Question #1 *Topic 1*

You are a Dynamics 365 for Customer Service system administrator.
Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set
Global Auditing to On.
You need to verify compliance standards.
Which data items will be included in the audit log?

A. Microsoft Office 365 activities

B. all entities and fields

C. entities and fields with auditing enabled

D. user access information only

Suggested Answer: *C*

Community vote distribution

C (100%)

Beznoh Highly Voted 5 years, 6 months ago
Correct
upvoted 7 times

brooklysUSA Most Recent 1 year, 1 month ago
The practice questions available for the MB-200 exam are 100% real and they allowed me to score 800/1000 on the test. Thank you msmicrosoft.com
upvoted 1 times

Claire_KMT 3 years, 1 month ago
Selected Answer: C
Compliance standards require that entities and fields with Auditing set to On are recorded.
upvoted 2 times

Estringer1 3 years, 3 months ago
Selected Answer: C
C is the correct answer.
upvoted 1 times

WEZ07 4 years, 7 months ago
correct
upvoted 1 times

sevom 4 years, 8 months ago
correct
upvoted 2 times

jatin07 4 years, 9 months ago
option c Correct
upvoted 2 times

sudhakarverma 4 years, 10 months ago
option c Correct
upvoted 2 times

BWT 4 years, 10 months ago
Correct.
upvoted 1 times

mishti 4 years, 11 months ago
option C is correct.
upvoted 2 times

Justgo 4 years, 12 months ago

C Correct

upvoted 1 times

AbhayKumar 5 years ago

correct

upvoted 1 times

Ameen 5 years, 1 month ago

In exam

upvoted 1 times

Rebe 5 years, 1 month ago

Correct

upvoted 1 times

kiemberaid 5 years, 2 months ago

Correct

upvoted 1 times

A_Farooq 5 years, 2 months ago

Correct

upvoted 1 times

xicma 5 years, 2 months ago

correct

upvoted 1 times

Question #2 *Topic 1*

A company identifies a new opportunity.
Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales.
You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.
Which tool should you use?

A. Microsoft OneDrive for Business

B. Microsoft Skype for Business

C. Microsoft Office 365 Delve

D. Yammer

E. Microsoft Office 365 Groups

Suggested Answer: *E*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups

Beznoh Highly Voted 5 years, 6 months ago
Correct
upvoted 7 times

TessieTuss Most Recent 2 years, 7 months ago
Since February 2022 it's Teams that needs to be used.
upvoted 1 times

sevom 4 years, 8 months ago
correct
upvoted 1 times

mishti 4 years, 11 months ago
option E
upvoted 1 times

Justgo 4 years, 12 months ago
Correct
upvoted 1 times

AneeG 5 years ago
In my exam, Groups is correct
upvoted 1 times

arishka 5 years ago
in exam
upvoted 1 times

kiemberaid 5 years, 2 months ago
O 365 groups via Admin Portal
upvoted 2 times

xicma 5 years, 2 months ago
correct
upvoted 1 times

Patoy 5 years, 3 months ago
E. Microsoft Office 365 Groups
upvoted 1 times

JatinC 5 years, 5 months ago
In Exam
upvoted 3 times

itthuydoan 5 years, 5 months ago

Correct

upvoted 1 times

Question #3 *Topic 1*

You are a Dynamics 365 for Customer Service system administrator.
A user experiences slow performance when using Dynamics 365.
You need to check the latency of the environment.
What should you do?

A. Use the organization Insights tool.

B. View the Health section of Microsoft Office 365 Admin portal.

C. View the Power platform Admin center.

D. Run the Dynamics 365 Diagnostics tool.

Suggested Answer: *D*
References:
https://community.dynamics.com/365/customerservice/f/763/t/285347

AlexR Highly Voted 5 years, 8 months ago
https://docs.microsoft.com/en-us/power-platform/admin/verify-network-capacity-throughput-clients
upvoted 12 times

Beznoh Highly Voted 5 years, 6 months ago
Correct
upvoted 5 times

sevom Most Recent 4 years, 8 months ago
correct
upvoted 1 times

Justgo 4 years, 12 months ago
Correct
upvoted 1 times

arishka 5 years ago
in exam
upvoted 1 times

Arvid 5 years, 1 month ago
https://community.dynamics.com/365/b/adrianbegovichblog/posts/dynamics-365-diagnostics-tool
upvoted 1 times

huongd365 5 years, 4 months ago
D correct
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

itthuydoan 5 years, 5 months ago
Correct
upvoted 1 times

omarrana 5 years, 7 months ago
was in exam
upvoted 3 times

Question #4 *Topic 1*

You are a Dynamics 365 for Customer Service system administrator.

You need to implement a Dynamics 365 portal that allows customers to perform the following tasks:

✑ Post product experience information to forums.

✑ Enter issues in an online support center.

Enter ideas for future products.

▪

Which type of portal should you implement?

A. Partner

B. Customer Self-Service

C. Employee Self-Service

D. Community

E. Custom

Suggested Answer: *B*

vens Highly Voted 5 years, 10 months ago

You cannot enter ideas into Customer portal. Correct answer is Community portal. reference:

https://docs.microsoft.com/en-us/learn/modules/configure-dynamics-365-portals/1-selecting-dynamics-365-starter-portal

upvoted 44 times

Percy913 4 years, 7 months ago

The Ideas feature is available on the Community portal, Customer self-service portal, and the Employee self-service portal.

upvoted 1 times

mgharably Highly Voted 5 years, 9 months ago

the right answer is: Community

upvoted 14 times

raajanandini Most Recent 4 years, 6 months ago

it is clearly mentioned that ideas available in only Community Portal as per MS learning path.

Please check 'Portal features' section of learning path https://docs.microsoft.com/en-gb/learn/modules/explore-portals/1-introduction

upvoted 3 times

msom 4 years, 7 months ago

What is the final correct answer, Please let us know

upvoted 1 times

sgupta1985 4 years, 7 months ago

I am also very confused reading above comments. Going through the docs, it seems the community is the correct answer. I would have used that as my answer.

upvoted 1 times

BurkyWalking 4 years, 8 months ago

I believe the correct answer is Community Portal according to https://docs.microsoft.com/en-us/learn/modules/explore-portals/2-community.

It shows that, from the community portal one can go Forums, Blogs, Support Cases, Knowledge Articles and Ideas which includes everything question asks.

upvoted 1 times

MuhammadUllah 4 years, 9 months ago

Community portals is the correct answer

upvoted 2 times

VijayBhat 4 years, 9 months ago

Correct answer is B only.. Customer can post ideas too on Customer Service portal

upvoted 1 times

ZsomborSzenasi 4 years, 10 months ago

According to the Microsft MB 200 learning path: "The Ideas feature is available on the Community portal, Customer self-service portal, and the Employee self-service portal." https://docs.microsoft.com/en-gb/learn/modules/explore-portals/2-community
Considering the other two requirements I would go with Customer self-service portal, but it's a tricky question
upvoted 1 times

ESP2020 4 years, 10 months ago
The correct anser is D
Community portals let users:
- Forums
- Blogs
- Ideas
- Case management
- Articles (KB)
upvoted 1 times

esangram 4 years, 12 months ago
Community
upvoted 2 times

NorbertDsouza78 4 years, 12 months ago
From this article https://docs.microsoft.com/en-us/learn/modules/explore-portals/ I think Community is the right answer as Ideas are supported in community and not in Customer Self-Service
upvoted 1 times

Justgo 4 years, 12 months ago
Community is the correct answer
upvoted 1 times

upadhyay 5 years ago
what is the correct answer,there is so much confusion
upvoted 1 times

arishka 5 years ago
community

in exam
upvoted 1 times

ExamDoug 5 years ago
Dynamics tip 365 Portals Tip #26 - Ideas in the Community Portal https://www.youtube.com/watch?reload=9&v=t44SVow7DgY
upvoted 2 times

[Removed] 5 years ago
in exam: Community was my answer
upvoted 1 times

Adinegi26 5 years ago
Correct answer is B customer portal is combination of KB, blogs and comments could be so user could do all activity in single platform
upvoted 1 times

Question #5 *Topic 1*

DRAG DROP -

You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.

You need to import changes from the Sandbox instance to each of the Production instances with different requirements.

Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution 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:

Solution types

- managed
- unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	
Remove changes by uninstalling the solution.	
Ensure ability to maintain customizations of needed.	
Prevent others from making changes to the solution.	

Suggested Answer:

Solution types

- managed
- unmanaged

Answer Area

Requirement	Solution type
Include changes as part of the default solution.	unmanaged
Remove changes by uninstalling the solution.	managed
Ensure ability to maintain customizations of needed.	unmanaged
Prevent others from making changes to the solution.	managed

ceejaybee Highly Voted 5 years, 7 months ago

"Maintain Customizations (recommended)" is an option that is available only when you install an update to an existing managed solution. So answers are: Unmanaged, Managed, Managed, Managed. https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/import-update-upgrade-solution

upvoted 12 times

verotexe 5 years, 7 months ago

Are you sure?

upvoted 1 times

ceejaybee 5 years, 6 months ago

I have provided the link. Maybe you could make your question more specific with details of why you aren't certain? That's kind of what "discussion" means

upvoted 4 times

cloud_ 5 years, 6 months ago

When updating a managed solution, there is this option:

Maintain customizations (recommended)

Selecting this option will maintain any unmanaged customizations performed on components but also implies that some of the updates included in this solution will not take effect.

I think the answer is UMMM

upvoted 9 times

Stasy 5 years, 5 months ago

According to your link: 'Maintain customizations (recommended)

Selecting this option will maintain any unmanaged customizations performed on components but also implies that some of the updates included in this solution will not take effect.'

So the answer is correct (UMUM)

upvoted 2 times

sabrinaoku 4 years, 12 months ago

"Maintain customizations" refers to customizations done in the target system to components that are part of the managed solutions. Don't forget that if you are a system admin in the target solution (and customers usually want to be admins) you still can do customizations of managed components in the target system using "Settings-Customization" area. You can decide which properties of the managed components can be changed! (To prove that open the managed solution and you will see following message <<You cannot directly edit the components within a managed solution. If the managed properties for solution components are set to allow customization, you can edit them in the Customizations area or from another unmanaged solution.>>) So when you import an update of the managed solution in the target system, you have the option, like ceejaybee wrote, to mantain those customizations or to cancel them (the cancel option is the one I always choose because I agree with my customers that they don't have to play with the target system during the project phase :)). So for me correct answer is UMMM

upvoted 1 times

Luna18 Most Recent 3 years, 10 months ago

I would choose UMUM. I would vote for unmanaged for the 3rd one because I'm thinking about uninstalling an unmanaged solution. You can always uninstall it but it's components and customizations will not be deleted - they all go into the Default Solution.

Unmanaged solution

"You are deleting an unmanaged solution. The solution will be deleted but components that are contained in this solution will not be deleted. This action cannot be undone. Do you want to continue?"

upvoted 1 times

Percy913 4 years, 7 months ago

the third option is UNMANAGED

because any managed solutions can be customized in the unmanaged customizations.

https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/developers-guide/gg334576(v=crm.8)?redirectedfrom=MSDN

upvoted 1 times

sgupta1985 4 years, 7 months ago

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/import-update-upgrade-solution#update-a-solution

It should be UMMM

upvoted 1 times

jkaur 4 years, 8 months ago

After you install a managed solution you may be able to customize the solution components if the creator of the managed solution has configured the managed solution to enable it. You must access the customizable solution components using Customize the System instead of through the managed solution itself.

Answer is managed for third.

upvoted 1 times

Justgo 4 years, 12 months ago

Provided answer is correct

upvoted 3 times

AneeG 5 years ago

Was in my exam. I chose UMMM. In general, if you prepare for the exam, make sure you understand the difference because many questions are based on this. Good luck!

upvoted 4 times

arishka 5 years ago

in exam

upvoted 1 times

ExamDoug 5 years ago

A unmanaged solution always overwrite.

With a managed solution you got the choice to maintain (= preferred option) or to overwrite.

upvoted 4 times

No_Doubt 5 years ago

The answer is U-M-M-M

Argument: why number 3 is Managed?

When you import a Managed solution for the 2nd+ time, you're asked "Maintain Customization" or "Overwrite Customization". Selecting "Maintain customizations" will maintain any unmanaged customizations performed on components but also implies that some of the updates included in this solutions will not take effect.

This will not happen when you import an unmanaged solution.

upvoted 4 times

sanharshu7 5 years, 1 month ago

ummm is right answer

upvoted 1 times

fasa 5 years, 2 months ago

The solution is UMMM

upvoted 1 times

passnow 5 years, 3 months ago

manged=notin happens, managed =something happens

upvoted 1 times

passnow 5 years, 3 months ago

*unmanged=nothind happens, managed =something happens

upvoted 2 times

TaiH 5 years, 3 months ago

I think the third one should be managed, otherwise I agree with the answers.

https://www.tutorialspoint.com/microsoft_crm/microsoft_crm_solutions.htm

upvoted 1 times

lakshmi 5 years, 4 months ago

the question of maintaining customizations arises only when you are trying to update a managed solution. So I also think the answer is UMMM.

(When you check the URL linked here, the first line in the section "Update a solution" reads "There are times when you may wish to install an update to an existing managed solution." So that should be the pointer to the answer.

upvoted 1 times

Marduk 5 years, 4 months ago

is UMMM

upvoted 3 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 1 times

Question #6 — Topic 1

DRAG DROP -

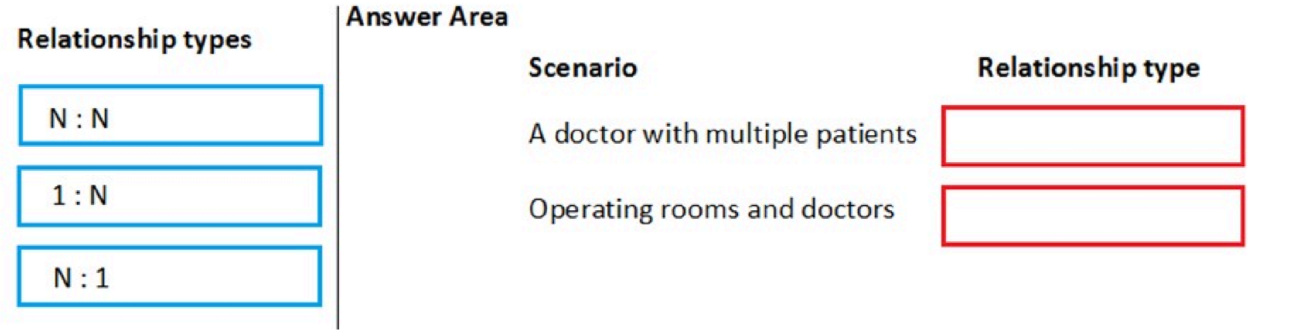
A hospital uses Dynamics 365 Customer Engagement. The scheduling department schedules doctors for surgeries.

You need to configure relationships between doctor and patient records.

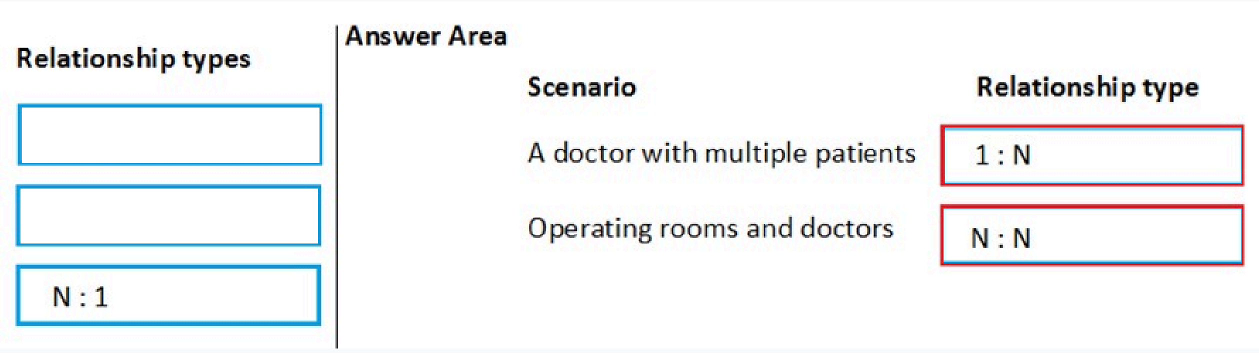
From the doctor entity, which relationship types should you use? To answer, drag the relationship types for the correct scenarios. Each relationship type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:



References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships

thyme Highly Voted 5 years, 5 months ago

I vote for N:N for the second. A doctor could work on multiple operation rooms, and one operation room could be used by multiple doctors.

upvoted 11 times

abeckiism Highly Voted 5 years, 5 months ago

It says "a doctor" with "multiple patients". Therefore, the answer provided is correct.

upvoted 8 times

metyh Most Recent 4 years, 4 months ago

1:N and N:N is correct

upvoted 1 times

AneeG 5 years ago

In the exam. Exactly the same. It is 1:N and N:N

upvoted 2 times

arishka 5 years ago

in exam

upvoted 1 times

lvysoe 5 years, 4 months ago

1 :N , N:N

upvoted 4 times

andy365 5 years, 4 months ago

@SoMuchConfusion Incorrect. You need to reread the scenarios. Operating rooms and doctors = N:N. Many rooms with many doctors. A doctor and patients = 1:N. One doctor can have many patients.

upvoted 2 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 2 times

itthuydoan 5 years, 5 months ago

correct

upvoted 3 times

SoMuchConfusion 5 years, 6 months ago

I think the answer provided is wrong. "You need to configure relationships between doctor and patient records." In the context of an operating room, you would typically have ONE patient and potentially multiple doctors. I believe the correct answer is 1:N for the first scenario and N:1 for the second.

upvoted 1 times

xicma 5 years, 2 months ago

not true. 1:N and N:N

upvoted 4 times

andy365 4 years, 11 months ago

1. 1:N - 1 Doctor, Many Patients
2. N:N - Many Operating Rooms, Many Doctors

upvoted 2 times

genii 5 years, 7 months ago

hint: ratio single(1): single (1); multiple(N): (N)multiple; single(1): (N)multiple; multiple(N):(1)single

upvoted 1 times

Question #1 *Topic 2*

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator.

