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Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company uses Dynamics 365 Commerce.

You need to establish an online store for the company.

Which of the following should you configure?

A. Online Sales order

B. Online channel

C. Client book

D. Online customers

Correct Answer: B

QUESTION 2

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	O	O
Design dynamic content in email messages.	O	O
Configure event websites.	O	O

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	⦾	◯
Design dynamic content in email messages.	⦾	◯
Configure event websites.	⦾	◯

Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/overview

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QUESTION 3

DRAG DROP

You are implementing Dynamics 365 Finance instances for two companies.

One company requires direct access to the application database. The other company must always use the most up to date versions and features of Dynamics 365 Finance.

You need to recommend a deployment type for each instance.

What should you recommend? To answer, drag the appropriate deployment types to the correct requirements. Each deployment type 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:

Deployment types	Answer Area		
		Requirement	Deployment type
on-premises		Unrestricted access to the application database is required.	Deployment type
online		Receive the newest releases of the software as fast as possible.	Deployment type

Correct Answer:

Deployment types	Answer Area	
	Requirement	**Deployment type**
	Unrestricted access to the application database is required.	on-premises
	Receive the newest releases of the software as fast as possible.	online

QUESTION 4

DRAG DROP

A call center sends a survey to a customer whenever a case is closed. Survey results are analyzed daily.

You need to set up a form for the survey.

Which three 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

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Create a survey in Microsoft Forms Pro.

Set up a Survey entity in the Dynamics 365 Marketing portal.

Create views of the Survey entity in Dynamics 365 Marketing.

Answer Area

Correct Answer:

Actions

Set up a Survey entity in the Dynamics 365 Marketing portal.
Create views of the Survey entity in Dynamics 365 Marketing.

Answer Area

Create a survey in Microsoft Forms Pro.
Create a flow to send the survey that is based on a case-closed trigger.
Review responses.

Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger. Reference: https://docs.microsoft.com/en-us/forms-pro/get-started https://docs.microsoft.com/en-us/forms-pro/send-survey-flow https://docs.microsoft.com/en-us/forms-pro/analyze-survey-responses

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QUESTION 5

A company uses Dynamics 365 Finance. The company plans to implement Dynamics 365 Sales. Customer information resides in different systems in addition to Dynamics 365. The systems use different customer numbers for the same customers.

You need to recommend a solution for the customer to meet the following requirements:

1.

 Use the same number to represent a customer in both systems.

2.

 Prevent users from having to enter data for common fields such as address and phone number into both systems.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Create standardized data templates based on Common Data Model.

B. Add custom code because every system has different data.

C. Use Common Data Service to connect multiple systems.

D. Export data into spreadsheets to move the data between systems.

Correct Answer: AC

Reference: https://docs.microsoft.com/en-us/common-data-model/

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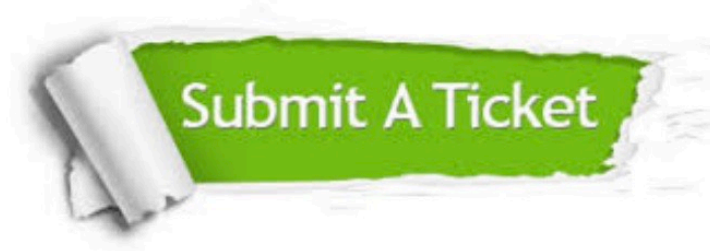
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