



# MB2-715<sup>Q&As</sup>

Microsoft Dynamics 365 customer engagement Online Deployment

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### QUESTION 1

You are the administrator of a Microsoft Dynamics 365 instance.

Staff want to take advantage of Microsoft Exchange inbox folders in Microsoft Outlook to sort and track the email messages they have with customers.

Which action must you take to fulfill their request?

- A. Use smart matching.
- B. Use folder-level tracking.
- C. Use tracking tokens.
- D. Use correlation to track email conversations.

Correct Answer: A

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### QUESTION 2

You want to add new functionality to Microsoft Dynamics 365.

Which three apps, available from AppSource, allow you to achieve this goal? Each correct answer presents a complete solution.

- A. Microsoft Dynamics 365 - Gamification
- B. Customer Self-Service Portal
- C. Microsoft Dynamics 365 - Organization Insights
- D. Project Service Automation
- E. Microsoft Office 365 Groups

Correct Answer: ADE

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### QUESTION 3

You are an administrator for an organization that uses Microsoft Dynamics 365. The company has a bring your-own-device (BYOD) policy for mobile devices. These mobile devices need to be able to install the Microsoft Dynamics 365 app for phones and tablets.

- A. Android phones 5.0 or later, Windows phones 8.1 or later, but not iPhones
- B. iPhones with iOS 8.1 or later. Android phones 5.0 or later, but not Windows phones
- C. Windows phones 8.1 or later, iPhones 8.1 or later, and Android phones 4.4 or later
- D. Windows phones 8.1 or later, iPhones 8.1 or later, but not Android phones



Correct Answer: A

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#### QUESTION 4

You are the technology director for a company that is considering a Microsoft Dynamics 365 implementation.

You are researching the type of license subscription you need to purchase.

In which two instances would a User Subscription License be appropriate? Each correct answer presents a complete solution.

- A. a sales executive who uses a combination of company and personal devices to access Microsoft Dynamics 365
- B. desktop computers in the company's training room that new sales staff use for training on company applications
- C. a company workstation in the marketing department used by everyone on the sales staff
- D. a Windows 10 phone that is only used by the sales manager of the company

Correct Answer: BC

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#### QUESTION 5

Which three options are available for configuring Microsoft Dynamics 365 to work with Microsoft Exchange for sending outgoing emails? Each correct answer presents a complete solution.

- A. folder-level tracking
- B. Microsoft Dynamics 365 for Outlook
- C. server-side synchronization
- D. Email Router
- E. forward mailbox

Correct Answer: ABC

Explanation: <https://www.microsoft.com/en-us/dynamics/crm-customer-center/system-settings-dialog-box-email-tab.aspx>

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