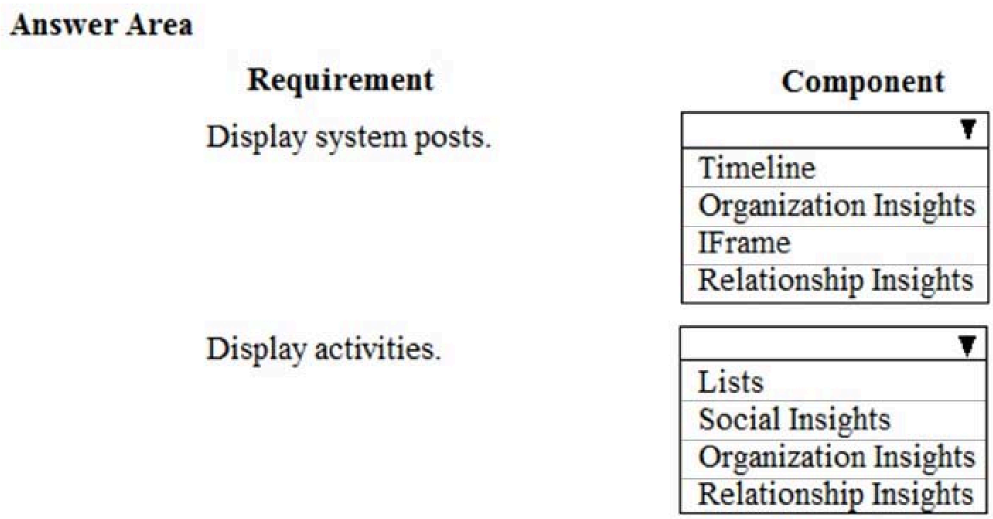
A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

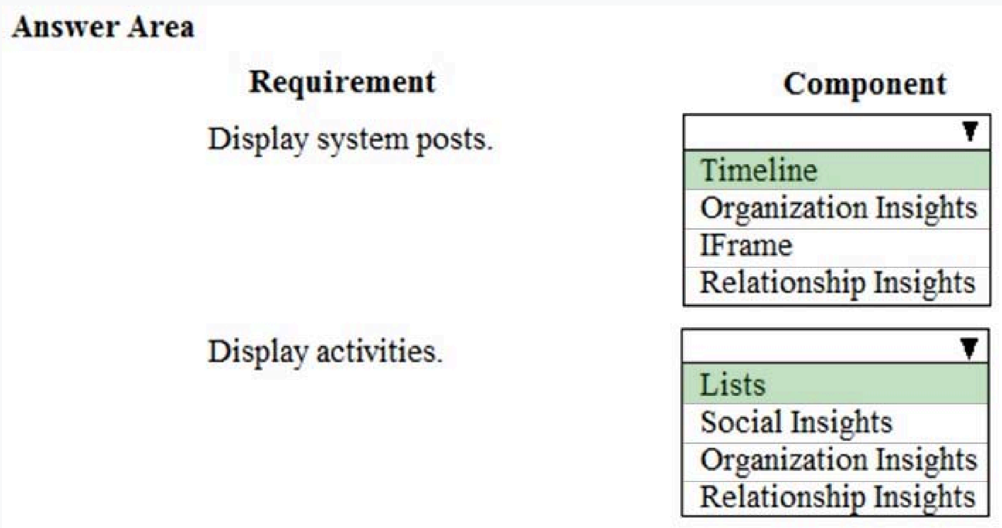
Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



SoMuchConfusion Highly Voted 5 years, 6 months ago

Of course, in the real world, you could use a Timeline for both Posts and Activities. But as Timeline isn't in the options for displaying Activities, I believe the selected Timeline and Lists are correct.

upvoted 13 times

Nirali 4 years, 11 months ago

correct answer timeline and list (view)

upvoted 3 times

FahadShaikh Highly Voted 5 years, 6 months ago

In Exam Question

upvoted 8 times

akill Most Recent 4 years, 7 months ago

A view is called a list in a Dashboard. So there is nothing wrong in showing the option as List

upvoted 2 times

sevom 4 years, 8 months ago

correct

upvoted 1 times

gsantos 5 years ago

Lists are Views, right? Geez. Microsoft please update your exams to reflect current and consistent terms.

upvoted 4 times

vsharma041990 5 years ago

timeline can be added in the dashboard

upvoted 1 times

3232 5 years, 1 month ago

List ~ Views

upvoted 1 times

MMorgan 5 years, 3 months ago

Lists = Views

https://docs.microsoft.com/en-us/dynamics365/sales-professional/work-with-views

upvoted 2 times

Rachha 5 years, 4 months ago

correct ans

https://www.crmsoftwareblog.com/2017/03/microsoft-dynamics-365-all-about-insights/

upvoted 1 times

poonma 5 years, 5 months ago

system posts should be iframe because timeline will not work on web client

upvoted 1 times

Question #2 Topic 2

DRAG DROP -

You are a Dynamics 365 administrator. An Excel template with a pivot table is created for opportunities by a manager.

When a salesperson opens the Excel template in the My Opportunities view, they observe the following issues:

✑ The salesperson can view information for all salespeople.

✑ The salesperson does not see their current data.

You need ensure the salesperson can only see their information.

Which Excel PivotTable attributes should you use? To answer, drag the appropriate attributes to the correct settings. Each attribute 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:

Pivot table attributes

Save source data with file is unchecked.
Refresh data when opening file is unchecked.
Refresh data when opening file is checked.
Save source data with file is checked.

Answer Area

Requirement	Pivot table attribute
Ensure the template does not open with data beyond their access level.	
Ensure the template displays the user's current data.	

Suggested Answer:

Pivot table attributes

Save source data with file is unchecked.
Refresh data when opening file is unchecked.
Refresh data when opening file is checked.
Save source data with file is checked.

Answer Area

Requirement	Pivot table attribute
Ensure the template does not open with data beyond their access level.	Save source data with file is unchecked.
Ensure the template displays the user's current data.	Refresh data when opening file is checked.

M4rv1n Highly Voted 5 years, 9 months ago

Save file without data, it will not have data from others.

Refresh at opening, it will refresh data with current user data

upvoted 17 times

itthuydoan Highly Voted 5 years, 5 months ago

correct

upvoted 9 times

Mariusme Most Recent 5 years ago

The answers are correct:

https://trumpexcel.com/pivot-cache-excel/ this will give you a detailed explanation about what each option does.

upvoted 2 times

Ameen 5 years, 1 month ago

In exam

upvoted 2 times

Caro 5 years, 5 months ago

https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates#BKMK_BestPractices

upvoted 4 times

Caro 5 years, 5 months ago

https://us.hitachi-solutions.com/blog/5-tips-using-excel-templates-dynamics-crm/

upvoted 2 times

mtalha86 5 years, 6 months ago

It means the mentioned answer is right?

upvoted 2 times

cleon 5 years, 6 months ago

If "Refresh Data When Opening the File" is checked from the beginning, it will not matter if the data is saved in the file as it is guaranteed that no other users' data will be saved.

upvoted 1 times

SoMuchConfusion 5 years, 6 months ago

Not necessarily. When first exported, if Save data with the file is checked, the file would contain all data visible to the user exporting it. Even if refresh when opened is checked, someone could potentially snoop the file contents in a text editor. Granted, I believe it's probably mostly in binary, but someone clever and determined enough may be able to get at data they should not with access to the file. I think the safest scenario is to also ensure the save data with file is unchecked.

upvoted 2 times

girish 5 years, 9 months ago

Can someone explain..

upvoted 1 times

arshad 5 years, 6 months ago

Exporting pivot table to an excel template having 2 options to "Check" or "Uncheck" for source data exported with template, if you export with data it would show same data to others else on refresh would load new data from pivot table data source itself.

upvoted 2 times

Question #3 *Topic 2*

You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team.
Members of the sales team cannot access the app.
You need to ensure that sales team members can access the app.
Where should you configure app permissions?

A. Dynamics administration center

B. Manage Roles

C. Dynamics 365 home

D. Security Roles

Suggested Answer: *B*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles

itthuydoan Highly Voted 5 years, 5 months ago
Correct
upvoted 9 times

omarrana Highly Voted 5 years, 7 months ago
was in exams
upvoted 7 times

sevom Most Recent 4 years, 8 months ago
correct
upvoted 1 times

AneeG 5 years ago
In my exam. I choose Manage roles
upvoted 3 times

arishka 5 years ago
in exam
upvoted 1 times

Tendooe 5 years, 2 months ago
Correct
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

Question #4 *Topic 2*

HOTSPOT -

You are a Dynamics 365 for Customer Service system administrator.

You are unable to import a translation file.

You need to determine if the file being imported is of the right type and format, and that the file conforms to maximum field length requirements.

Which parameter should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Suggested Answer: *Explanation*

mgharably Highly Voted 5 years, 9 months ago

this is the missing options

plz add them

https://drive.google.com/file/d/1HENDcVSrRUUA1RVZofoNgtItnvnQXlbb/view?usp=sharing

upvoted 37 times

girish Highly Voted 5 years, 9 months ago

Answer is: File Type = .Zip, Format = Same As exported File , Max Field Lenght = 500

upvoted 23 times

pavanmanideep 5 years, 4 months ago

File Type should be XML

upvoted 1 times

Nyanne 4 years, 9 months ago

Wrong. .zip - this is the only allowed format for translation file. In the .zip file are some .xml files which are edited, but need to be compressed to .zip again for import

See:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-solutions-support-multiple-languages#translating-text

upvoted 4 times

chandu215 Most Recent 4 years, 11 months ago

File Type = .zip

File Format = same format as exported File

Maximum Filed Length = 500

upvoted 3 times

3232 5 years, 1 month ago

Whilst you can import data from .zip, .xml, .csv, or .txt. The question is referring to translation files. These are XML files, Zipped together, so "File Type" for this question isn't clear.

These are exported from CRM and re-import in the same format with your translations added.

500 Char Max

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/import-translated-entity-field-text

upvoted 2 times

sanharshu7 5 years, 1 month ago

the answer is .zip, the same format as exported and 500

upvoted 3 times

Bilal 5 years, 1 month ago

Zib,Same As exported File,500

upvoted 2 times

Bilal 5 years, 1 month ago

Zip,Same As exported File,500

upvoted 2 times

MsKautha 5 years, 2 months ago

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/import-translated-entity-field-text
upvoted 3 times

TusharYewa 5 years, 3 months ago
Please Find below Linkhttps://cdn.shortpixel.ai/client/to_webp,q_glossy,ret_img/https://www.exam4training.com/wp-content/uploads/2019/12/image020.jpg
upvoted 2 times

jmdga 5 years, 5 months ago
The file that you import must be a compressed file that contains the CrmTranslations.xml and the [Content_Types].xml file at the root.
You can't import translated text that is over 500 characters long. If any of the items in your translation file are longer than 500 characters, the import process will fail. If the import process fails, review the line in the file that caused the failure, reduce the number of characters, and try to import again.
Also note that after you import translated text, you must republish customizations.
upvoted 6 times

abeckiism 5 years, 5 months ago
The are importing a translation file. The only accepted format is .zip with no text over 500 characters long - https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/import-translated-entity-field-text
upvoted 13 times

GirishK 5 years, 6 months ago
Since all five supported formats were given in the Hot area, which one to choose? Why only Zip format? We can also use CSV XLSX and so on, can some one please explain?
upvoted 2 times

Subodh 5 years, 6 months ago
I have same question. I think, may be because ZIP format has more capacity..
upvoted 1 times

FahadShaikh 5 years, 6 months ago
Allowed format:
1. .zip
2. .xml
3. .csv
4. Text
5. xlsx

File Size:
32 MB for the ZIP file
8 MB for the other 4 formats (XLSX, CSV, TEXT, XML)

Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data
upvoted 5 times

omarrana 5 years, 7 months ago
in exam it asked it in a different way, different formats
upvoted 2 times

kainpo 5 years, 7 months ago
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-solutions-support-multiple-languages#importing-translated-text
upvoted 3 times

mgharably 5 years, 9 months ago
this is the missing Options with the correct answer
plz add them
https://drive.google.com/file/d/1HENDcVSrRUUA1RVZofoNgtItnvnQXlbb/view?usp=sharing
upvoted 13 times

Suchi 5 years, 10 months ago
Hot area is missing.
Please provide the options.
upvoted 16 times

Ani 5 years, 11 months ago

format accepted: .zip, .xml, .csv or text files

size: zip till 32 mb and for other file format its 8 mb

upvoted 5 times

pmain8 5 years, 9 months ago

In support of this answer:

https://crmbook.powerobjects.com/basics/data-management-in-microsoft-dynamics-crm/importing-data-in-microsoft-dynamics-crm/the-data-import-wizard-in-dynamics-crm/

upvoted 4 times

Question #5 Topic 2

DRAG DROP -

You are a Dynamics 365 for Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

Case Type	Requirement
Case type A	A new case form that includes a timeline.
Case type B	A new case form that includes a business process flow.
Case type C	A new case form that can display case data on an interactive dashboard.
Case type D	A new mobile-friendly case form that requires minimal fields for record creation.
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case.

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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:

Suggested Answer: *Explanation*

mgharably Highly Voted 5 years, 9 months ago

the solution is :

Main,

Main,

Card(not sure),

Quick Create,

Quick View

upvoted 49 times

JatinC 5 years, 5 months ago

In Exam, these are correct answers

upvoted 4 times

chandu215 4 years, 11 months ago

Main, Main, main, Quick Create, Card

upvoted 3 times

Aby104 4 years, 6 months ago

Wrong answer

upvoted 1 times

Hush_mode Highly Voted 5 years, 8 months ago

Main, Main (Only Main forms support BPF), Main (Case for Interactive experience), Quick Create (Case Quick Create) and Card (Case Card)

upvoted 22 times

Subodh 5 years, 6 months ago

It says Interactive Dashboard.. I think only cards are supported there.. Yet not sure 100%

upvoted 1 times

fasa 5 years, 2 months ago

the last one can't be Card. Card ca visualize only single record data. Quick VIEW can visualize parent data too. so the last one is Quick View

upvoted 1 times

hliUser Most Recent 2 years, 11 months ago

Main,

Main,

Card,

Quick Create,

Quick View.

- https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub

upvoted 1 times

HassanSarhan 4 years ago

came in PL-200 and the answer is :

main form

main form

card form

quick create form

quick view form

upvoted 1 times

Aby104 4 years, 6 months ago

Answer is:

Main Form

Main Form

Main Form

Quick Create Form

Quick View Form

For confirmation on Form displaying interactive dashboard, refer to

https://technologyblog.rsmus.com/microsoft/dynamics-365-customer-engagement/integrating-a-microsoft-dynamics-crm-dashboard-into-any-entity/

as Iframes can only be displayed on Main Form

upvoted 1 times

saksham98 4 years, 8 months ago

Main, Main, Main, Quick Create, Card

upvoted 2 times

jkaur 4 years, 8 months ago

Main

Main

Main(https://www.inogic.com/blog/2016/03/forms-in-microsoft-dynamics-crm-2016-which-cant-be-missed/)

Quick Create

Card(Quick Create used in Tablet, on-premises, web applications, outlook not for mobile)

upvoted 1 times

MuhammadUllah 4 years, 9 months ago

Man

Man

Card

Quick create

Quick view form

upvoted 4 times

Steve_az 4 years, 9 months ago

Answer options: https://vceguide.com/which-form-types-should-you-create/

upvoted 1 times

microsoftconsultant123 4 years, 11 months ago

Case Type C - "entity card form is used for interactive dashboard tile"

https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/350741/stream-tile-changes-in-interactive-dashboards/938371

upvoted 2 times

sabrinaoku 4 years, 12 months ago

In my opinion it's

main form

main form

card form

quick create form

quick view form

1,2,4 we all agree

3 - Interactive Dashboards need streams and streams are lists of records (views), so forms are not really used in there. The only form I think that can be used is the card form to display the data of the stream list

5 - It's a tricky question because quick view form can also be displayed as card. But since the question talks about "parent record", the answer should be quick view form. A parent record on a form is displayed with a lookup and quick view form are meant to display further info regarding a lookup. Cards instead are likely used in subgrids, so more for child records.

upvoted 6 times

tchhetri 5 years ago

The answer to this question is:

Main

Main

Main

Quick Create

Card

upvoted 2 times

Adinegi26 5 years ago

Main

Main

Main

Quick create- as says minimum validation

Card

upvoted 2 times

vsharma041990 5 years ago

Main,

Main,

Main,

Quick Create

Card

upvoted 2 times

GaiaBx 5 years, 3 months ago

Main

Main

Main

Quick Create

Card

upvoted 6 times

TusharYewa 5 years, 3 months ago

Main, Main (Only Main forms support BPF), Main (Case for Interactive experience), Quick Create (Case Quick Create) and Card (Case Card)

upvoted 2 times

[Removed] 5 years, 4 months ago

So it should look like

a. Main

b. Main

c. Main

d. Quick Create

e. Quick View

e. Quick View

upvoted 6 times

HOTSPOT -

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	System chart. Personal chart. Area chart.
Add a stacked column chart shared with your team.	System chart. Personal chart. Area chart.
Add a Microsoft Power BI visualization.	System chart. Personal chart. Area chart.
Add a chart from a view that a user creates.	System chart. Personal chart. Area chart.
Add a doughnut chart that shows cases by owner.	System chart. Personal chart. Area chart.

