



MB-600^{Q&As}

Microsoft Dynamics 365 + Power Platform Solution Architect

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QUESTION 1

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 2

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 3

DRAG DROP

Your company is implementing Dynamics 365 Customer Service. You are part of the project team that meets weekly to review implementation progress and troubleshoot.

During the weekly project management meeting, you receive the following updates from developers:

1.

Versions of exported solution.zip files are being stored in source control.

2.

Solution segmentation is not being practiced with first-party solution integrations.

3.

Each independent solution is using a unique publisher.

4.

Solution versions are not being updated.

You need to identify the common risk for each item.

Which common risk is represented? To answer, drag the appropriate risks to the correct developer updates. Each risk 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:

Answer Area

Risks	Developer update	Risk
Lack of good solution version control practices	Versions of exported solution.zip files are being stored in source control.	<input type="text"/>
Incompatible components compatible across solutions	Solution segmentation is not being practiced with first-party solution integrations.	<input type="text"/>
Solution dependency version mismatch between environments	Each independent solution is using a unique publisher.	<input type="text"/>

Correct Answer:



Answer Area

Risks	Developer update	Risk
	Versions of exported solution zip files are being stored in source control.	Lack of good solution version control practices
	Solution segmentation is not being practiced with first-party solution integrations.	Solution dependency version mismatch between environments
	Each independent solution is using a unique publisher.	Incompatible components compatible across solutions

Reference: <https://novacontext.com/solution-lifecycle-management-for-dynamics-365/>

QUESTION 4

You need to determine which legacy data sources the college should continue to use.

Which two data sources should you recommend? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- A. CSV file
- B. proprietary database
- C. SQL database
- D. Excel

Correct Answer: AC

QUESTION 5

A company asks you to migrate more than 5,000 records from Dynamics 365 Customer Engagement (on-premises) to the online version of Dynamics 365 Sales.

You used a third-party utility to migrate the data. The city and state are displayed in the field that should show the street address.

You must get the data migrated properly in the next 24 hours but have no one to help with this task. You have no other add-ins and do not want any more customization.

You need to resolve the issues to migrate the data.

What should you do?

- A. Remove data, ensure that field mappings of city and state are correct, and then migrate the data.



- B. Create a custom connector in the Common Data Service, and then migrate the data.
- C. Export the street address field, make changes, and then import the changes.
- D. Manually edit the street address, state, and city field, and then enter appropriate data.

Correct Answer: A

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