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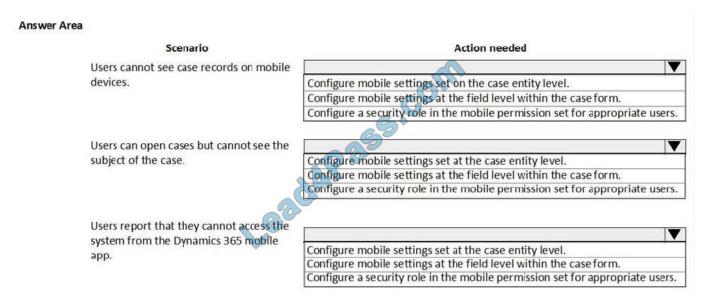
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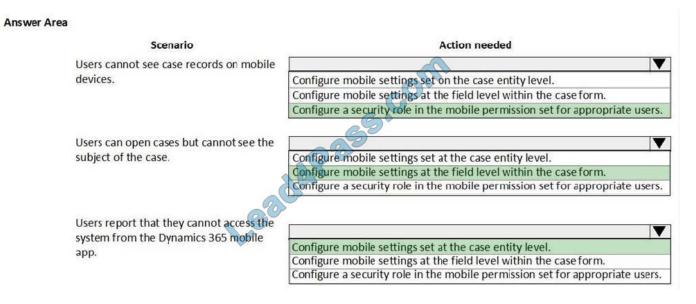
QUESTION 1

You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



QUESTION 2

You are a Dynamics 365 for Customer Service system administrator. You have a data file that contains a list of accounts which must be important into the system.

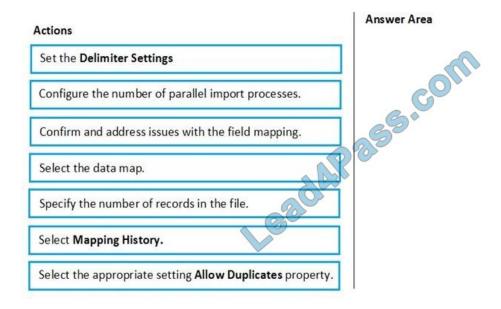
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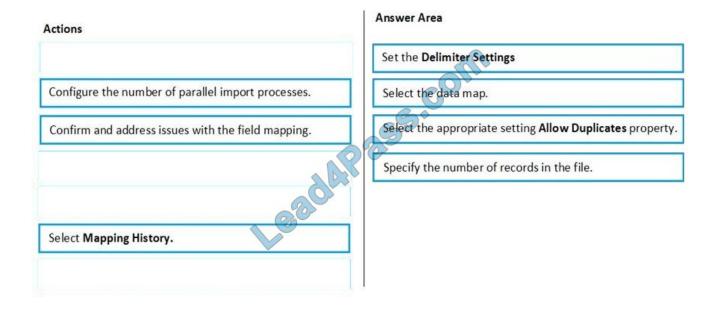
You need to import the accounts by using the Import Data wizard.

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:



Correct Answer:



QUESTION 3

You are a Dynamics 365 for Customer Service administrator.

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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	Answer Area		
Actions		Requirement	Component
Conditions		Lock a form field.	
Recommendation		Trigger business logic based on a fit Leverage existing business informa to enhance data entry.	and the state of t

Correct Answer:

Components	Answer Area	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 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



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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 Contact entity to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Quick Find can only search the current entity. Also, only a relevance search can search the text in notes.

QUESTION 5

You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update.

You must assign the cloned solution a new version number using the Microsoft recommended versioning system.

You need to set the version number for the new solution.

Which version number should you set?

A. 2.4.3.7

B. 2.5.0.1

C. 2.5.3.6

D. 3.1.2.7

Correct Answer: B

References: https://docs.microsoft.com/en-us/dynamics 365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates

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