Suggested Answer:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	**System chart.** Personal chart. Area chart.
Add a stacked column chart shared with your team.	System chart. **Personal chart.** Area chart.
Add a Microsoft Power BI visualization.	**System chart.** Personal chart. Area chart.
Add a chart from a view that a user creates.	System chart. **Personal chart.** Area chart.
Add a doughnut chart that shows cases by owner.	**System chart.** Personal chart. Area chart.

FahadShaikh Highly Voted 5 years, 6 months ago

So I think it should be the following:

System

Personal

Personal

Personal

System

upvoted 37 times

D365V Highly Voted 5 years, 9 months ago

Power BI answer is wrong. Power BI tile can only be added to a personal dashboard. See https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-dashboard

upvoted 22 times

Aby104 Most Recent 4 years, 6 months ago

It is important to note that Personal Charts can be included in personal dashboards. (not system dashboards) whereas System Charts Can be included in personal and system dashboards.

So, the correct answer is:

System

Personal

Personal

Personal

System

upvoted 1 times

jyotyada 4 years, 10 months ago

The correct answer should be

Personal (because it is created from the opened case view)

Personal

Personal

Personal

System

Please note that Tag and Doughnut charts can be personal as well as sytem charts

upvoted 1 times

Adinegi26 5 years ago

Sys

Personal

Personal

Personal

System

upvoted 1 times

3232 5 years, 1 month ago

Tag and Doughnut are system only (you can't create this on personal charts for some reason). So the answers are:

System (Tag chart system only)

Personal ("Shared with your team" implies personal that has been shared)

Personal (PowerBI is personal only)

Personal (User created view)

System (Doughnut is system only)

upvoted 7 times

> **ESP2020** 4 years, 10 months ago
>
> Thanks 3232- Everybody should provide the answer as you have done. This really helps. :)
>
> upvoted 1 times

> **Aby104** 4 years, 6 months ago
>
> Correct answer and very well explained
>
> upvoted 1 times

SkyGod 5 years, 1 month ago

https://www.inogic.com/blog/2018/11/different-ways-of-publishing-power-bi-reports-in-dynamics-365-crm/

upvoted 1 times

SkyGod 5 years, 1 month ago

https://docs.microsoft.com/en-us/power-platform/admin/use-power-bi#embed--visualizations-on-personal-dashboards

Personal for Ans 3.

upvoted 1 times

lakshmi 5 years, 3 months ago

Tag and Doughnut charts are new types, that can only be created as system charts. See:

https://community.dynamics.com/crm/b/crmandunifiedservicedesk/posts/mb2-716-microsoft-dynamics-365-customization-and-configuration-charts

upvoted 2 times

sravthi 4 years, 9 months ago

If you are only familiar with charts within the classic web interface I would suggest you experiment in the newer Unified Client. As the main functionality is the same but you may find some minor differences that are worth learning about! For example we now have the ability to create tag and doughnut charts as personal charts. (shown below.)

upvoted 1 times

ClairFraser 5 years, 5 months ago

Something doesn't add up for me. It is true that you can only add Power BI visualizations to personal *dashboards* - but not to a personal chat. The system/personal chart distinction is not relevant for Power BI. In fact, I think for Power BI the Area Chart is the correct answer.

upvoted 2 times

SZar 5 years, 3 months ago

I agree with this remark (Dashboard vs Chart). But how can you add PowerBI visulization to the Area Chart?

upvoted 1 times

itthuydoan 5 years, 5 months ago

correct

upvoted 1 times

omarrana 5 years, 7 months ago

in exam it was personal dashboard

upvoted 5 times

Emdy 5 years, 9 months ago

Yes that is right

upvoted 1 times

mgharably 5 years, 9 months ago

Power BI is a Personal (Y)

upvoted 7 times

Question #7 — *Topic 2*

HOTSPOT -

You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.

Sales team members report several issues when they access Dynamics 365.

You need to resolve the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Suggested Answer: *Explanation*

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/troubleshooting-things-know-about-phones-tablets

Fyrus Highly Voted 5 years, 8 months ago

1 - Log off and back on to force data download as said vortex

2 - The form is not set as the first form in the entity

3 - Set privileges since the message is continuous as said joey2506

upvoted 20 times

mgharably Highly Voted 5 years, 9 months ago

this is the missing answer options: (but not sure about the correctness of the answers)

https://drive.google.com/file/d/1AEs9Gv9p_fb9PZuShoX_TLWRg0tC4uKm/view?usp=sharing

upvoted 15 times

vens 5 years, 9 months ago

Thanks for options mghrably, 1st answer is log off and back on, 2nd is correct, 3rd is restart the app. you can find the errors here:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/troubleshooting-things-know-about-phones-tablets

upvoted 7 times

joey2506 5 years, 8 months ago

Actually, there are all rights.

1 The right action is close and reopen the app, but we dont have this option, and loff and back does not mean the app will be closed.

3 According to the questions ´restart app´ is continous. so, probably the security role. Let say that if you restart the app, the message will be displayed again.

upvoted 7 times

vortex1 5 years, 8 months ago

Logging off and On forces a re-download of all assets and permissions by effectively clearing the cache

upvoted 6 times

SoMuchConfusion 5 years, 6 months ago

Is it all assets, or does it just clear cached data? I wasn't sure from checking the troubleshooting document linked by vens. It sounded to me like restart the app to download customizations, and log out and back into the app to clear cached data. I would presume the log out and in would also re-download the customizations?

upvoted 1 times

SoMuchConfusion 5 years, 6 months ago

I just tried it on my Android phone and it sure looks like it's re-fetching the customizations. I think I would answer Log out & log back on for the first item on the exam.

upvoted 2 times

ruonan59 4 years, 8 months ago

i think you are right. based on the socumentaion, https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/troubleshooting-things-know-about-phones-tablets

or customization changes to become available immediately, you must completely close and then reopen the app.

restart the tablet should force the app close correct?

upvoted 1 times

Subodh 5 years, 5 months ago

From the link you posted....

Error message: "Sorry, something went wrong while initializing the app. Please try again, or restart the app."
Cause 1: Permissions might not be set properly. See "Required privileges" in Get started with Dynamics 365 for phones and Dynamics 365 for tablets.

Cause 2: See the following KB article:

An error occurs in the Dynamics 365 for Customer Engagement app for users in child business units. For more information, see Sorry, something went wrong while initializing the app.
upvoted 2 times

Harish1509 Most Recent 4 years, 8 months ago
The correct and verified answers:
1. Log off and back on
2.The form is not set as a first form
3.Set privileges
upvoted 3 times

sows 4 years, 9 months ago
1. Log Off and back on.
2. The form is not set as first form in the entity.
3. Set privileges for the user.
upvoted 2 times

arishka 5 years ago
1. Logoff & login again 2. the form isn't set as the first form 3. Privileges for the users aren't correct

was in exam
upvoted 3 times

GelicaJ 5 years ago
1. Clear the Cache (Reconfiguring the APP) https://docs.microsoft.com/en-us/dynamics365/mobile-app/troubleshooting-things-know-about-phones-tablets#customization-changes-do-not-appear-in- / https://docs.microsoft.com/en-us/dynamics365/mobile-app/v8/go-mobile/admin-troubleshoot/reconfigure
2. The form is not set as the first form for the entity https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/main-form-presentations#multiple-forms
3. Set Privileges for the User https://docs.microsoft.com/en-us/dynamics365/mobile-app/troubleshooting-things-know-about-phones-tablets#error-message-sorry-something-went-wrong-while-initializing-the-app-please-try-again-or-restart-the-app
upvoted 3 times

Sherif_Sobhy 5 years, 2 months ago
Correct answer is :
1. Logoff & login again not restart the application as per the followings ;
Customization changes do not appear in Dynamics 365 for tablets
Cause 1: The customizations (metadata) from your Dynamics 365 for Customer Engagement organization are cached on your device. The app checks for updated metadata after 24 hours or any time you reopen the app. For customization changes to become available immediately, you must completely close and then reopen the app. If new metadata is found, you will be prompted to download it. For more information on how to completely close an app, refer to the help for your operating system or reference one of the articles provided:
https://docs.microsoft.com/en-us/dynamics365/mobile-app/troubleshooting-things-know-about-phones-tablets

2. the form isn't set as the first form
3. Privileges for the users aren't correct
upvoted 2 times

[Removed] 5 years, 4 months ago
Correct answers should be:

1. Logoff & login again

2. the form isn't set as the first form

3. Privileges for the users aren't correct

upvoted 9 times

Suchi 5 years, 9 months ago

Thanks guys

upvoted 3 times

Ani 5 years, 11 months ago

https://support.microsoft.com/en-us/help/4486472/we-can-t-find-any-apps-for-your-role-message-in-dynamics-365-for-phone

upvoted 3 times

Question #8 *Topic 2*

You are a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.
You activate the business rule. The form does not mark the specified fields as required when the condition is met.
You need to determine the cause of the issue.
What is the cause?

A. the Created On and Modified On date fields are not included on the form.

B. the Created On and Modified On date fields are in a hidden tab on the form.

C. Created On and Modified On are system fields and cannot be used in business rules.

D. the fields to be required are set to Optional at the field property level.

Suggested Answer: *A*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recommendations-apply-logic-form

SoMuchConfusion Highly Voted 5 years, 6 months ago
Pretty sure I've actually run into this first-hand. Any field referenced in the BR *must* exist on the form, whether or not it is visible. Answer appears correct.
upvoted 9 times

AliZahwy Most Recent 4 years, 3 months ago
How is A the correct answer when the business rule have already seen the fields ! so they are already on the form
upvoted 1 times

sevom 4 years, 8 months ago
correct
upvoted 1 times

AneeG 5 years ago
In my exam. A is the answer
upvoted 1 times

Bobybro 5 years ago
Correct
upvoted 1 times

Ameen 5 years, 1 month ago
In exam
upvoted 1 times

FDC 5 years, 1 month ago
A is absolutely Correct
upvoted 2 times

cch999 5 years, 2 months ago
on the exam
upvoted 1 times

jaykumar 5 years, 3 months ago
A is correct answer
upvoted 1 times

Tansky 5 years, 4 months ago
in exam
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

itthuydoan 5 years, 5 months ago

correct

upvoted 2 times

Question #9 *Topic 2*

DRAG DROP -
You are a Dynamics 365 for Customer Service system administrator.
When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.
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:

Suggested Answer: *Explanation*

Antonico Highly Voted 5 years, 11 months ago
Response should be those 4 steps:
- Create a New process that includes a Category Workflow and an Entity Case
- For the Start when condition, select Record is Assigned
- Add condition and send email steps
- Set the property to Configure email with desired fields.
upvoted 77 times

D365_2020 5 years, 4 months ago
tested this. this is correct.
upvoted 4 times

mgharably Highly Voted 5 years, 9 months ago
the missing options in this:
https://drive.google.com/file/d/17xrNfoGlx8kPIQYp8sDk1xYOcXBbfEU6/view?usp=sharing
upvoted 29 times

Suchi 5 years, 9 months ago
Dear mgharably, thank you for providing the link to correct asnwers. Is there an image that includes the only the unanswered hot area?
upvoted 2 times

Suchi 5 years, 9 months ago
I guess I was out of my mind when I asked for this...I cannot myself understand what I asked! Sorry
upvoted 7 times

Sanlin Most Recent 4 years, 10 months ago
In exam. Antonico is correct.
upvoted 2 times

jasonwalker1999 4 years, 11 months ago
My trial version of D365 doesn't have a case entity. Any ideas?
upvoted 1 times

Nyanne 4 years, 10 months ago
Are you using Customer Service?
upvoted 1 times

brunotw 5 years ago
Why would I add a condition if it has already been met by the event triger (Record is assigned).
upvoted 6 times

Ameen 5 years, 1 month ago
In exam
upvoted 1 times

Ameen 5 years, 6 months ago
- Create a New process that includes a Category Workflow and an Entity Case
- For the Start when condition, select Record is Assigned
- Add condition and send email steps
- Set the property to Configure email with desired fields.
upvoted 9 times

moula 5 years, 5 months ago

do u havr mb200 pdf

upvoted 2 times

Beznoh 5 years, 6 months ago

Antonico is correct. Knaynajith step free there is not such an option.

upvoted 2 times

knayanajith 5 years, 6 months ago

"Add condition and send email steps" is not required as there is no condition needed so I think it should be the following

- Create a New process that includes a Category Workflow and an Entity Case
- For the Start when condition, select Record is Assigned
- Select cases and choose send direct email
- Set the property to Configure email with desired fields.

upvoted 4 times

FahadShaikh 5 years, 6 months ago

Where in the world will you find to select cases and then choose send direct email within a Workflow? :)

upvoted 8 times

Question #10 *Topic 2*

DRAG DROP -

An organization plans to deploy Dynamics 365.

You need to ensure that the organization can track the following information:

✑ Prospect to cash process

✑ Customer service cases

✑ Work breakdown structure

✑ Serviceable assets for customers

Which apps should you implement? To answer, drag the appropriate apps to the correct features. Each app 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:

Apps

- Project Service Automation
- Field Service
- Sales
- Customer Service

Answer Area

Feature	App
Prospect to Cash Process	
Case Management	
Work Breakdown Structure	
Customer Asset Management	

Suggested Answer:

Apps

- Project Service Automation
- Field Service
- Sales
- Customer Service

Answer Area

Feature	App
Prospect to Cash Process	Sales
Case Management	Customer Service
Work Breakdown Structure	Project Service Automation
Customer Asset Management	Field Service

SoMuchConfusion Highly Voted 5 years, 6 months ago

Pretty much a gimmie! Hope I get this question!

upvoted 8 times

ThirstyExplorer_net Most Recent 4 years, 8 months ago

Seem pretty correct even it is not so logical.

www.thirstyexplorer.net

upvoted 1 times

NorbertDsouza78 4 years, 12 months ago

Correct

upvoted 1 times

BobDobbsSlacker 5 years ago

correct

upvoted 1 times

arishka 5 years ago

1. Logoff & login again 2. the form isn't set as the first form 3. Privileges for the users aren't correct

upvoted 1 times

MuhammadUllah 5 years ago

Correct

upvoted 1 times

jaykumar 5 years, 3 months ago

Pretty sure, this is correct answer

upvoted 1 times

ned 5 years, 5 months ago

correct

upvoted 2 times

itthuydoan 5 years, 5 months ago

correct

upvoted 2 times

Question #11 *Topic 2*

You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app.
When a user views the Buildings form, a field for Location is missing. You create the field, but the user cannot see it.
You need to make the Location field visible to the user.
What should you do?

A. Add the Location field to the Buildings view.

B. Publish customizations.

C. Change privileges to the user's security role.

D. Create a new Buildings form.

Suggested Answer: *B*

imarobot1 Highly Voted 5 years, 5 months ago
How do we know its added to the form?
upvoted 11 times

ezebaravalle 5 years, 5 months ago
Your question has logic but if you see the options "add the field to the form" doesn´t appear. So the correct answer is publish customizations.
upvoted 4 times

Dyl 4 years, 11 months ago
oh yeah A said to the 'view' - sneaky... gotta read em properly
upvoted 2 times

omarrana Highly Voted 5 years, 7 months ago
in exam
upvoted 7 times

sevom Most Recent 4 years, 8 months ago
correct
upvoted 1 times

elco1989 4 years, 11 months ago
The only possible answer is publish customizations. This because you can add it to the form but without publish customizations the user don't see it. Also the user don't need to modify it. They only need to see it so the form is to much. You can also make the field only visible on the view. But still you need to publish the publish customization. So or the answer is incorrect or the question.
upvoted 2 times

AneeG 5 years ago
In my exam. B is the answer
upvoted 3 times

MuhammadUllah 5 years ago
Correct
upvoted 1 times

Ameen 5 years, 1 month ago
In exam
upvoted 2 times

cch999 5 years, 2 months ago
on the exam
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 2 times

itthuydoan 5 years, 5 months ago
correct

upvoted 2 times

Question #12 | *Topic 2*

DRAG DROP -

You are a Dynamics 365 for Customer Service administrator for a help desk.

Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:

✑ Contact name

✑ Case number

✑ Case title

✑ Case status

✑ Representative name

You need to create an email template for the system.

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
Add data values under the Contact entity related to the account.	
Convert the template to a personal template.	
Add data values from the Case entity.	
Publish the template.	
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

Suggested Answer:

Actions	Answer Area
Add data values under the Contact entity related to the account.	Create an email template for the case.
Convert the template to a personal template.	Add data values from the Case entity.
Add data values from the Case entity.	Add data values under the Contact entity related to the account.
Publish the template.	Save the template.
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

Suchi Highly Voted 5 years, 9 months ago

I created an email template in Dynamics 365 [under Settings > Business Management] and then also used process of elimination (of incorrect options) to answer this question. 2,4,6,7 are irrelevant to the question. Note that personal template is not a requirement, option to publish is not even available for email templates, account entity is not the need of the process and admin does not need to send email but just create a template.

The answer provided ic correct. Step 1 is direct from the requirement stated in the question - create an email template. Since case status, number and title are 3 data values are tied with Case entity, step 2 is Add data...case entity. To send the email, user would need email address tied up to the contact. 4. Save

Hope this helps!

upvoted 24 times

verotexe 5 years, 7 months ago

hi....what is the step 3 and 4?

upvoted 2 times

jaykumar 5 years, 3 months ago

Step 3 : Add data values under the contact entity related to the account,

and step 4 : Save the templates

upvoted 1 times

ceejaybee Highly Voted 5 years, 7 months ago

Suchi's comments are correct, but one of the statements is confusing. The Case could be directly related to a Contact, not an Account, so there is no reason to include the wording about Accounts at the end of the Contact statement, i.e "adding data values for a Contact RELATED TO ACCOUNT".

upvoted 8 times

Subodh 5 years, 5 months ago

It could be a typo error by creator of the question. But, answers and comments are correct.

upvoted 1 times

glonass Most Recent 4 years, 6 months ago

In my exam last 15/12/2020 I only have to set 3 steps, so:

1.Create an email template for the case

2.Add data values from the case entity

3.Save the template

upvoted 4 times

SK_Maheshwari 4 years, 6 months ago

In the question clearly mention the same formate, in the formate first come the contact name.

