



# MB-200<sup>Q&As</sup>

Microsoft Power Platform + Dynamics 365 Core

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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:

**Answer Area**

Scenario	Action needed
Users cannot see case records on mobile devices.	<input type="checkbox"/> Configure mobile settings set on the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.

Correct Answer:

**Answer Area**

Scenario	Action needed
Users cannot see case records on mobile devices.	<input type="checkbox"/> Configure mobile settings set on the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input checked="" type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input checked="" type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input checked="" type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.

**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.



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:

Actions	Answer Area
Set the <b>Delimiter Settings</b>	
Configure the number of parallel import processes.	
Confirm and address issues with the field mapping.	
Select the data map.	
Specify the number of records in the file.	
Select <b>Mapping History</b> .	
Select the appropriate setting <b>Allow Duplicates</b> property.	

Correct Answer:

Actions	Answer Area
	Set the <b>Delimiter Settings</b>
Configure the number of parallel import processes.	Select the data map.
Confirm and address issues with the field mapping.	Select the appropriate setting <b>Allow Duplicates</b> property.
	Specify the number of records in the file.
Select <b>Mapping History</b> .	

### QUESTION 3

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 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 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.

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#### 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/dynamics365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates>

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