



MB-200^{Q&As}

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QUESTION 1

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	Answer Area	Security model						
<div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Manager hierarchy</div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Position hierarchy</div> <div style="border: 1px solid blue; padding: 5px;">Role-based security</div>	<table border="1"> <thead> <tr> <th>Role</th> <th>Security model</th> </tr> </thead> <tbody> <tr> <td>Sales Vice President</td> <td><div style="border: 2px solid red; height: 25px; width: 100%;"></div></td> </tr> <tr> <td>Sales Managers</td> <td><div style="border: 2px solid red; height: 25px; width: 100%;"></div></td> </tr> </tbody> </table>	Role	Security model	Sales Vice President	<div style="border: 2px solid red; height: 25px; width: 100%;"></div>	Sales Managers	<div style="border: 2px solid red; height: 25px; width: 100%;"></div>	
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Correct Answer:

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QUESTION 2

You are a Dynamics 365 system administrator.

You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.



You need to migrate the custom entity and data to a Production instance.

What should you do? To answer, drag the appropriate actions to the correct tasks. 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	Action
Export to Microsoft Excel and use the Data Import wizard.	Task Migrate the Stores entity.	action
Use an unmanaged solution.	Migrate store data.	action
Perform a full copy.		

Correct Answer:

Actions	Answer Area	Action
Export to Microsoft Excel and use the Data Import wizard.	Task Migrate the Stores entity.	Export to Microsoft Excel and use the Data Import wizard.
Use an unmanaged solution.	Migrate store data.	Export to Microsoft Excel and use the Data Import wizard.
Perform a full copy.		

You manage Dynamics 365 instances as shown in the exhibit below.

INSTANCES | **UPDATES** | **SERVICE HEALTH** | **BACKUP & RESTORE** | **APPLICATIONS**

Manage your Dynamics 365 instances

Region: ▼

Instance Type: ▼

NAME	STATE	REGION	INSTANCE TYPE
EMEA	ready	North America (NA)	Production
North America	ready	North America (NA)	Production
North America (Sandbox)	ready	North America (NA)	Sandbox
	instance to configure		Production
	instance to configure		Sandbox
	instance to configure		Sandbox



QUESTION 3

You are a Dynamics 365 for Customer Service system administrator.

A user experiences slow performance when using Dynamics 365.

You need to check the latency of the environment.

What should you do?

- A. Use the organization Insights tool.
- B. View the Health section of Microsoft Office 365 Admin portal.
- C. View the Power platform Admin center.
- D. Run the Dynamics 365 Diagnostics tool.

Correct Answer: D

References: <https://community.dynamics.com/365/customerservice/f/763/t/285347>

QUESTION 4

You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook.

The sales team reports the following synchronization issues between Dynamics 365 and Outlook:

Microsoft PowerPoint presentations are missing from meeting invitations that are sent from Dynamics 365.

Outlook task lists are not visible in Dynamics 365.

You need to enable system settings to help address these issues.

Which two settings should you enable? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Exchange folder-level tracking.
- B. Synchronize appointment attachments with Outlook or Exchange.
- C. Synchronize tasks that assigned in Outlook.
- D. Go Offline

Correct Answer: BC

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-addin/admin-guide/configure-synchronization-appointments-contacts-tasks>

**QUESTION 5**

You are a Dynamics for Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer.

You need to determine if you can revise the template. Which Word template change can you make?

- A. Format the table to have alternating color rows.
- B. Format the Created On field to a long date format.
- C. Add the Discount field conditionally.
- D. Add the address of the customer.

Correct Answer: D

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