-Create an email template for the case

-Add data values under the contact entity related to the account

-Add data values from the case entity

-Save the template

-Create an email template for the case

-Add data values under the contact entity related to the account

-Add data values from the case entity

-Save the template

upvoted 1 times

angelsrp 4 years, 10 months ago

-Create an email template for the case

-Add data values from the case entity

-Add data values under the contact entity related to the account

-Save the template

https://docs.microsoft.com/en-us/power-platform/admin/create-templates-email

upvoted 4 times

AneeG 5 years ago

was in my exam but asked differently

upvoted 2 times

[Removed] 5 years, 4 months ago

The correct options should be:

1.Create an email template for the case

2.Add data values from the case entity

3.Add data values under the contact entity relad to the account

4.Save the template

The order of the #2 and #3 is immaterial. The question has been framed incorrectly, it doesn't matter in which order you add information to the template, you choose info. from contact or case in any order that you like

upvoted 4 times

ned 5 years, 5 months ago

Create an email template for the case

Add data values from the case entity

Add data values under the contact entity relad to the account

Save the template

upvoted 7 times

itthuydoan 5 years, 5 months ago

correct 3/4

upvoted 1 times

maximn1384 5 years, 6 months ago

imo the 3 is correct because you need to add a first name, which can be obtained only when you go to the contact level

upvoted 1 times

SoMuchConfusion 5 years, 6 months ago

I mean, it doesn't say first name specifically, just the Contact Name--this could be the full name, which would be right on the Case entity record. However, you would need the contact's email address, as Suchi noted, which isn't available on the Case record, so you would need to go to the Contact record to get it.

upvoted 2 times

vens 5 years, 9 months ago

anyone can confirm the correct answers?

upvoted 4 times

Question #13 *Topic 2*

HOTSPOT -

You are a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes.

You need to configure a workflow to meet the following requirements:

✑ Be triggered when a condition is met.

✑ Run immediately.

✑ Perform an action when a condition is met.

How should you configure the workflow? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	Publish workflow. Subject contains data. Trigger when a Microsoft Flow button is pressed.
Run immediately.	Approve the workflow. Configure the workflow to run now. Configure the child workflow to run now.
Perform an action when a condition is met.	Send an email. View chart. Update a security role.

Suggested Answer:

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	Publish workflow. Subject contains data. Trigger when a Microsoft Flow button is pressed.
Run immediately.	Approve the workflow. Configure the workflow to run now. Configure the child workflow to run now.
Perform an action when a condition is met.	Send an email. View chart. Update a security role.

[Removed] Highly Voted 5 years, 5 months ago

I cant see how this is anything other than:

subject contains data

configure to run now (whatever that means!)

send an email

This is one of the most badly written questions I have seen for a long time...

upvoted 18 times

ned Highly Voted 5 years, 5 months ago

1) Be triggered when a condition is met - Subject contains data
2) Run Immediately - Configure the workflow to run now
3) Perform an action when a condition is met - send an email
upvoted 15 times

Avi15889 5 years, 5 months ago
are you sure about the ans?
upvoted 2 times

mirco Most Recent 4 years, 7 months ago
1. Be triggered when a condition is met - Subject contains data
2. Run immediately - Configure the workflow to run now
3. Perform an action when a condition is met - Send an email

"You create workflows to automate business processes" so first is not "press the button".
upvoted 2 times

mirco 4 years, 7 months ago
https://docs.microsoft.com/en-us/power-automate/introduction-to-button-flows#trigger-an-instant-flow
upvoted 1 times

Wairwulf 5 years, 1 month ago
This question is about Flow not workflow, as wf is replaced and deprecated. The given answer is correct. https://docs.microsoft.com/en-us/power-automate/modern-approvals
upvoted 1 times

paulm_wales 5 years ago
workflow has not been deprecated yet.
upvoted 5 times

Hellen900 5 years, 1 month ago
Guys the answer is right Be triggered when a condition is met - Triggered when a MS flow button is pressed. Asynchronous workflows are triggered with the press of a button.
upvoted 1 times

FDC 5 years, 1 month ago
My opinion speaking of Power Automate (Flow), the original answers are correct, because are the only events in Flow:
Be triggered when a condition is met - Trigger when a Microsoft Flow button is pressed
Run immediately - Approve the workflow
Perform an action when a condition is met - Send an email
upvoted 6 times

smar 5 years, 2 months ago
I'm confused about this question since you cannot create 'workflows' any more. In preparation I've set up completely new environment, and there is no option to create Workflow any more. There is an option to create 'Flow'
upvoted 1 times

Shiela 5 years, 3 months ago
1. Be triggered when a condition is met - Subject contains data
2. Run immediately - Configure the workflow to run now
3. Perform an action when a condition is met - Send an email
upvoted 4 times

[Removed] 5 years, 4 months ago
The question is poorly worded and none of the options make any sense with regards to the workflow. Anyone who has worked a bit with workflows will know that this question is junk:

Correct options (not mentioned at all) should be:
1.Be triggered when a condition is met : Specify when the workflow runs.. on change of fields, create, assign etc.
2. run immediately: workflow must be reatime
3. Perform an action when a condition is met : There must be an If clause in the workflow that performs whatever action is required. It could be send email or it could be update a record. or something else.
upvoted 3 times

abstick 5 years, 5 months ago

I believe they are referring to Flow and not the classic workflow, therefore I think
Be triggered when a condition is met - trigger when a microsoft flow button is pressed
upvoted 5 times

itthuydoan 5 years, 5 months ago
correct
upvoted 1 times

FahadShaikh 5 years, 6 months ago
For the first one, I think it will be Subject Contains Data as I don't think you can trigger a workflow by Clicking a Flow Button.
upvoted 4 times

omarrana 5 years, 7 months ago
this was in exams, so be careful
upvoted 2 times

Pete007 5 years, 7 months ago
Do you know what the correct answers are?
upvoted 1 times

Avi15889 5 years, 5 months ago
Yes Plz tell the correct ans
upvoted 2 times

D365V 5 years, 9 months ago
As of Sept 2019 Flow button trigger in Dynamics is not working as D365 flow connector is deprecated.
upvoted 1 times

samah1987 5 years, 10 months ago
Hello, We are insure about this answer ,Someone can help me to find the corrects answers.

Think you
upvoted 2 times

vens 5 years, 9 months ago
✑ Be triggered when a condition is met - subject containts data
✑ Run immediately - Configure the workflow to run now
✑ Perform an action when a condition is met - send an email
upvoted 71 times

MCSE_CTS 5 years, 9 months ago
How will you configure WF to run now? just curious
upvoted 2 times

vens 5 years, 9 months ago
Convert the default (background/asynchronous) workflow to real-time workflow
upvoted 5 times

FahadShaikh 5 years, 6 months ago
That's converting the background workflow to real-time workflow, not converting it to run now.
upvoted 2 times

Subodh 5 years, 5 months ago
real time workflow runs "Now"
upvoted 4 times

Suchi 5 years, 9 months ago
Please can you elaborate on what the subject in 'subject contains data' refers to?
upvoted 1 times

ceejaybee 5 years, 7 months ago
The answers are set up in a strange way. It is giving examples of what type of condition could trigger the workflow, so "Subject contains data" is the only answer listed that could trigger a workflow, e.g if the Subject of a Case or an Email contains data, then run the workflow.
upvoted 5 times

brunotw 5 years ago

I don't think that's correct. "subject contains data" is a condition within the workflow, the action that might trigger that is "field is updated, record is created, etc". This question doesn't make any sense to me.

upvoted 1 times

ESP2020 4 years, 10 months ago

This is the correct answer :)

upvoted 1 times

Question #14 *Topic 2*

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.
You are a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: Change Elisabeth's username in the user record from Dynamics 365.
Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *A*
References:
https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-a-user-record-in-mi

D365V Highly Voted 5 years, 9 months ago
Correct answer is No. Username and job title as well as free other fields are managed in Microsoft 365 admin center and cannot be edited from D365 CE system user record. See https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/create-users-assign-online-security-roles#user-profile-information
upvoted 69 times

HuffMars 5 years, 8 months ago
I second that
upvoted 2 times

jmeagley 5 years ago
absolutely
upvoted 1 times

Subodh 5 years, 5 months ago
Yes.. that is true.. We can manage the user information directly from Dynamics 365 in only on premise environment.
upvoted 3 times

Mooskito 4 years, 11 months ago
No we can not manage directly user information in dynamicis365....We can manage it in O365
upvoted 3 times

rgabage Most Recent 4 years, 6 months ago
NO is the correct answer
https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/209209/user-name-update/551184
upvoted 1 times

mirco 4 years, 7 months ago
https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/209209/user-name-update?pifragment-97030=1
upvoted 1 times

KevH 4 years, 8 months ago
Yes is the wrong answer. I have a Dynamics 365 Trial Environment. D365 will not allow you to re configure the sign in name of a user, believe me I have tried, you must do this via O365 admin centre
upvoted 2 times

arishka 5 years ago
No

in exam
upvoted 3 times

⊟ **mkross33** 5 years ago

For those who are still arguing this. The real life answer is no, however the exam answer is yes. Even though you cannot actually change this from within dynamics (has to be office 365), when the exam was taken two days ago, it marked the correct answer as 'yes'.

upvoted 3 times

⊟ **light24** 4 years, 9 months ago

how do you know that YES was correct answer in the exam?

upvoted 5 times

⊟ **mpnandhini** 5 years ago

Correct answer pls..

upvoted 1 times

⊟ **Ameen** 5 years, 1 month ago

In exam

upvoted 2 times

⊟ **emregulcan** 5 years, 2 months ago

Correct answer should be NO.
I assume that this user account is for Dynamics 365 Online (Elisabeth.Rice@contoso.com).
You can not change anyone's credentials and identity information (username, password, fullname) directly from Dynamics365 Security section. You need to use Microsoft 365 Admin Center (admin.microsoft.com) 's "User" section for this.
If you want to change a user's username, you should click on it and then click "manage username" link.
When you change a username (loginname / signin name whatever), all systems will be synced with same username and old username (Elisabeth.Rice@contoso.com) will be invalid and she can login with her new username (Elisabeth.Mueller@contoso.com).
And of course she has still same Active Directory ID, so she will never lost any data from Dynamics 365.

Regards

upvoted 4 times

⊟ **G_o_ku_l1246** 5 years, 2 months ago

Answer is correct. If we change the last name in user form it will reflect the login name.

upvoted 1 times

⊟ **marimar** 5 years, 3 months ago

Here is the correct link to answer:
https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address?view=o365-worldwide
Correct answer is NO

upvoted 4 times

⊟ **anoss** 5 years, 3 months ago

The correct answer is NO, try this in your CRM, it's impossible to update the user name in dynamics 365

upvoted 3 times

⊟ **Debdeb** 5 years, 4 months ago

Wel.. this is what the reference page says: "To make sure that a user can successfully log on to Microsoft Dynamics CRM, change the user name and the logon name for the user record in Microsoft Dynamics CRM." So IMO correct answer is as given: Yes

upvoted 2 times

⊟ **Kwaku** 5 years, 4 months ago

The answer is definitely No. At the moment, you can't even update a user's username in CRM

upvoted 2 times

⊟ **trollaxt** 5 years, 4 months ago

I guess the answer should be no - at my Dynamics 365 admin portal the following note comes up at the user section:
"This user's information is managed by Office 365. To edit this information visit the User Administration section of the Office 365 Portal."

upvoted 1 times

⊟ **BKHimanshu** 5 years, 4 months ago

I think YES is the correct answer.
Refer to below post
https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-a-user-record-in-mi

upvoted 1 times

⊟ **Juan_Covili** 5 years, 3 months ago

this article Last Updated: Apr 17, 2018 and Applies to: Dynamics CRM 4.0Microsoft Dynamics CRM 3.0Microsoft Dynamics CRM 2011
upvoted 5 times

Nader1996 5 years, 4 months ago

Some user profile information is maintained and managed in the Microsoft 365 admin center. After you create or update a user, these user profile fields are automatically updated and synchronized in your Power Platform environments.

The Username is managed in the Users section in Microsoft 365 Admin Center.

So, the correct answer is No.

https://docs.microsoft.com/en-us/power-platform/admin/create-users-assign-online-security-roles#user-profile-information
upvoted 3 times

Aby104 4 years, 6 months ago

You are right and have also backed up your answer with reference link
upvoted 1 times

Question #15 *Topic 2*

HOTSPOT -

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.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. 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.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Suggested Answer:

Answer Area

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. **Configure a security role in the mobile permission set for appropriate users.**
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. **Configure mobile settings at the field level within the case form.** 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.	**Configure mobile settings set at the case entity level.** Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

D365V Highly Voted 5 years, 9 months ago

Answers are incorrect. If able to login but not see cases, Case entity needs enable for mobile checked. If user unable to login to mobile, they need security role which includes Dynamics 365 for mobile privilege - https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets

upvoted 62 times

brunotw 5 years ago

You are right, those are not the options marked as correct though.

upvoted 1 times

FahadShaikh Highly Voted 5 years, 6 months ago

Agreed to D365V:

1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"

2. Second is correct.

3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user

upvoted 38 times

logeeMB200 Most Recent 4 years, 6 months ago

not able to verify if answers are CBA or ABC?

upvoted 1 times

mk_dyn365 4 years, 10 months ago

Hi Everyone, can anyone confirm the right answer whether it is a,b,c or c,b,a. I have to take the exam. After reading this discussion I am confused.Please help

upvoted 1 times

jyotyada 4 years, 10 months ago

Its a,b,c

upvoted 1 times

brunotw 5 years ago

Answers are wrong to me.

[Users report that they canno access the system from the dynamics 365 mobile app] it has nothing to do with [Configure mobile setting set at the case entity level].

It should be:

1 > 1

2 > 2

3 > 3

upvoted 4 times

arishka 5 years ago

in exam

upvoted 1 times

[Removed] 5 years ago

in exam

upvoted 1 times

Adinegi26 5 years ago

Answers are correct

Bcz user can see case entity but cant access records—so security role

Form

User cant see system means its configuration setting issue on mobile

upvoted 1 times

Ameen 5 years, 1 month ago

In exam

upvoted 1 times

cch999 5 years, 2 months ago

on the exam

upvoted 1 times

ned 5 years, 5 months ago

1 - a

2 - b

3 - c

upvoted 12 times

asdadwww 5 years, 5 months ago

The answer is correct.

1. Means users can access case entity but records : Security role limitations

2. Correct, there is no doubt

3. It mentions cannot see system from Mobile App, means users' role can access mobile App, but not able to see the system (inclined means Case entity), so the Case entity is not enabled for Mobile App. So it is Configure Mobile Setting on Case entity Level.

upvoted 1 times

FahadShaikh 5 years, 6 months ago

FYI - I saw this question in the exam.

upvoted 3 times

[Removed] 5 years, 7 months ago

Answers are incorrect.. I agree the D365V's answers

upvoted 2 times

Question #16 *Topic 2*

DRAG DROP -

You are a Dynamics 365 for Customer Service developer.

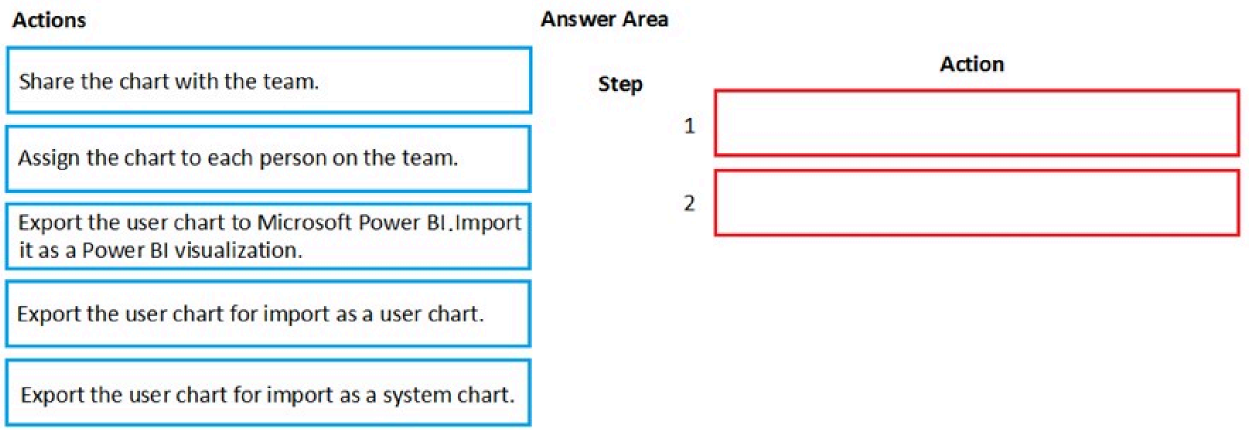
A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

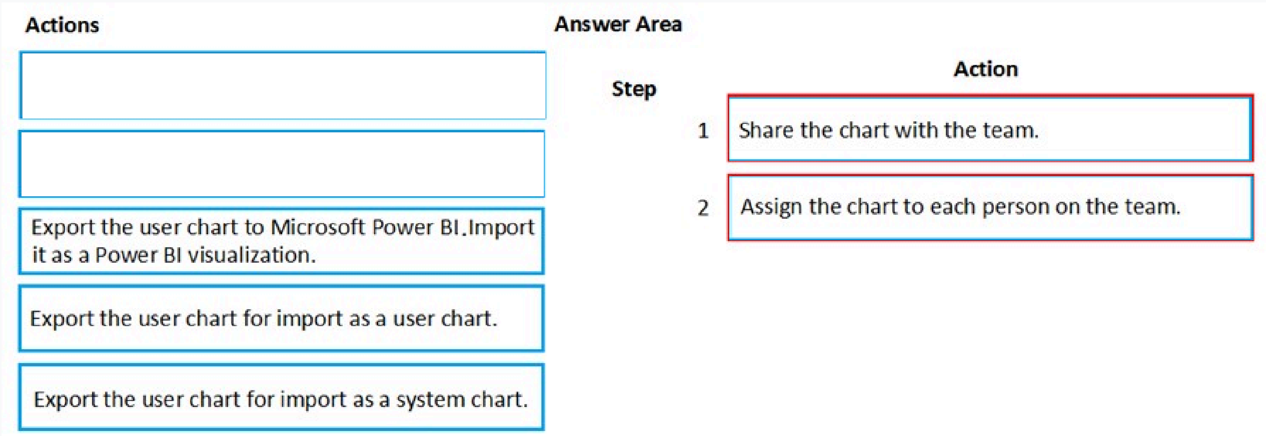
Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:



fgrosso Highly Voted 5 years, 5 months ago

Hi guys, let´s dig down in the question:

1 - The question refers that you as a Customer Service Developer, you need to assure that everyone has the chart.

