4

You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use. The form must provide the ability to:

Lock a field on a form.

Trigger business logic based on a field value.

Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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:

Correct Answer:

QUESTION 5

You manage a Dynamics 365 environment for a company.

You must prevent users from launching and using Microsoft Flow.

You need to hide the Flows button on the user interface.

Which configuration setting should you change?

A. the Customizations section of System Settings

B. the SiteMap

C. the Buttons tab of Flow

D. the Entity component of the default solution

Correct Answer: A

Reference: https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/

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