



MB-200^{Q&As}

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QUESTION 1

You are a Dynamics 365 for Customer Service system administrator. You have a production instance named Organization1 that is integrated with an ERP system. When a new account is created in the ERP system, an account is created in Organization1 and with the ERP Account field set to Yes.

When the field value is set, an account must be created in a separate production instance named Organization2.

You need to use Microsoft Flow to create the account.

How should you configure the flow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

The screenshot shows a Microsoft Flow configuration interface. The flow starts with a trigger 'When a record is created' with two dropdown menus for 'Organization Name' and 'Entity Name', both set to 'Organization1'. Below the trigger is a 'Condition' step: 'When a record is created > ERP Account' is equal to 'Yes'. The 'If yes' path leads to an action 'Create a new record' with 'Organization Name' and 'Entity Name' dropdowns, both set to 'Organization2'. The 'If no' path is currently empty.

Correct Answer:



Answer Area

The screenshot displays a workflow configuration in Dynamics 365. It features three main sections: a trigger, a condition, and an action. The trigger is set to 'When a record is created' for the 'Organization Name' and 'Entity Name' fields. The condition is 'When a record is created > ERP A:count' is equal to 'Yes'. The 'If yes' path leads to 'Create a new record' for the same fields. The 'If no' path is currently empty.

QUESTION 2

You are a Dynamics 365 Customer Service system administrator.

You need to reduce the database size and reduce the rate at which the size of the audit log increases.

What should you do?

- A. Back up the production instance and restore to a Sandbox instance. Delete the audit log.
- B. Turn auditing features off for entities or fields that are not needed.
- C. Delete the current audit log.
- D. Replicate the database to Microsoft Azure SQL.

Correct Answer: B

QUESTION 3



You are a Dynamics 365 for Customer Service system administrator.

Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set Global Auditing to On.

You need to verify compliance standards.

Which data items will be included in the audit log?

- A. Microsoft Office 365 activities
- B. all entities and fields
- C. entities and fields with auditing enabled
- D. user access information only

Correct Answer: C

QUESTION 4

You are a Dynamics 365 for Customer Service developer.

You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.

Which reporting options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Can be printed	<input type="checkbox"/> Report Wizard <input type="checkbox"/> System View <input type="checkbox"/> Dashboard
Include company branding	<input type="checkbox"/> Fetch-based Reporting Services <input type="checkbox"/> Chart <input type="checkbox"/> Personal

Correct Answer:



Answer Area

Requirement	Option
Can be printed	<input type="checkbox"/> Report Wizard <input type="checkbox"/> System View <input type="checkbox"/> Dashboard
Include company branding	<input type="checkbox"/> Fetch-based Reporting Services <input type="checkbox"/> Chart <input checked="" type="checkbox"/> Personal

QUESTION 5

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Component type

Add a tag chart by using opened cases.

▼
System chart.
Personal chart.
Area chart.

Add a stacked column chart shared with your team.

▼
System chart.
Personal chart.
Area chart.

Add a Microsoft Power BI visualization.

▼
System chart.
Personal chart.
Area chart.

Add a chart from a view that a user creates.

▼
System chart.
Personal chart.
Area chart.

Add a doughnut chart that shows cases by owner.

▼
System chart.
Personal chart.
Area chart.

Correct Answer:



Answer Area

Requirement

Component type

Add a tag chart by using opened cases.

▼
System chart.
Personal chart.
Area chart.

Add a stacked column chart shared with your team.

▼
System chart.
Personal chart.
Area chart.

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