2 - What do you need to ask the Sales person to do? SO the answers are in the context of the Sales Person.

Now the answers:

1 - Share the chart with the team - CORRECT as by sharing the chart with a team, all the team members will have access to the chart

2 - Assign the chart to each person on the team - INCORRECT as you can only share with one user or with a all team. In the answer they explicitly refer to each person on the team

3 - Export the user chart to Microsoft Power BI. Import it as a Power BI visualization - INCORRECT - you can only export as a XML (no option to export for Power BI)

4 - Export the user chart for import as a user chart - CORRECT - as a sales person, I can export the chart as XML. Later on, another user can import the XML and the chart will be showed as a Personal Chart

5 - Export the user chart for import as system chart - INCORRECT - only a System Admin can import System Chart

upvoted 42 times

elina 5 years, 2 months ago

I total agree with this

upvoted 1 times

sabrinaoku 4 years, 11 months ago

but in the scenario you are a developer .. and for that reason you are a system admin. However ... these questions are crazy!

upvoted 1 times

sabrinaoku 4 years, 11 months ago

Only after reading the question again I saw it ... it is asking <<Which actions should the salesperson perform? >> ... so fgrosso you a totally right!

upvoted 3 times

wcarlin Highly Voted 5 years, 9 months ago

The second option should be Export the user chart for import as a system chart. A chart cannot be shared to more than a user or team.

upvoted 19 times

SeekerShan 5 years, 4 months ago

Agree with it

upvoted 1 times

sabrinaoku 4 years, 11 months ago

Of course a personal chart can be shared to more than a user or team. Try in the system! Maybe what you wanted to write is <<A chart cannot be ASSIGNED to more than a user or team>>

upvoted 5 times

Nyanne 4 years, 9 months ago

Nope that can't be the answer. The question asks what should the SALESPERSON do.. Only System Admin can import as a system chart.

upvoted 4 times

MugBeer 4 years, 6 months ago

It says you are Dynamics 365 for Customer Service developer

YOU need to ensure....

upvoted 1 times

MugBeer 4 years, 6 months ago

But then is says Which actions should the salesperson perform...

upvoted 1 times

metyh Most Recent 4 years, 4 months ago

wrong! The answer is first export as userchart, second share with team

upvoted 1 times

ThirstyExplorer_net 4 years, 8 months ago

What about --> you export and import the chart as a system chart and then share the chart with the team?

I think this makes sense the most here, right?

www.thirstyexplorer.net

upvoted 2 times

Dayenne 4 years, 8 months ago

I think that share the chart with the team in this case does not mean using the share button. You simply:

1. Export the chart for import as user chart
2. Share (i.e. via E-mail of Sharepoint) the exported chart with the team members so they can import it

upvoted 2 times

jyotyada 4 years, 10 months ago

The answer is wrong.

As the chart is created by the salesperson and not by system admin/system customizer so this chart is a personal chart. lets see the options here :-

1)Share the chart with the team - correct

2)Assign the chart to each person on the team -Incorrect . Not possible because at a time a personal chart can be assigned to one person or one team. one chart can never be assigned to multiple users .

3)Export the user chart to Ms Power BI - Incorrect - Not possible

4)Export the user chart for import as a user chart - Correct - Possible but not required as the personal chart can directly be shared without export/import

5)Export the user chart for import as a system chart - Incorrect - A system chart is available to all users with appropriate security roles

So options 1 and 4 are correct

upvoted 2 times

sabrinaoku 4 years, 11 months ago

The question doesn't make sense! <<ensure that the chart is available to all users on the team>> Does it mean there are other teams that shouldn't see the chart? In that case it shouldn't be created as system chart. But let's assume that this is not required and let's exclude the wrong answer and see what's left over. "Assign the chart to each person on the team" means if there are 10 persons in a team I have to assign 10 times? this is not possible! there is only 1 owner. It could be assigned to the team but then the option should be "assign to the team" and not "to each person on the team" ... let's say this answer is wrong. If we exclude this answer than the only possible right one are <<Share the chart with the team>> and <<Export the user chart for import as a system chart>> ... I hope I don't get this question

upvoted 1 times

AneeG 5 years ago

Was in my exam, I simply went for Share with the team and Assign to each member.

upvoted 1 times

AmosLin 5 years ago

step1. Export the chart and import as a user chart

step2. Share the chart with Team

upvoted 1 times

arishka 5 years ago

second - export ..system chart

in exam

upvoted 1 times

Adinegi26 5 years ago

Answer is correct as question says that you need to share personal chart with each team member.

So in order to do that firstly, we need to share chart

Secondly owner of chart have option to share with some specific or all of team mates so this is major step which shows that everyone in team will be mapped properly with authority of access such as read, write etc...

upvoted 2 times

No_Doubt 5 years ago

This link as answered the questions, thanks to Carl!

https://carldesouza.com/sharing-personal-charts-dynamics-365/

Option 1: Share the chart with the team

Option 2: Export the user chart for import as a user chart

This way, you give the file to another user, where he will import it, and it will appear under his "My Chart" list.

upvoted 3 times

ManuB 5 years, 1 month ago

The only action that makes sense to me is"Share the chart with the team".

Obviously, that meets the requirement without any other step.

So export the chart would be another scenario in providing the xml file to the users of the team in order they can import it but it does not ensures that every user will import it.

According, to the phrase in the question telling that "each action maybe used once, more than once, or not at all". I would say the same thing in step 1 and 2 because it the only thing that matches even if we know that once is enough.

Assign the chart to the team would have been another simple possibility but it not listed.

upvoted 1 times

kapaes 5 years, 1 month ago

The question is not worded well.. however, you must pay close attention to the trick in the question. Although, you are defined as a developer, the question asks "Which action should a salesperson perform?". A salesperson wouldn't have the ability to export the user chart for import as a system chart" unless that user specifically had the role of system administrator or system customizer. Therefore this option is eliminated.

upvoted 1 times

Neo11 5 years, 3 months ago

This should be:

1. Export the chart and import as User Chart

2. Share the chart with the team.

Note: Assign can be only to a team or a person and once its assigned to another person then the ownerships remain with the other person. so I think Assign option is not corrct.

upvoted 10 times

No_Doubt 5 years ago

100% right!

upvoted 1 times

Juan_Covili 5 years, 3 months ago

Look at this article, I hope it serves to clarify doubts -> https://carldesouza.com/sharing-personal-charts-dynamics-365/

upvoted 2 times

[Removed] 5 years, 4 months ago

The correct answer is "share the chart with the team" and that's it. It's not possible to assign the chart to more than one owner. Wonder the author of this exam has actually ever worked with dynamics crm at all?

upvoted 2 times

Question #17 *Topic 2*

You are a Dynamics 365 for Customer Service system administrator.
Your organization does not permit the use of custom code for solutions.
You need to create a view that can be viewed by all users in an organization.
Where should you create the view?

A. Templates area

B. System Settings

C. App Designer

D. Advanced Find

Suggested Answer: *C*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-app-designer

FahadShaikh Highly Voted 5 years, 6 months ago
IN exam and the answer is correct I believe.
upvoted 6 times

omarrana Highly Voted 5 years, 7 months ago
in exam
upvoted 5 times

AneeG Most Recent 5 years ago
Something similar was in my exam, the app designer is the answer
upvoted 2 times

Adinegi26 5 years ago
For creating views we need to do changes by selecting any entity type with help of power app design.. so yes answer is design app
upvoted 1 times

FDC 5 years, 1 month ago
The answer is correct because using Advanced find is a personal view
upvoted 3 times

tarheeltransplant 5 years, 4 months ago
What threw me off was the part about not allowing the user of custom code. My first through as advanced find, as you can create a view with advanced find.
upvoted 1 times

anjumG 5 years, 3 months ago
And i think that's the whole idea behind - make the question wordy so it throws you off - even if the answer is straightforward :-)
upvoted 2 times

lakshmi 5 years, 3 months ago
My thoughts exactly. But a view created using Advanced find is a personal view, and has to be shared explicitly with Users and Teams - by default, it is not available to the entire org. So App Designer is the obvious choice.
upvoted 8 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

Question #18 Topic 2

HOTSPOT -

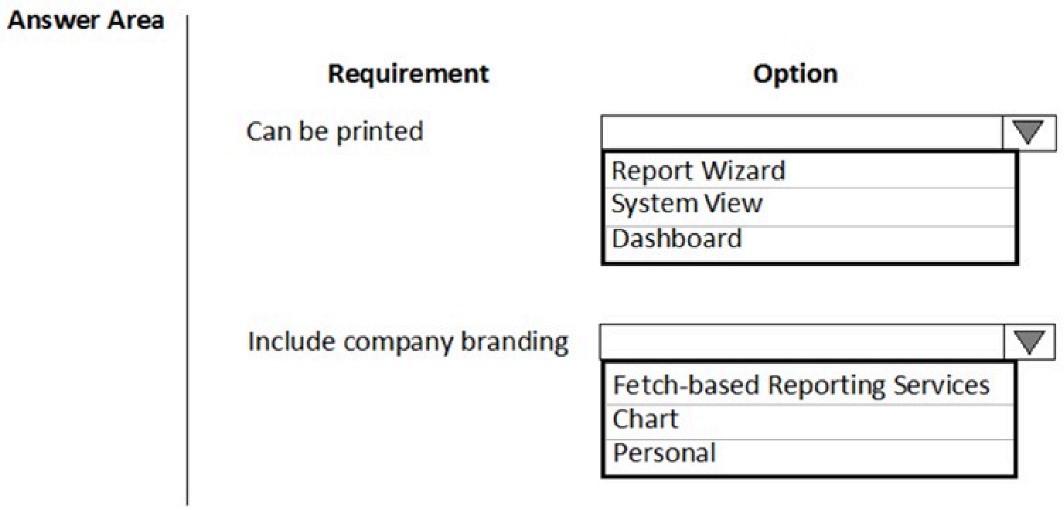
You are a Dynamics 365 for Customer Service developer.

You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.

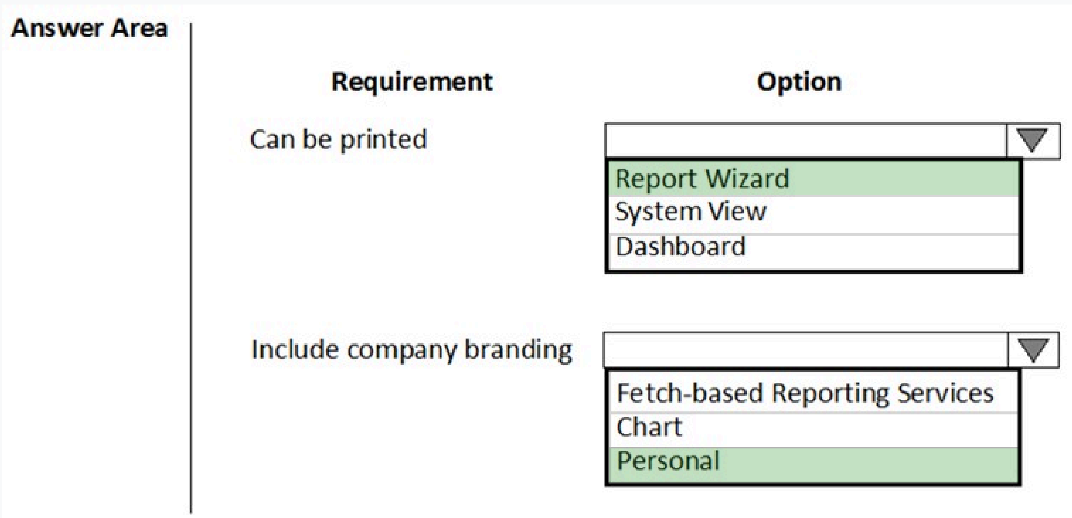
Which reporting options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



D365V Highly Voted 5 years, 9 months ago

Answer should be:

1. Report Wizard
2. Fetch based reporting services

No such thing as a personal report. Reports are either 'individual' or 'organization'.

upvoted 61 times

> **sm** 5 years, 9 months ago
>
> There is an option: 'Revert to Personal Option', when You click Actions button at the top bar.
>
> It changes Viewable By from Organization to Individual (owner).
>
> Anyway, I agree that Fetch based reporting services may be correct
>
> upvoted 4 times

> **KAL18** 5 years, 6 months ago
>
> Practically speaking, report wizard and fetch based report are both the same thing. I am impressed how they play with words in the exam :D
>
> upvoted 4 times

> **ESP2020** 4 years, 10 months ago

This is the correct answer :)
Moderator should change the actual answer on the screen to this, that is the correct one.
upvoted 1 times

FahadShaikh Highly Voted 5 years, 7 months ago
You can only add personal or organization branding using the fetch based reporting services. So for 2 I believe it should be Fetch Based Reporting Services
upvoted 9 times

meg111111111111 Most Recent 4 years, 10 months ago
Could everyone double check this?

Had an official MS trainer in for this exam... the answers came up as report wizard, and personal.
upvoted 2 times

AneeG 5 years ago
Was in my exam, I selected Wizard and Fetch. Not because I knew but because I saw this question here and read the comments below. It was so helpful guys, 70% of my exam had questions from here. Good luck!
upvoted 4 times

arishka 5 years ago
second - fetch

in exam
upvoted 1 times

BDXYZ 5 years, 3 months ago
Fetch-based reports are built in Visual Studio, so you can add custom graphics.
upvoted 3 times

No_Doubt 5 years, 4 months ago
Based on the link: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/customize-organize-reports

Fetch-based Reporting Services reports. These reports use FetchXML queries that are proprietary to Dynamics 365 Customer Engagement (on-premises) instead of filtered views to retrieve data for reports. Reports that you create by using the Report Wizard in Dynamics 365 Customer Engagement (on-premises) are Fetch-based reports.
upvoted 2 times

mateo 5 years, 5 months ago
1st it's ok.
It's impossible to add branding style into a chart or a personal view, so I think 2nd it's Fetch-based Reporting Services.
upvoted 1 times

FahadShaikh 5 years, 6 months ago
In exam
upvoted 5 times

omarrana 5 years, 8 months ago
I am also confused, what is the correct answer for 2nd option?
upvoted 1 times

Emdy 5 years, 9 months ago
Exactly https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/customize-organize-reports
upvoted 1 times

Question #19 *Topic 2*

You are a Dynamics 365 Customer Service system administrator. You export a solution containing customization from the development environment and import the solution into a quality assurance environment.
You need to allow removal of the customization and solution from the quality assurance environment.
What should you do?

A. Export the solution as managed.

B. Update the publisher prefix to new.

C. Publish all customizations.

D. Export the solution as unmanaged.

Suggested Answer: *D*

mgharably Highly Voted 5 years, 9 months ago
Wrong
The right answer is A
upvoted 71 times

rsousa Highly Voted 5 years, 9 months ago
I believe that the problem with this question is that it's not well formulated. In order to have the option 'Maintain customizations', the solution must be of managed type, but if you want to "allow removal of the customization" in the future, an unmanaged solution must be used.
upvoted 14 times

Tachi 5 years, 9 months ago
if you want to allow removal of customization (not part of it, but whole) then answer A is correct - not D
upvoted 10 times

akill Most Recent 4 years, 7 months ago
The correct answer is A. The question clearly says remove customization and solution, the "and" is the key here. When a managed solution is uninstalled the customization is automatically removed
upvoted 3 times

ThirstyExplorer_net 4 years, 8 months ago
A managed solution can be uninstalled after it is imported. All the components of that solution are deleted by uninstalling the solution. When you import an unmanaged solution, you add all the solution components into your default solution. You can't delete the components by uninstalling the solution.
So A should be right.
www.thirstyexplorer.net
upvoted 1 times

AKS229 4 years, 9 months ago
I believe D is correct. When a solution is unmanaged, you can perform the following actions:
Add components, Remove components, Delete components that allow for deletion, Export and import the unmanaged solution.

