



# MB-600<sup>Q&As</sup>

Microsoft Dynamics 365 + Power Platform Solution Architect

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**QUESTION 1**

DRAG DROP

A client plans to upgrade several solutions in the Dynamics 365 Customer Service application.

You need to recommend which upgrade option will achieve the outcome.

Which method should you use? To answer, drag the appropriate options to the correct outcomes. Each option 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**

| Options           | Outcome   | Option |
|-------------------|---|--------|
| Upgrade           | Patch the case entity solution and roll up previous patches in one step.          |        |
| Stage for Upgrade | Patch the case entity solution but do not delete previous versions at this point. |        |
| Update            | Patch the case entity solution and replace the previous solution.                 |        |

Correct Answer:

**Answer Area**

| Options | Outcome   | Option            |
|---------|---|-------------------|
|         | Patch the case entity solution and roll up previous patches in one step.          | Upgrade           |
|         | Patch the case entity solution but do not delete previous versions at this point. | Stage for Upgrade |
|         | Patch the case entity solution and replace the previous solution.                 | Update            |

Reference: <https://crmkeeper.com/2019/10/09/managed-solutions-update-vs-upgrade-vs-stage/>

**QUESTION 2**



**HOTSPOT**

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

1.

Notify the sales managers when an Opportunity changes sales stage.

2.

Notify the sales managers when the pipeline drops below 2.5M USD.

3.

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which solution combination 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**

| Requirement  | Technology   |
|--|--|
| Notify the sales manager when an Opportunity changes sales stage.  | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f2f2f2; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector<br/>                     Microsoft Power Automate, CDS connector, and Microsoft Office 365 users<br/>                     Microsoft Power Automate, data alerts, and Microsoft Office 365 connector                 </div> </div>   |
| Notify the sales managers when the pipeline drops below 2.5M USD.  | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f2f2f2; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector<br/>                     Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users<br/>                     Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector<br/>                     Power BI, Power Apps, Microsoft Power Automate, and CDS connector                 </div> </div> |
| When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity. | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f2f2f2; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Power BI, Power Apps, CDS connector, and Microsoft Office 365 Outlook connection<br/>                     Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users<br/>                     Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector<br/>                     Power BI, Power Apps, Microsoft Power Automate, and CDS connector                 </div> </div>    |

Correct Answer:



**Answer Area**

| Requirement  | Technology   |
|--|--|
| Notify the sales manager when an Opportunity changes sales stage.  | <ul style="list-style-type: none"> <li>Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector</li> <li><b>Microsoft Power Automate, CDS connector, and Microsoft Office 365 users</b></li> <li>Microsoft Power Automate, data alerts, and Microsoft Office 365 connector</li> </ul>   |
| Notify the sales managers when the pipeline drops below 2.5M USD.  | <ul style="list-style-type: none"> <li>Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector</li> <li><b>Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users</b></li> <li>Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector</li> <li>Power BI, Power Apps, Microsoft Power Automate, and CDS connector</li> </ul> |
| When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity. | <ul style="list-style-type: none"> <li>Power BI, Power Apps, CDS connector, and Microsoft Office 365 Outlook connection</li> <li>Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users</li> <li>Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector</li> <li><b>Power BI, Power Apps, Microsoft Power Automate, and CDS connector</b></li> </ul>    |

**QUESTION 3**

You need to determine which legacy data sources the college should continue to use.

Which two data sources should you recommend? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- A. CSV file
- B. proprietary database
- C. SQL database
- D. Excel

Correct Answer: AC

**QUESTION 4**

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

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## QUESTION 5

### HOTSPOT

You need to recommend a solution to meet each requirement.

Which source should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



## Answer Area

### Feature

### Source

Live help

|                             |   |
|-----------------------------|---|
|                             | ▼ |
| Microsoft AppSource         |   |
| Out-of-the-box Dynamics 365 |   |
| Custom connector            |   |
| Microsoft Power Automate    |   |

Homework

|                             |   |
|-----------------------------|---|
|                             | ▼ |
| Microsoft Power Automate    |   |
| Workflow                    |   |
| Microsoft AppSource         |   |
| Out-of-the-box Dynamics 365 |   |

Registration email

|                     |   |
|---------------------|---|
|                     | ▼ |
| Workflow            |   |
| Microsoft AppSource |   |
| Develop a plug-in   |   |
| Custom Connector    |   |

Correct Answer:



## Answer Area

### Feature

### Source

Live help

|                             |   |
|-----------------------------|---|
|                             | ▼ |
| Microsoft AppSource         |   |
| Out-of-the-box Dynamics 365 |   |
| Custom connector            |   |
| Microsoft Power Automate    |   |

Homework

|                             |   |
|-----------------------------|---|
|                             | ▼ |
| Microsoft Power Automate    |   |
| Workflow                    |   |
| Microsoft AppSource         |   |
| Out-of-the-box Dynamics 365 |   |

Registration email

|                     |   |
|---------------------|---|
|                     | ▼ |
| Workflow            |   |
| Microsoft AppSource |   |
| Develop a plug-in   |   |
| Custom Connector    |   |

1.

The system must have a live help function that uses chat (CafeX). (CafeX is available from AppSource)

2.

Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365. (Dynamics supports SharePoint integration out of the box)

3.

Once an inmate is registered, an email needs to be sent to the inmate. (configure a workflow to automatically send the email)

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## Need Help

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|   |   |  |
|---|---|--|
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