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QUESTION 1

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.

Why is the user view all available data?

- A. You exported a static worksheet and the columns are automatically hidden from other users.
- B. You exported a dynamic worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- C. You selected the This Page Only option and exported a static worksheet.
- D. You exported a static worksheet. The user does not have the appropriated security role in Dynamics 365 to see all records.

Correct Answer: C

QUESTION 2

You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

- A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
- B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer.
- C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance.
- D. Search AppSource for Voice of the Customer. Import the solution.
- E. Add the correct role to each user to allow them to use the Voice of the Customer solution.

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution>

QUESTION 3

You need to set up annual surveys. What should you do?

- A. Enable Voice of the Customer.
- B. Use dialogs.



C. Enable Customer Insights.

D. Install a custom workflow solution.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey>

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.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Quick Find search on the Notes list to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 5

You are a Dynamics 365 Customer Engagement administrator.

A compliance audit identifies two fields in violation of the corporate information security policy.

You need to control access to high business impact fields to meet information security policies.

What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.

NOTE: Each correct selection is worth one point.

Select and Place:

**Answer Area**

Solutions	Answer Area Policy	Solution
Apply a field security profile.	Restrict read access to the email field on the Contact entity.	
Assign a security role.		
Assign to a security team.	Restrict editing the unique identifier by team members.	
Use a business rule.		

Correct Answer:

Answer Area

Solutions	Answer Area Policy	Solution
Apply a field security profile.	Restrict read access to the email field on the Contact entity.	Apply a field security profile.
Assign a security role.		
Assign to a security team.	Restrict editing the unique identifier by team members.	Apply a field security profile.
Use a business rule.		

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/security-concepts>

QUESTION 6

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities.

You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

Which five 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

Select the **Production** instance and select **Backup & Restore**.

In Microsoft Office 365 admin center, select the **Instance** tab.

In the Copy Instance page, select **Copy**.

Select **Full Copy**.

Select the **Production** instance and click **Copy**.

Select **Minimal Copy**.

Select the **Target** instance.

In Dynamics 365 admin center, select the **Instance** tab.

Answer Area

Correct Answer:

**Actions**

Select the Production instance and select **Backup & Restore**.

In Microsoft Office 365 admin center, select the **Instance** tab.

Select **Full Copy**.

Answer Area

In Dynamics 365 admin center, select the **Instance** tab.

Select the Production instance and click **Copy**.

Select the Target instance.

Select **Minimal Copy**.

In the Copy Instance page, select **Copy**.

QUESTION 7

You are a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

Which four 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**

From the merge record dialog, select the email field from the duplicate record.

Select **Assign**.

Select both account records.

Select **Merge**.

Select the record which is designated as the master record.

Select **Deactivate** on the duplicate record.

Select the duplicate record.

Answer Area

Correct Answer:

Actions

Select **Assign**.

Select **Deactivate** on the duplicate record.

Select the duplicate record.

Answer Area

Select both account records.

Select **Merge**.

Select the record which is designated as the master record.

From the merge record dialog, select the email field from the duplicate record.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-contacts-leads>

You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.



Team	Requirement
Sales	Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.
Marketing	The marketing team must save a snapshot of Dynamics 365 data in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.
Information Technology	The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.
Customer support	The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.

QUESTION 8

You are a Dynamics 365 for Customer Service administrator.

A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.

You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.

Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Select and Place:

Security models

Manager hierarchy
Position hierarchy
Role-based security

Answer Area

Role

Sales Vice President

Sales Managers

Security model

Correct Answer:



Security models

Role-based security

Answer Area

Role
Sales Vice President
Sales Managers

Security model

Position hierarchy

Manager hierarchy

QUESTION 9

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.

The user reports that they can only see 500 rows of data.

You need to determine why the user cannot view all the data.

Why is the user unable view all available data?

- A. You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- B. You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.
- C. You created a chart in Dynamics 365 Customer Engagement and exported the chart.
- D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

Correct Answer: D

QUESTION 10

You are a Dynamics 365 for Customer Service system administrator.

When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.

Which four 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**

Create a new process that includes a Category Workflow and an Entity contact.

For the **Start when** condition, select **Record status changes**.

Select **cases** and choose **send direct email**.

Set the property to **Configure email with desired fields**.

Modify **available to run** to **run as a child process**.

Create a new process that includes a Category Workflow and an Entity case.

For the **Start when** condition, select **Record is assigned**.

Add condition and send email steps.

Answer Area

Correct Answer:

Actions

Create a new process that includes a Category Workflow and an Entity contact.

For the **Start when** condition, select **Record status changes**.

Select **cases** and choose **send direct email**.

Modify **available to run** to **run as a child process**.

Answer Area

Create a new process that includes a Category Workflow and an Entity case.

For the **Start when** condition, select **Record is assigned**.

Add condition and send email steps.

Set the property to **Configure email with desired fields**.

QUESTION 11

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:

Components	Requirement	Component
Actions	Lock a form field.	
Conditions	Trigger business logic based on a field value.	
Recommendation	Leverage existing business information to enhance data entry.	

Correct Answer:

Components	Requirement	Component
	Lock a form field.	Conditions
	Trigger business logic based on a field value.	Actions
	Leverage existing business information to enhance data entry.	Recommendation

QUESTION 12

You manage a Dynamics 365 environment. You create a global option set for a custom solution.

You observe the following issues with the global option set:

The default prefix is incorrect.

The option set value is too long.

You need to change the option set value and ensure the correct prefix is used.



Which actions should you perform? To answer, drag the appropriate actions to the correct options. Each action 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:

Actions	Answer Area						
Modify the publisher of the custom solution.	<table border="1"><thead><tr><th>Option</th><th>Action</th></tr></thead><tbody><tr><td>Default prefix</td><td></td></tr><tr><td>Option set value</td><td></td></tr></tbody></table>	Option	Action	Default prefix		Option set value	
Option	Action						
Default prefix							
Option set value							
Modify the global option set of the custom.							
Modify the publisher of the default solution.							
Modify the global option set of the default.							

Correct Answer:

Actions	Answer Area						
Modify the publisher of the custom solution.	<table border="1"><thead><tr><th>Option</th><th>Action</th></tr></thead><tbody><tr><td>Default prefix</td><td>Modify the publisher of the default solution.</td></tr><tr><td>Option set value</td><td>Modify the publisher of the default solution.</td></tr></tbody></table>	Option	Action	Default prefix	Modify the publisher of the default solution.	Option set value	Modify the publisher of the default solution.
Option	Action						
Default prefix	Modify the publisher of the default solution.						
Option set value	Modify the publisher of the default solution.						
Modify the global option set of the custom.							
Modify the publisher of the default solution.							
Modify the global option set of the default.							

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/change-solution-publisher-prefix>

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