Export the solution as a managed solution.
upvoted 1 times

sudhakarverma 4 years, 9 months ago
A Correct
upvoted 1 times

troisdsolide 4 years, 10 months ago
Not well formulated. When removing a managed solution, the entities and configuration are also removed. There is no mention of that in the question. So, base on just wanting to remove the solution, unmanaged should be correct. As you can remove an unmanaged solution and keeps the entities. Also, as unmanaged, you can change the customization (or delete them manually). Those exams shouldn't be an English exam, but instead a verification of your ability to configure.
upvoted 1 times

mk_dyn365 4 years, 10 months ago

If we check on the link below :
https://docs.microsoft.com/en-us/dynamics365/marketing/transfer-solution

The recommendation is to use a managed solution , however, I am not sure if it gonna make any difference as it is for marketing.
upvoted 3 times

Nyanne 4 years, 10 months ago
Honestly, I can understand both A and D being correct depending on how you interpret the question.. Why can't they ask straight forward questions? Honestly if a client or colleague said this to me in real life I would ask them to clarify.
upvoted 4 times

Hendrikdb 4 years, 11 months ago
Answer is A: If you mean removal of the customizations AFTER REMOVAL OF THE SOLUTION in QA.
Answer is D: if you mean removal of the customizations DURING IMPORT.
This is to clearify the discussion here where some are saying A and some D. I was going for D first but after I understand why people go for A, I think A is the correct answer
upvoted 1 times

esangram 4 years, 12 months ago
The correct answer seems like A
upvoted 1 times

Bobybro 5 years ago
Correct answer is managed solution
upvoted 1 times

[Removed] 5 years ago
A
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/export-solution
upvoted 1 times

Luthercrop 5 years ago
the aim of the solution is to replace everything in the QA environment since a new version or development of the same has been done and the QA team has to work on the fresh solution. so the correct answer is D. this will mean not old customizations and solution will be QA-ed with the new solution
upvoted 1 times

Adinegi26 5 years ago
A should be answer
upvoted 1 times

Nadi710 5 years, 1 month ago
In the QA environment is it required to make some changes to the components of the imported solution to achieve a variety of quality tests ? or that's enough to test the whole solution exported form the dev team with no need to alter the solution ? that's because it make sense and make a big difference if we must exported as managed or unmanaged (except for unmanaged there is complexity for removing customizations applicable to the default solution and the QA team must do it manually) .
upvoted 1 times

SkyGod 5 years, 1 month ago
D - "Allow the removal of...". Not perform the removal.
upvoted 3 times

Question #20 *Topic 2*

You are a Dynamics 365 administrator for a veterinarian clinic.
On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.
You need to create a dynamically visible field.
What should you configure?

A. business rule

B. workflow

C. business process flow

D. field visibility on the form

Suggested Answer: *D*
References:
https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/

Beatriz_Varela Highly Voted 5 years, 10 months ago
This is a Business rule (A)
upvoted 97 times

larry456 Highly Voted 5 years, 8 months ago
this is all wrong whoever made this should be put in prison
upvoted 42 times

Abdullah1993 5 years, 6 months ago
LOOL!! some of these answers are horrendous and i agree with Larry456.
upvoted 9 times

sabrinaoku 4 years, 11 months ago
I agree :D I really have something to say to the author of those questions!
upvoted 3 times

kailashsahoo39 Most Recent 3 years, 9 months ago
The answer is Business rule
upvoted 1 times

HassanSarhan 4 years ago
came in PL-200 and the answer is : (A) Business Rule
upvoted 4 times

Jewel187 4 years, 1 month ago
The question also appears in the PL-200, and the correct answer proposed there is Business Rule as well.
upvoted 3 times

metyh 4 years, 4 months ago
the answer is exactly business rule
upvoted 1 times

KiranRajput 4 years, 6 months ago
Configure visibility of field based on option set value, we can do by using custom JS function on change of option set field and the condition field value is Other. But the best way to create Business rule. So A is the correct option
upvoted 1 times

KiranRajput 4 years, 6 months ago
A is the correct
upvoted 1 times

KenCraw 4 years, 7 months ago
I had a similar question come up via Microsoft Learn, and on that the correct answer was matching the one given as the correct example/answer here: (D)

upvoted 1 times

Mobellezza 4 years, 7 months ago

From my little knowledge I think the answer should be A

1. You will notice that the question carries an "IF" statement, only a Business rule can be configured to meet the "IF" condition
2. Option D states "Configure field visibility on the form", this wouldn't work because you going with this the field can only be visible or not visible, it doesn't solve the problem in question
3. I understand you have to set Field Visibility but not on the form but rather using a business rule, this will meet the condition as stated in the question.

So it's A for me.

upvoted 1 times

USER16261 4 years, 9 months ago

This question has two answers: A - D

upvoted 1 times

mk_dyn365 4 years, 10 months ago

From my understanding the answer should be a A , because he has asked for a "Dynamically" visible field.

upvoted 2 times

esangram 4 years, 12 months ago

Correct Answer is A.

upvoted 2 times

Sheryle 5 years ago

Option A You should use a business rule if you want to create a dynamically visible field. When the business rule condition is met, in this case, when the pet type if Other, the business rule action shows the field on the form

upvoted 1 times

Luthercrop 5 years ago

The correct answer is D. Field visibility configuration on the form will come first. The field must not be visible on the form by default and should only be set to visible using a BR upon the option other being selected on the form. So first action is to set field visibility on form to not visible by default.

upvoted 3 times

> **DY992** 5 years ago
>
> "You need to create a dynamically visible field."
>
> So no... D cannot be the answer.
>
> upvoted 1 times
>
> **Luna18** 3 years, 10 months ago
>
> I had to create a similar BR for my organization and no, you don't have to set visibility on the form first. That's what the BR does. I just put the first condition to be "IF - field X does not contain data then Hide field Y" so when a new record is created, it's hidden by default and will only show if they choose "Other" value on field X
>
> upvoted 1 times

No_Doubt 5 years ago

A- Business Rule is the right answer

This is something we do on a daily basis!

upvoted 1 times

BDXYZ 5 years, 3 months ago

The question says "You need to create a dynamically visible field", you can only do that with a business rule or JScript and JScript isn't an option. It is 100% A (Business Rule).

upvoted 5 times

Question #1 *Topic 3*

You are a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences.
The system must prevent the addition of duplicate leads from the workbooks.
Sales team members must be able to manually create a duplicate lead record.
You need to configure duplicate detection settings.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create a duplicate detection job for all active accounts.

B. Set the value of When a record is created or updated to on.

C. Set the value of When a record is created or updated to off.

D. Set the value of Enable duplicate detection to off.

E. Set the value of During import to on.

Suggested Answer: *AE*

vens Highly Voted 5 years, 9 months ago
They must be able to create duplicates so during creation or update the rule should be off - C.

so C + E
upvoted 40 times

jasonscript 5 years, 8 months ago
Agreed: C + E

A is not valid because it specifies Accounts and has nothing to do with Duplicate Detection Settings as specified in the question: "You need to configure duplicate detection settings. Which two actions should you perform?"

B is not valid because it enables the Duplicate Detection and the question states that “Sales team members must be able to manually create a duplicate lead record”

D is not valid because it disables Duplicate Detection completely
upvoted 9 times

FahadShaikh Highly Voted 5 years, 6 months ago
In Exam Question:
Ok Guys here's the catch phrase in the question: The question clearly says that "You have to configure the Duplicate Detection Settings". No where it says you have to create a duplicate detection rule :). So option A is out.
Now based on the options you see in the Duplicate Detection Settings, option D is also out as you don't want to turn the DD completely off.
B is also out as you want to turn off the DD when the record is manually created or updated.
So you are left with option C & E. You want to turn the DD off on manual record creation and turn the DD ON on data import.
Hope this helps.
upvoted 28 times

ezebaravalle 5 years, 5 months ago
Guys no more discussion. Here is the real answer!. Thanks FahadShaikh
upvoted 1 times

Stella1213 5 years, 3 months ago
Users can still create the record even if you have "When a record is created or updated" set to on. A window would show up but user can still click yes and save the duplicated record. So I don't think C matters.
upvoted 3 times

HassanSarhan 4 years ago
good explanation thank you
upvoted 1 times

KenCraw Most Recent 4 years, 7 months ago

From the question: "You need to configure duplicate detection settings."

It is speaking to the settings for duplication. Therefore, C & E are my vote for the correct answer. They are adjusting the duplication settings to allow manual (C) , and prevent it on the other option (E)

upvoted 2 times

aindike 4 years, 8 months ago

C and E are correct

upvoted 2 times

MuhammadUllah 4 years, 9 months ago

C and E are correct answers

upvoted 2 times

Nayeem_MS 4 years, 11 months ago

C & E are the answers.

Navigate to Settings=>Data Management=> Duplicate Detection Settings

There you have option to enable/disable duplicate detection -when a record is created or updated. And also to enable it for during import.

I guess some people were not able to find this setting as they were looking into duplicate detection rules creation. Instead this setting is present in Duplicate Detection Settings.

upvoted 3 times

arishka 5 years ago

C + E are correct

in exam

upvoted 3 times

No_Doubt 5 years ago

C&E is the correct answer.

upvoted 4 times

emregulcan 5 years, 2 months ago

Correct answers are;

- C (Set the value of When a record is created or updated to off) due to "Sales team members must be able to manually create a duplicate lead record"

- E (Set the value of During import to on) due to "The system must prevent the addition of duplicate leads from the workbooks"

Both are "duplicate detection settings" options

https://pasteboard.co/J5diRVr.jpg

upvoted 2 times

Stevie_G 5 years, 2 months ago

Definitely B&E

The system must prevent the duplicate therefore B&E are true as you want it enabled on a create.

Manually allow sales people to create them will happen if duplicate detection is enabled as it presents a dialog suggesting the suspected duplicates and you can save anyway.

upvoted 2 times

BDXYZ 5 years, 3 months ago

I'm wondering if A and E are the right answers, but A should say Active Leads. Technically, even if C is performed, a user could still manually create the lead as duplicate detection doesn't prevent the user from create the duplicate. They can just choose ignore and create the lead. If the real question does say Active Accounts, then A would not be the answer.

upvoted 1 times

anoss 5 years, 3 months ago

C E is the correct answer

upvoted 1 times

D365_2020 5 years, 4 months ago

agree with C & E

upvoted 2 times

PalSarita 5 years, 4 months ago

Correct answer is C. Set the value of When a record is created or updated to off.

and E

upvoted 1 times

[Removed] 5 years, 4 months ago

Well option E is correct for sure. Regarding B&C, both are correct, depending on how the system is used. If duplication detection setting during create is turned on, users (sales person) are able to overrule the system suggestion and create the duplicate records anyways. I have done it 100's of times and you can easily try it yourself in the vanilla system.

upvoted 1 times

HaCha 5 years, 4 months ago

The correct answer is C&E confirmed.

upvoted 2 times

[Removed] 5 years, 5 months ago

I agree with the majority, C & E appears to be the correct answer

upvoted 4 times

Question #2 *Topic 3*

DRAG DROP -

You import data into Dynamics 365 for Customer Service by using the Import Data wizard.

Errors occur when you try to import the following data lines:

```
"Fabrikam, Inc.', "123 Main Street'
Company Name,Address,City,State/t
```

You need to identify the cause of the errors.

What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error 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:

Suggested Answer: *Explanation*

mgharably Highly Voted 5 years, 9 months ago

this is the missing options:

https://drive.google.com/file/d/1GT1DFh6z-rC-e15bGBBvF8MHoraTGJRH/view?usp=sharing

upvoted 45 times

Suchi 5 years, 9 months ago

Thank you

upvoted 3 times

AneeG 5 years, 1 month ago

not all the heroes are wearing the cup

upvoted 4 times

AneeG 5 years, 1 month ago

*wearing the cap

upvoted 1 times

Nyanne 4 years, 9 months ago

*cape

hehe also the answer is correct.

reference: https://cloudblogs.microsoft.com/dynamics365/no-audience/2009/12/09/data-wizard-using-field-delimiters-characters-in-data-source-files/

upvoted 2 times

mgharably Highly Voted 5 years, 9 months ago

the answer is :

inconsistent Data Declimar, inconsistent Field Declimar

upvoted 27 times

SoMuchConfusion 5 years, 6 months ago

Agreed. Thank you!

upvoted 1 times

HenryMcienzie Most Recent 4 years, 9 months ago

What is the logic / rules Behind this Answer? How to identify if this is DAta Delimeter or field Delimeter?

upvoted 1 times

Nyanne 4 years, 9 months ago

Check out this article for full explanation

https://cloudblogs.microsoft.com/dynamics365/no-audience/2009/12/09/data-wizard-using-field-delimiters-characters-in-data-source-files/

upvoted 3 times

Ameen 5 years, 1 month ago

In exam

upvoted 1 times

mkhaleel 5 years, 1 month ago

In Exam

upvoted 2 times

Question #3 *Topic 3*

HOTSPOT -

You are the system administrator for Dynamics 365. You add a custom URL field for the Account entity.

You need to make changes to a custom field.

Which four fields can you change after the initial change? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Suggested Answer: *Explanation*

FahadShaikh Highly Voted 5 years, 6 months ago

What can be changed after field is created:

1.Display Name

2.Field Requirement (Optional/Business Required/Business Recommended)

3.Searchable Optionset

4. Field Security Radio Button

5. Auditing Radio Button

6. Sortable in Interactive Experience Dashboard

7. Maximum Length

8. IME Mode

What CANNOT be changed after the field is created:

1. Data Type Cannot be changed (Single line of text/Option Set/Whole Number etc.)

2. Field Type Cannot be changed (Simple/Calculated)

3. Format Cannot be changed (URL/Text/Email etc.)

upvoted 25 times

mgharably Highly Voted 5 years, 9 months ago

this is the correct answer:

Nothttps://www.examtopics.com/exams/microsoft/mb-200/view/6/#e: you can change the max Length (only with Text Fields)

https://drive.google.com/file/d/1khz3wr0Qr8roZjsnI8xwrPwipU7m0Lp5/view?usp=sharing

upvoted 15 times

Nayeem_MS Most Recent 4 years, 11 months ago

These can be edited once URL field is created-

-Display Name

-Field Requirement

-Searchable

-Field Security

-Auditing

-Description

-Sortable in interactive experience dashboard

-Maximum Length

-IME Mode

Fields that cannot be edited

-Name

-Data Type

-Field Type

-Format

upvoted 3 times

Flatternschuchtern 5 years ago

I mean, I've changed SLOT field format before, by manually editing customizations.xml, it totally works :D

upvoted 1 times

Emog8893 5 years, 1 month ago

Display name
field requirement
Searchable
Maximum length
upvoted 5 times

FDC 5 years, 1 month ago
The answer is : Display Name - Field Requirements – Searchable - Maximum Length.
I think we haven't consider the Security and Auditing fields
upvoted 2 times

Bobby01 5 years, 3 months ago
Field requirement
Searchable
Field security
Auditing
upvoted 2 times

RafaelL2409 5 years, 5 months ago
The answer is not showed in the page
upvoted 2 times

FahadShaikh 5 years, 6 months ago
In Exam question
upvoted 2 times

FahadShaikh 5 years, 6 months ago
In Exam
upvoted 2 times

omarrana 5 years, 7 months ago
in exam
upvoted 3 times

ning 5 years, 8 months ago
Far more than 4 fields, in addition to mgharably's fields, description, IME mode and allow interactive checkbox, I wonder maybe means 4 things cannot be changed? Schema name, data type, format, and field type
upvoted 3 times

Suchi 5 years, 9 months ago
Display name
Searchable
Auditing
Max. Length
upvoted 4 times

Suchi 5 years, 9 months ago
I just tried editing all fields marked red in image provided by mgharably. And yes, each can be edited after the initial publishing. Did this question provide any answer options to choose from or we just select all editable fields from the image provided with this question?
upvoted 2 times

Ani 5 years, 11 months ago
Searchable
Field Security
Field Requirement
Field Auditing
upvoted 10 times

Question #4 *Topic 3*

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user.
The user reports that they can only see 500 rows of data.
You need to determine why the user cannot view all the data.
Why is the user unable view all available data?

A. You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.

B. You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.

C. You created a chart in Dynamics 365 Customer Engagement and exported the chart.

D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

Suggested Answer: *D*

mgharably Highly Voted 5 years, 9 months ago
the answer is B
If 50 records user is seeing then static page only
If 500 then it is dynamic and user is seeing according to his security role
upvoted 38 times

ESP2020 4 years, 10 months ago
This is the correct answer :)
Moderator should change the actual answer on the screen to this, that is the correct one.
Please, do it for avoiding mistakes. Thanks!!
upvoted 2 times

Ameen 5 years, 6 months ago
Privacy notice
If you use Microsoft Dynamics 365 (online), exporting data to a static worksheet creates a local copy of the exported data and stores it on your computer. The data is transferred from Dynamics 365 (online) to your computer by using a secure connection, and no connection is maintained between this local copy and Dynamics 365 (online).

When you export to a dynamic worksheet or PivotTable, a link is maintained between the Excel worksheet and Dynamics 365 (online). Every time a dynamic worksheet or PivotTable is refreshed, you'll be authenticated with Dynamics 365 (online) using your credentials. You'll be able to see the data that you have permissions to view.

