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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 system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items to remove Microsoft SQL Server indexes which may not be used and that slow performance.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

You are a Dynamics 365 for Customer Service system administrator. You integrate Microsoft OneDrive for Business with Dynamics 365.

Some users report that they cannot access OneDrive for Business from within Dynamics 365.

You need to troubleshoot the access issue.

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

NOTE: Each correct selection is worth one point.

A. Review Microsoft Office 365 Groups configuration.

B. Instruct users to confirm that they can access OneDrive for Business by using a web browser.

C. Review Microsoft account access configuration.

D. Confirm OneDrive for Business privilege settings.

Correct Answer: BC

Make sure their Microsoft accounts are licensed and enabled for OneDrive for Business. Confirm they can access OneDrive for Business by using a web browser.



QUESTION 3

You manage the Dynamics 365 for Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Exchange Online
- E. Microsoft Skype for Business

Correct Answer: BDE

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

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 an entity relationship diagram. Model ownership, one-to-one, one-to-many, and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A



QUESTION 5

You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 storage limit.

You perform the following actions to free up space:

Delete known items that use large amount of storage.

Perform bulk deletes on suspended system jobs.

Delete audit logs older than six months old.

Delete email attachments older than two years old.

The total storage used indicator shows that the storage amount has not changed after you perform the actions.

You need to determine why the storage amount has not changed.

What is the cause?

- A. The current audit log cannot be deleted.
- B. Email attachments can only be deleted when the associated email is deleted.
- C. The system can take up to 24 hours to update storage information.
- D. Suspended workflows are in a waiting state, therefore cannot be deleted.

Correct Answer: C

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/free-storage-space>

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