



MB-600^{Q&As}

Microsoft Dynamics 365 + Power Platform Solution Architect

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QUESTION 1

HOTSPOT

A client maintains many versions of Microsoft Dynamics CRM and Dynamics 365 Customer Engagement (on-premises). The client plans to migrate solutions between source systems and target systems.

You need to identify which versions of Dynamics CRM and Dynamics 365 are compatible for solution migration.

For which source and target combination can you migrate solutions? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input type="checkbox"/> Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	<input type="checkbox"/> No <input type="checkbox"/> Yes

Correct Answer:



Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions>

QUESTION 2

HOTSPOT

A company has the following workforce roles and responsibilities:



Role	Responsibilities
Salesperson	Create and update leads, opportunities, quotes, orders, and invoices on mobile devices.
Administrative assistant	Update contact information, calendar invitations, and announcements. Edit dashboards. Log time and expenses to a project.
Customer service agent	Start support chats, respond to customer surveys, and create and update knowledge management.
Sales manager	Edit products, price lists, and sales literature. View contacts, leads, opportunities, quotes, orders, and invoices.
Unit director	View dashboards, record relationships, and invoices. Export data to Microsoft Excel. Use advanced find.

You need to recommend the lowest-cost license type.

Which license types should you recommend? To answer, select the appropriate license in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Role	Dynamics 365 license										
Salesperson	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Full											
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Administrative assistant	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Full											
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App											
Customer service agent	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Sales manager	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Full											
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App											
Unit director	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
	▼										
Full											
Team											
Device											
App											



Correct Answer:



Answer Area

Role	Dynamics 365 license										
Salesperson	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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App											
Administrative assistant	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Customer service agent	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Sales manager	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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Unit director	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Full</td><td></td></tr><tr><td>Team</td><td></td></tr><tr><td>Device</td><td></td></tr><tr><td>App</td><td></td></tr></table>		▼	Full		Team		Device		App	
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QUESTION 3

DRAG DROP

You are implementing Dynamics 365 Customer Service for your company.

The company is deciding whether to use an on-premises or online implementation. One of the biggest concerns is about disaster recovery processes.

You need to explain how each system would be recovered with minimal effort and loss of data in case of a disaster.

Which recovery method should you use? To answer, drag the appropriate recovery methods to the correct location. Each recovery method 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

Recovery methods

Back up databases to Microsoft Azure daily and then restore to new servers.

Promote Sandbox to production.

Use an included feature.

Replicate the environment weekly to backup servers.

Location

On-premises

Online

Recovery method

Correct Answer:



Answer Area

Recovery methods

Location

Recovery method

Promote Sandbox to production.

On-premises

Back up databases to Microsoft Azure daily and then restore to new servers.

Replicate the environment weekly to backup servers.

Online

Use an included feature.

Reference: <https://docs.microsoft.com/en-gb/power-platform/admin/backup-restore-environments>

QUESTION 4

Note: This question is part of 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.

You want to integrate Microsoft Teams with Dynamics 365 Customer Service.

You install both apps, but Teams is not working when in Dynamics 365 Customer Service.

You need to troubleshoot the situation.

Solution: Change the options to Yes in the System settings of Dynamics 365 Customer Service.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Reference: <https://msdynamicsworld.com/story/integrate-dynamics-365-customer-engagement-apps-microsoft-teams>

QUESTION 5



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

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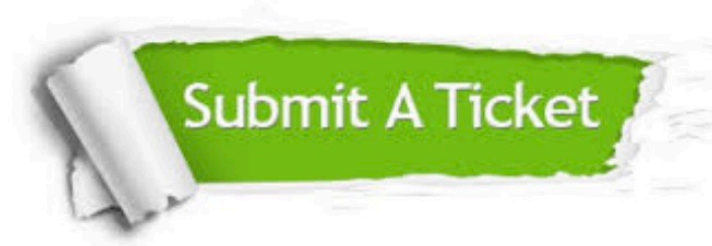
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365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
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