An administrator determines whether or not an organization's users are permitted to export data to Excel by using security roles.
upvoted 3 times

Ameen 5 years, 6 months ago
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-pivottable
upvoted 2 times

KeithCachia Highly Voted 5 years, 10 months ago
Data exported from a report (SSRS) contain static data. This means that they do not observe the Dynamics security model after the report is exported to Excel. Once a user saves a report to Excel, PDF, Word etc. anyone will be able to view the data (even if they do not have access Dynamics 365).
With a pivot table data is refreshed when the file is opened and uses the user credentials to retrieve the data. This will limit the result according to the records the user has access to.
upvoted 21 times

Karlomanio Most Recent 4 years, 10 months ago
I think actually the answer is A.
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-pivottable
It doesn't have to be a pivot table for this to be true
upvoted 1 times

sravthi 4 years, 10 months ago

I think A is not right.
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-static-worksheet
You can email a static exported worksheet to anyone, or store it in a shared file. Anyone who opens the file will see all the data in the file, whether or not they are a Dynamics 365 Customer Engagement (on-premises) user or have privileges to view the data in Dynamics 365 Customer Engagement (on-premises).
upvoted 2 times

AneeG 5 years ago
In my exam. B is the answer
upvoted 2 times

mkhaleel 5 years, 1 month ago
The Correct Answer is B , Pivot table since the user can specify to refresh the Data when open the excel
upvoted 4 times

Harish1509 5 years, 3 months ago
If the recipients are in the same domain as you, and are Dynamics 365 Customer Engagement (on-premises) users, you can email a dynamic Excel file, or store it as a shared file. When recipients open the dynamic file, they will see data they have permission to view in Dynamics 365 Customer Engagement (on-premises), so the data they see may be different from what you see
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

ned 5 years, 5 months ago
Its B.
I wonder from where Examtopics get answers from.
upvoted 4 times

jnicophene 5 years, 5 months ago
Most likely Microsoft.. They often give out wrong answers
upvoted 3 times

javier 5 years, 3 months ago
I´m using an exam simulator that has the exact same answer
upvoted 1 times

arshad 5 years, 6 months ago
It's B only, with Pivot Table if data source wasn't unchecked while export then connection would refresh and reload data on reopening of file
upvoted 4 times

FahadShaikh 5 years, 6 months ago
IN exam
upvoted 6 times

Question #5 *Topic 3*

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.
You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.
You need to configure the relationship behavior type.
What should you use?

A. Parental

B. Restrict

C. Referential

D. Referential, Restrict Delete

Suggested Answer: *A*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships#relationship-behavior

FahadShaikh Highly Voted 5 years, 6 months ago
In exam.
Answer is correct.
upvoted 17 times

Dyl Most Recent 4 years, 11 months ago
One of those where the answer is in the question
upvoted 2 times

AneeG 5 years ago
In my exam. A is the answer
upvoted 2 times

Ameen 5 years, 1 month ago
In exam
upvoted 1 times

cch999 5 years, 2 months ago
on exam
upvoted 1 times

Prajwal 5 years, 4 months ago
In Exam
upvoted 1 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

Question #6 *Topic 3*

DRAG DROP -

You are a Dynamics 365 for Customer Service system administrator.

A user creates a duplicate account record with an updated email address.

You need to remove the duplicate record and update the primary record with the new email address.

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:

Suggested Answer: *Explanation*

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/merge-duplicate-records-accounts-contacts-leads

FahadShaikh Highly Voted 5 years, 6 months ago

In Exam question.

1. Select both account records
2. Select Merge
3. Select the record which is designated as the master record
4. From the merge record dialog, select the email field from the duplicate record.

Don't believe me, no worries, go check below ;-)

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/merge-duplicate-records-accounts-contacts-leads

upvoted 51 times

rsousa Highly Voted 5 years, 9 months ago

1. select both accounts
2. select merge
3. select master record
4. select fields

upvoted 36 times

RaviAjugiya Most Recent 4 years, 10 months ago

If you don't 'Select both account records', you will not see 'Merge' button. after that you see Merge button, when you click on it you have option to 'Select the record which is designated as master record'. It is there you can select email field from duplicate record.

So the sequence should be

1. Select both account records

3. Select Merge

2. Select the record which is designated as master record.

7. From the merge record dialog, select the email field from the duplicate record.

upvoted 5 times

AmosLin 5 years ago

1.select both account records

2.select Merge

3. select the record which is designated as the master record

4. from the merge record dialog, select the email field from the duplicate record.

upvoted 2 times

ExamDoug 5 years ago

The correct order of the actions are:

1. Select both account records
2. Select Merge
3. Select the record which is designated as the master record
4. From the merge record dialog, select the email field from the duplicate record.

(link is to CRM but it is still the samen in D365)

https://www.youtube.com/watch?v=w7Do-TaFUhQ

upvoted 3 times

daniel1102 5 years, 6 months ago

Correct Answer: In the "All Accounts" View: 1. Select both account records, 2. Select Merge, 3. Select the record which is designated as the master record, 3. From the merge record dialog select the email field from the duplicate record. I tested it on my on-premise environment.

upvoted 6 times

KAL18 5 years, 6 months ago

Shouldn't the correct answer be this?

select the record which is designated as master
select merge
select duplicate record
from the merge dialog, select email field

upvoted 4 times

SoMuchConfusion 5 years, 6 months ago

No, you have to select both records and click the Merge button before you can choose which record is the master in the dialog which pops up after clicking Merge. You do not need to select the duplicate record. All the previous responses were correct: select both records, select Merge, pick the master, pick the email from the duplicate.

upvoted 2 times

ned 5 years, 5 months ago

This too can be done.. However not practical for the answers sake against this question.. on the third step where you have to find duplicate record, the account lookup field on the merge record form will not provide you email address field. You will have to select similar records to ascertain the duplicate one..

upvoted 1 times

mgharably 5 years, 9 months ago

the answers:
https://drive.google.com/file/d/1Wr4wyPMUJ57p87quaQ9b8kl8RGTdQ1TC/view?usp=sharing

upvoted 24 times

mgharably 5 years, 9 months ago

the options:
https://drive.google.com/open?id=1Vpj6xkMeIZL-n4AGIkD0EZHgJ6WqRHu_

upvoted 22 times

Ani 5 years, 11 months ago

Select both records
Click on merge
Select the email address
Click finish

upvoted 9 times

HOTSPOT -

You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.

Team	Requirement
Sales	Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.
Marketing	The marketing team must save a snapshot of Dynamics 365 data in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.
Information Technology	The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.
Customer support	The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.

You need to select an Excel option to meet the needs of each team.

Which Excel option should be deployed for each team? To answer, select the appropriate configuration in the answer area.

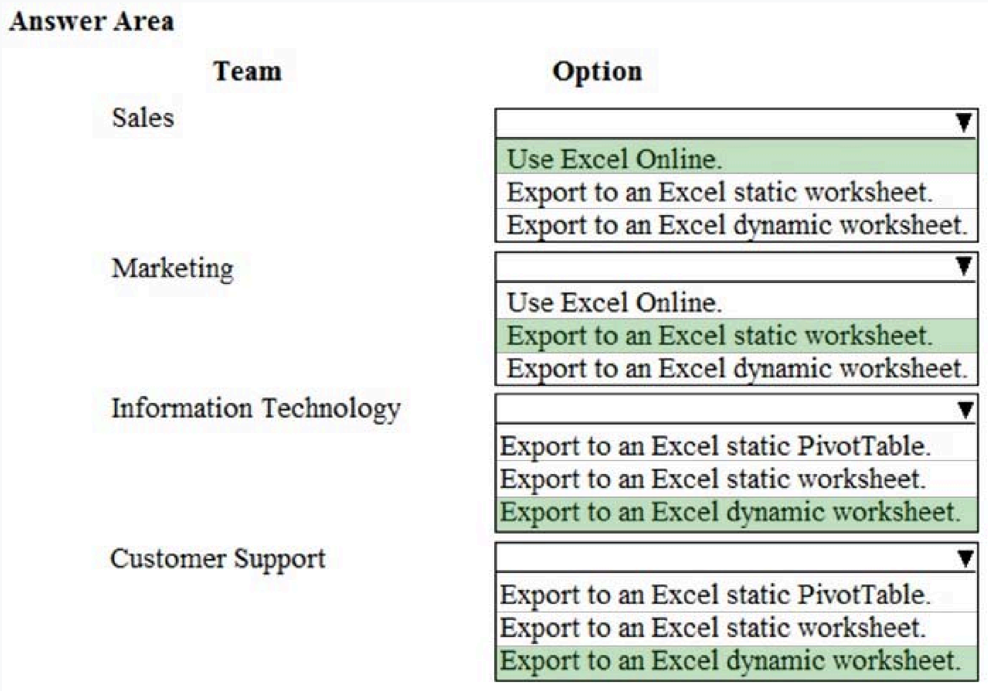
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Team	Option
Sales	Use Excel Online. Export to an Excel static worksheet. Export to an Excel dynamic worksheet.
Marketing	Use Excel Online. Export to an Excel static worksheet. Export to an Excel dynamic worksheet.
Information Technology	Export to an Excel static PivotTable. Export to an Excel static worksheet. Export to an Excel dynamic worksheet.
Customer Support	Export to an Excel static PivotTable. Export to an Excel static worksheet. Export to an Excel dynamic worksheet.

Suggested Answer:



References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/export-data-excel

maximn1384 Highly Voted 5 years, 6 months ago
looks like the answer sare correct
upvoted 12 times

Mattu Highly Voted 5 years, 4 months ago
Dynamic PivotTable requires security credentials too.. but the option is Static PivotTable.. no such thing.. As such, its only Excel Dynamic (the last one)
upvoted 7 times

AneeG Most Recent 5 years ago
Was in my exam
upvoted 4 times

No_Doubt 5 years ago
Correct Answers
upvoted 4 times

kiemberaid 5 years, 1 month ago
we can not see the solution
upvoted 1 times

Jonathan92 5 years, 6 months ago
https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates
upvoted 3 times

Question #8 *Topic 3*

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.
You are developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.
You need to model the relationships between objects used by the app.
Solution: Create a diagram that shows the following information: application ribbon, entity fields, entity form, message, option set, site map, and web resources.
Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *B*

vortex1 Highly Voted 5 years, 8 months ago
This question mentions Relationships between Customers and Loans, to model this would require an Entity Relationship Diagram at minimum and not buttons and ribbons, hence No
upvoted 8 times

omarrana Highly Voted 5 years, 7 months ago
in exams
upvoted 5 times

Nyanne Most Recent 4 years, 10 months ago
Hmm this is confusing.. The question is regarding 'relationships between objects used by the app' not the relationship between entities. From this I would assume the solution is correct - ie. the visual objects on the app (ie. forms, ribbon, etc.) like when creating a wireframe...
upvoted 2 times

Hellen900 5 years, 1 month ago
Where is the answer options for this?
upvoted 2 times

ESP2020 4 years, 10 months ago
Hi Hellen! The correct answer is option B. NO
upvoted 1 times

FDC 5 years, 1 month ago
The answer is NO, because it is necessary a entity relationship diagram
upvoted 3 times

cch999 5 years, 2 months ago
on exam
upvoted 1 times

Harish1509 5 years, 3 months ago
The app designer helps you bring together all these components quickly. Its tile-based information structure and simplified interface make the process of building an app much easier, and you can create apps that are specific to your business roles and functions without having to write any code.
Each app that you create can have its own site map with the integrated and easy-to-use site map designer. Just drag and drop areas, groups, and subareas to the canvas. Components that you select in the site map are also added as entities in the app designer.
You can add or remove entities as necessary, and also add other components.
upvoted 1 times

FahadShaikh 5 years, 6 months ago
In Exam
upvoted 4 times

Arki 5 years, 8 months ago

From my point of the view the explanation come from here:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/design-custom-business-apps-using-app-designer

The action stated in the question is to "draw a diagramm", but the suggested way by Micrsofot is to use the app designer. So the answer should be "B" - No.

upvoted 4 times

Arki 5 years, 8 months ago

2nd answer: the question is mentioning "objects", which is for me not clear if it means to design relationship between entities or other objects - question starts of with mentioning the entities the requirements how they should be connected. So first design the relationship between records and then add components to your app. ;)

upvoted 3 times

SIRALEXZM 5 years, 8 months ago

Can anyone explain this?

upvoted 2 times

Question #9 *Topic 3*

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.

You are developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create an entity relationship diagram. Model ownership, one-to-one, one-to-many, and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *A*

FahadShaikh Highly Voted 5 years, 6 months ago

In Exam

yes the answer is correct

upvoted 18 times

omarrana Highly Voted 5 years, 7 months ago

in exam

upvoted 7 times

zac2020 Most Recent 4 years, 9 months ago

I really dont like the wording of these questions because it says is the solution correct, it doesn't ask is the solution possible. So 1:1 is not possible but could it be correct?? IMO I think "Yes" is still incorrect because it mentions in the question "customers" in "accounts" so its all plural which implies no 1:1 relationships.

upvoted 1 times

dbalaguer 5 years ago

The answer is B, cannot model a 1:1 relationship

upvoted 2 times

Bobby01 5 years, 3 months ago

Sorry, 1:N and N:N relationship. Typo error on my side

upvoted 1 times

Bobby01 5 years, 3 months ago

I think answer should be B as u cannot model a 1:1 relationship. Unless this is a typo error, then model a 1:M and M:M relationship, then A would be correct,

Let me know ur thaughts

upvoted 5 times

Question #10 *Topic 3*

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.
You are developing a Dynamics 365 app for a blank. The app must display information about loan accounts and the customers assigned to those items.
You need to model the relationships between objects used by the app.
Solution: Generate entity diagrams by using the metadata diagram tool.
Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *A*

FahadShaikh Highly Voted 5 years, 6 months ago
A bit misleading in a sense that you can only use MetaData Diagram tool once you have already created the entities and the relationship has been configured. If the entities have not been created in Dynamics and the relationships have not been configured, then you won't be able to generate any diagram.
upvoted 7 times

KAL18 5 years, 6 months ago
The question mentioned that " ... objects used by the app". Means the objects are already in the app :)
upvoted 2 times

omarrana Highly Voted 5 years, 7 months ago
in exam
upvoted 6 times

AneeG Most Recent 5 years ago
Was in my exam, I was so lucky to see this question here with the comments below so I could answer. The answer is Yes
upvoted 6 times

AmosLin 5 years ago
metadata diagram tools is to generate the ER diagram but not to build the ER, so the solution is not to model the relationship of entities. My answer is NO.
upvoted 1 times

javier 5 years, 3 months ago
I believe the question regards on wether you can or cannot meet the requirement with the proposed solution in whatever condition it runs.
The answer is A.
upvoted 1 times

PalSarita 5 years, 4 months ago
Answer is YES

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-metadata-generate-entity-diagrams
upvoted 5 times

MAKHUNXA 5 years, 6 months ago
The answer is true:
https://github.com/microsoft/PowerApps-Samples/tree/master/cds/GenerateEntityDiagram
upvoted 1 times

daniel1102 5 years, 6 months ago
What is the correct answer? I can´t find Metadata Diagramm Tool in the SDK 9.0.
upvoted 1 times

FahadShaikh 5 years, 6 months ago
In Exam

upvoted 5 times

CH 5 years, 8 months ago

The 'Metadata Diagram Tool' only exists in the 8.x SDK files. Since this is a 9.x test, it's a bit misleading.

upvoted 5 times

Question #11 *Topic 3*

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.
You are a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.
Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *B*

Menik Highly Voted 5 years, 9 months ago
Correct Answer: A.
User first and last name are managed through the O365 portal
upvoted 24 times

JNSNW Highly Voted 5 years, 9 months ago
I think Yes should be the correct answer because you cannot update the sign in name. Can somebody explain why the answer is No?
upvoted 13 times

arishka Most Recent 5 years ago
correct - A, yes

in exam
upvoted 2 times

satya026 4 years, 7 months ago
The question is without losing Application history, Yes the system will allow changing the user name but when the user logged in with the new user name, the history will be lost.
So its B
upvoted 1 times

Anoop007 5 years ago
Answer should be Yes. We can change the username from office 365 Admin portal
upvoted 3 times

[Removed] 5 years ago
No. you need to be a global admin to make changes. Read the instructions.
https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address?view=o365-worldwide
upvoted 2 times

Nyanne 4 years, 10 months ago
They don't say what type of role this Microsoft 365 administrator has... Whether Global admin or something else..
upvoted 1 times

IngoHampe 5 years ago
user's information is managed by Office 365. To edit this information visit the User Administration section
upvoted 1 times

kapaes 5 years, 1 month ago
Can someone please confirm if changing the username in the O365 admin center ONLY without the AD change as well that the application history for the user will not be lost?
upvoted 2 times

MsKautha 5 years, 2 months ago

https://support.microsoft.com/en-us/help/930853/how-to-change-the-user-name-and-the-logon-name-for-a-user-record-in-mi
upvoted 1 times

Neo11 5 years, 2 months ago
Its YES
https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address?view=o365-worldwide
upvoted 2 times

gutowski1987 4 years, 10 months ago
Documentation says: 'You must be a global admin to do these steps.'
IMO: NO
upvoted 2 times

marimar 5 years, 3 months ago
If Microsoft 365 Administrator is equal than Office 365 Global Admin, correct answer is YES but if Microsoft 365 Administrator is a user with System Administrator in Dynamics 365 or if Microsoft 365 Administrator is a Customized Administrator in Office Portal, the correct answer is NO
https://docs.microsoft.com/en-us/office365/admin/add-users/change-a-user-name-and-email-address?view=o365-worldwide
upvoted 2 times

Stella1213 5 years, 3 months ago
Should ask a Office 365 global admin, not system administrator in Dynamics. Hence the No answer is correct.
upvoted 2 times

Nyanne 4 years, 10 months ago
The solution says 'ask the Microsoft 365 administrator', not the system admin..
upvoted 2 times

Stasy 5 years, 5 months ago
The answer is A: Yes
https://docs.microsoft.com/en-us/office365/admin/add-users/change-a-user-name-and-email-address?view=o365-worldwide
upvoted 4 times

Stasy 5 years, 5 months ago
The USERNAME and SIGNIN NAME are the same things!
upvoted 1 times

Couchiman 5 years, 5 months ago
From Admin center you may change contact information, after log out and login dynamics you will see the change
upvoted 1 times

joalme95 5 years, 5 months ago
The answer provided in the beggining is correct
I have done it as you said, made a log out, a hard reset of the cache and still have this:

https://1drv.ms/u/s!ArnMeJshgn4ftB3li8GQJdbRvLmc?e=BF6yWf
upvoted 1 times

javier 5 years, 3 months ago
Did you change the display name in the contact info within the admin center? because are different fields.
I tried all this on a trial enviroment, within Dynamics the username field is locked, you can only change it from the admin center. The display name you can change it either from the admin center and dynamics. If you do it from the admin center it would replicate in dynamics, but not viceversa.
upvoted 1 times

JatinC 5 years, 5 months ago
Yes is the correct answer
I have tried on my dynamics 365 trial instance, Yes is the correct answer,
I can change by clicking on Manage Username button and change contact information like forst name and last name by clicking on Manage Contact Information button.

