MB-600^{Q&As}

Microsoft Dynamics 365 + Power Platform Solution Architect

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QUESTION 1

DRAG DROP

You need to recommend a solution for integrating luggage information.

What should you recommend? To answer, drag the appropriate types to the correct entities. Each type must 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

Types	Entity	Type
Custom entity		
Virtual entity	Luggage	
Activity entity	Passenger	
Custom activity entity		

Correct Answer:

Answer Area

Types	Entity	Type
	Luggage	Virtual entity
Activity entity	Passenger	Custom entity
Custom activity entity		

QUESTION 2

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:

1.

 Handle multiple customer interactions at once.

2.

 Ensure that users can access information from several business applications.

3.

 Interact with customers by using the following channels: chat, phone calls, emails, and online reviews

4.

 Implement all functionality in a single interface

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

What should you recommend?

A. Omnichannel for Customer Service

B. Live Assist for Microsoft Dynamics 365 Powered by CafeX

C. LinkedIn connector

D. Unified Service Desk

Correct Answer: D

QUESTION 3

You need to provide the IT team and managers with a mobile solution. How many apps should you recommend?

A. one app for all users

B. one app for each role

C. one app for each team

D. one app for each user

Correct Answer: A

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: Quotes and Orders need to push and receive data in real-time from SAP.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 5

A company is implementing Dynamics 365 Sales.

The company has an internal system for tracking time that salespeople spend on each account. This system must be integrated with Dynamics 365 Sales.

When a user submits a timesheet in the internal system, a record must be created in Dynamics 365 Sales. The timesheet has no external-facing APIs.

You need to recommend a solution for integration.

What should you recommend?

A. Extend the time tracking system by creating a synchronous real-time workflow in Dynamics 365 Sales.

B. Extend the time tracking system by calling the Web API.

C. Create a Dynamics 365 Sales asynchronous background workflow to call data from the timesheet system.

D. Create a plug-in to call data from the timesheet system.

Correct Answer: B

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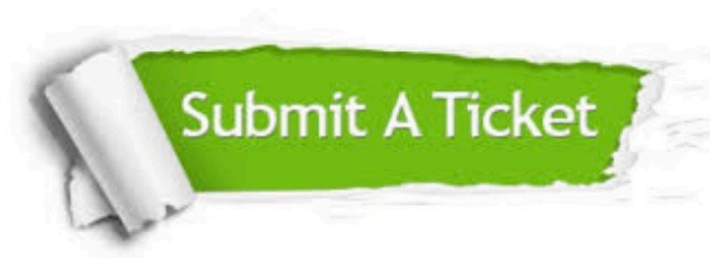
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