I have tried to change the username from Dynamics 365 -> Settings ->Security,
The username field is locked out.
upvoted 4 times

arshad 5 years, 6 months ago

Only Global Administrator O365 can change username, in System Administrator of Dynamics 365 can't change in dynamics itself.
upvoted 11 times

FahadShaikh 5 years, 6 months ago
This is an In Exam question
upvoted 3 times

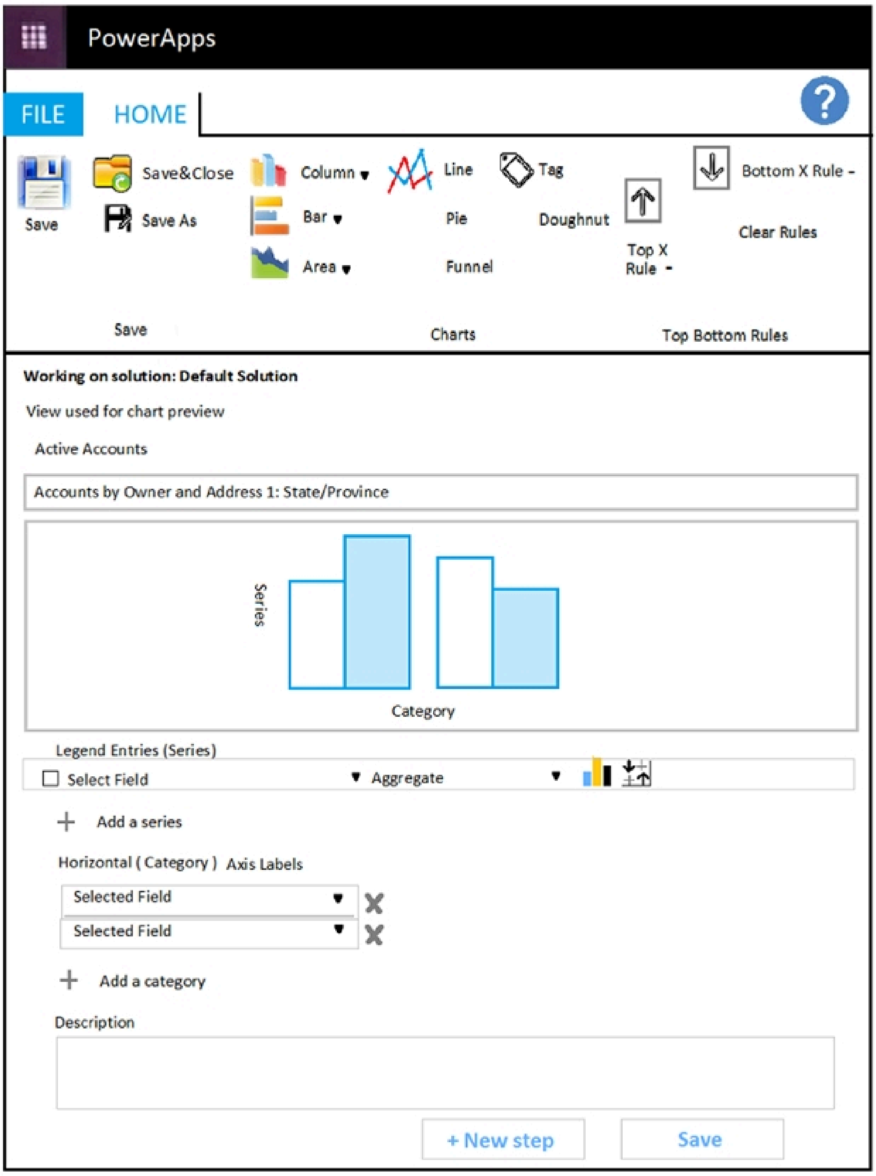
FahadShaikh 5 years, 6 months ago
Ok on a second thought, the question says you need to update the sign-in name of the user without losing the record history. In that case, the solution will work and the answer should be Yes.
upvoted 4 times

Question #12 | Topic 3

HOTSPOT -

You need to create a system chart for the Account entity.

The chart must display a count of accounts grouped by owner and then display the accounts by Address 1: State/Province for each owner. You begin to configure chart options as shown in the image below.



How should you complete the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point. The chart must display a count of accounts grouped by owner, and then display the accounts by

State/Province for each owner.

Hot Area:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Field	Account Address 1: State/Province Owner
Horizontal (Category) Axis Labels: Select Field	Account Address 1: State/Province Owner

Suggested Answer:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Field	Account Address 1: State/Province Owner
Horizontal (Category) Axis Labels: Select Field	Account Address 1: State/Province Owner

mgharably Highly Voted 5 years, 9 months ago

the answers: account
count all
owner
address1

upvoted 71 times

jasonscript 5 years, 8 months ago

I don't think there is any difference between the Horizontal Axis fields, so it can be Owner, Address1 or Address1, Owner

upvoted 5 times

MarkJSC 5 years, 7 months ago

If you group by Owner then Address 1: State/Province the initial grouping will show Owners with bars showing the count of each State/Province. If you group by Address 1: State/Province first then the initial grouping will show State/Provinces with a bar showing the count for each Owner.

The answer is: Count: All, Owner, Address 1: State/Province

upvoted 12 times

MarkJSC 5 years, 7 months ago

I mistakenly left out the first part (Account):

Account, Count: All, Owner, Address 1: State/Province

upvoted 6 times

javier 5 years, 3 months ago

The result of this, what I believe is the correct answer is -> https://1drv.ms/u/s!Ajlw_u-9iVJohwiZBSYd5KjDCKTq?e=vzFGZx

upvoted 5 times

FahadShaikh Highly Voted 5 years, 6 months ago

Agreed with mgharably

the answers:

account

count all

owner

address1

upvoted 15 times

kapaes Most Recent 5 years, 1 month ago

Agreed with Fahad.

Account, Count All, Owner, Address: State/Province

upvoted 1 times

kapaes 5 years, 1 month ago

Answer provided in the chart name field: "Account by Owner and Address 1: State/Province". :)

upvoted 2 times

Mattu 5 years, 4 months ago

points to note :

1.we can't do sum operation on account column so answer is countall on aggregate

2.we need to find out the from how many different provinces case records owned by each user. so first we need to have first Horinontal axis field as owner , then address 1

upvoted 5 times

KAL18 5 years, 6 months ago

Given the choices, answer posted by mgharably seems correct. However, just wondering if selecting address 1 state/prov here would really display the state/prov for each owner or the account?

upvoted 1 times

FahadShaikh 5 years, 6 months ago

No need to wonder, you can go and try yourself :) It's grouping.

upvoted 4 times

SoMuchConfusion 5 years, 6 months ago

For the Account. Getting the Owner's State/Province would be tougher. You would probably need a new custom field on the Account entity, which you keep up to date via a workflow (or via calculated field format) whenever the owner changes or the owner's state/prov changes, and then you could reference it in the Categories.

upvoted 1 times

shalemperez 5 years, 7 months ago

"Count:All" does even exist as an option ?

upvoted 1 times

SoMuchConfusion 5 years, 6 months ago

Yes it does, on the Legend (series). Please check again.

upvoted 2 times

Subodh 5 years, 5 months ago

Sum doesn't exist.. Count all does..

upvoted 3 times

larry456 5 years, 8 months ago

shouldnt it be sum of owner?

upvoted 4 times

Question #13 Topic 3

HOTSPOT -

You are a Dynamics 365 for Customer Service system administrator.

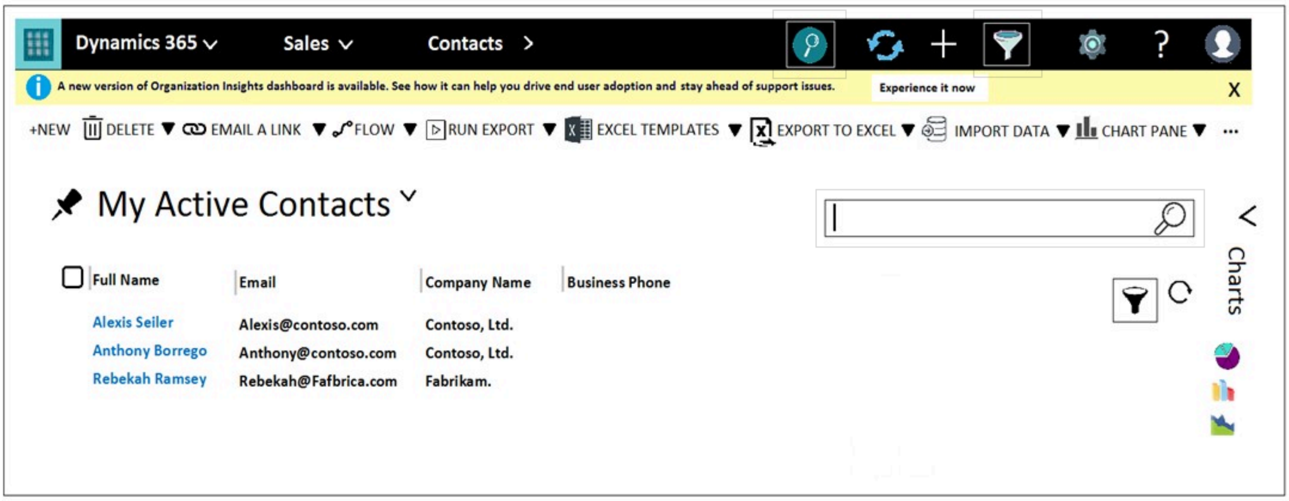
You enable the Quick Find view to look up First Name, Last Name, Email, and City on the Contact entity.

You need to identify where the Quick Find search will be used.

NOTE: Each correct selection is worth one point.

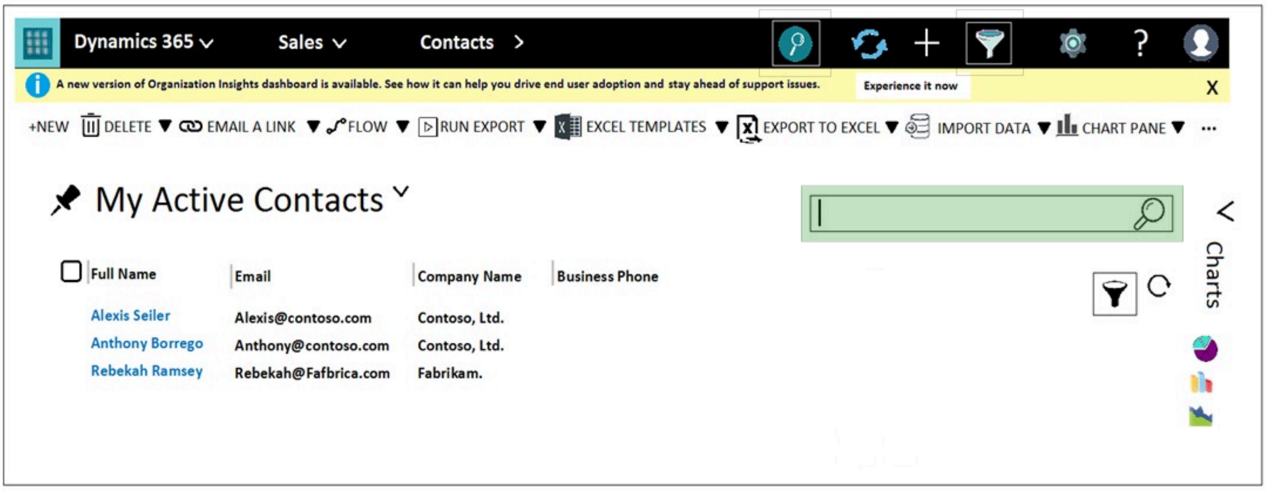
Hot Area:

Answer Area



Suggested Answer:

Answer Area



ceejaybee Highly Voted 5 years, 7 months ago

If I am understanding this correctly, it seems that, to specify an answer for this question, you need to click on a "hot area" of the form to highlight it. The Reveal Solution button is showing one field highlighted - the Quick Search field for the entity. However, the Global Search field in the top navigation bar is an additional place where the Quick Find Search would be used. So to answer that question, I would click to highlight both the Quick Search field and the Global Search field.

upvoted 13 times

poornesh 5 years, 6 months ago

Yes. Both searches will return results based on Quick Find View. I have tested it. We have to click both!

upvoted 7 times

Neo11 5 years, 2 months ago

Are there three locations?

The magnifier glass, funnel and the search field in the contact list?

upvoted 1 times

ned 5 years, 5 months ago

The reveal solution button does show both the fields highlighted if you observe correctly.. ;)

upvoted 1 times

No_Doubt 5 years, 4 months ago

Based on the question "You need to identify where the Quick Find search will be used", which means, which search utility will rely on adding the fields to the Quick Find View search fields.

Global search on a field is enabled when you set the field as "Searchable" in the field configuration. So, if field is not searchable, and you add it to the Quick find view, the local search will find the record corresponding to it, which using the Global search will not find it.

upvoted 2 times

AneeG Highly Voted 5 years ago

Was in my exam, you can select 2 options only. I selected the Quick search and the Global search

upvoted 6 times

ForwardReach 4 years, 7 months ago

Thank you for clarifying! <3

upvoted 2 times

Ayeenm Most Recent 5 years, 4 months ago

in exam

upvoted 1 times

cloud_ 5 years, 7 months ago

https://crmbook.powerobjects.com/basics/searching-and-navigation/searching-crm/search-capabilities/

upvoted 4 times

Question #14 Topic 3

DRAG DROP -

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

- Set the **Delimiter Settings**
- 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 **Mapping History.**
- Select the appropriate setting **Allow Duplicates** property.

Answer Area

Suggested Answer:

Actions

- Configure the number of parallel import processes.
- Confirm and address issues with the field mapping.
- Select **Mapping History.**

Answer Area

- Set the **Delimiter Settings**
- Select the data map.
- Select the appropriate setting **Allow Duplicates** property.
- Specify the number of records in the file.

Menik Highly Voted 5 years, 9 months ago

1. Set the Delimeter setting
2. Select the data map
3. Confirm and address issues with the field mapping
4. Select the appropiate setting Allow Duplicates property

upvoted 130 times

vens Highly Voted 5 years, 10 months ago

This is not correct, you do not specify the number of records anywhere.

Data duplicates yes/no is the last step and before that you address issues with data mapping

upvoted 22 times

Inam 5 years, 8 months ago

Can not address data map issues since a predefined data map is being used.

upvoted 1 times

ceejaybee 5 years, 7 months ago

There can still be data mapping issues with the particular file being imported, even when a predefined data map is used. Menik's post is correct

upvoted 2 times

Red_XII Most Recent 4 years, 6 months ago

why is this question different from the official practice exam that Microsoft offers?

upvoted 1 times

Hemalata04012 4 years, 7 months ago

Correct order is : 1. Set the Delimeter Settings

2. Select the appropriate setting Allow duplicates property

3. Select the data map

4. Confirm and address issues with the field mapping

upvoted 1 times

AneeG 5 years ago

Was in my exam. @Menik has the correct answer which helped. See below

upvoted 2 times

ExamDoug 5 years ago

Sorry I unfortunaly uploaded the wrong link at first

the right link to the solution is :

https://www.youtube.com/watch?v=0KwKjpmhyzA&t=232s

the correct order is indeed:

1. Set the Delimeter setting

2. Select the data map

3. Confirm and address issues with the field mapping

4. Select the appropiate setting Allow Duplicates property

upvoted 5 times

ExamDoug 5 years ago

Correct order

see https://nordvpn.com/nl/new-deal-promo/?utm_expid=.yedtVpspQjuOwfnJpaO1Rw.1&utm_referrer=

upvoted 1 times

No_Doubt 5 years ago

Just tried it:

1- Set the delimiter settings

2- Select the data map

3- Confirm and address issues with the field mapping

4- Select the appropriate setting Allow duplicates property

upvoted 3 times

Ameen 5 years, 1 month ago

In exam, different format. Mostly asking what format is allowed

upvoted 2 times

ManuB 5 years, 1 month ago

1. Set the Delimeter setting

2. Select the data map

3. Confirm and address issues with the field mapping

4. Select the appropiate setting Allow Duplicates property

That should be correct and this is the way it used to be.

In 9.1.0000.17728 (version of trial I am working with), the last step disappeared, as far as I can see.

upvoted 1 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 1 times

FahadShaikh 5 years, 6 months ago

In Exam

1. Set the Delimiter setting

2. Select the data map
3. Confirm and address issues with the field mapping
4. Select the appropriate setting Allow Duplicates property
upvoted 14 times

cloud_ 5 years, 7 months ago
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data
1. Set the delimiter settings
2. Select the data map
3. Confirm and address issues with the field mapping
4. Select the appropriate setting allow duplicates property
upvoted 9 times

omarrana 5 years, 7 months ago
in exam but one more option of multiples files with different extensions:
option: convert the format of files
upvoted 4 times

Question #1 *Topic 4*

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator. You install the Gamification solution for Dynamics 365.

Users must be granted the minimum privileges required to perform tasks.

You need to assign minimal security roles to users.

Which security roles should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	▼ Game Manager Microsoft 365 Global Administrator Dynamics 365 System Administrator
Manage security roles.	▼ Game Manager Commissioner Dynamics 365 System Administrator
Create games and KPIs.	▼ Game Manager Commissioner User
Follow active players statistics.	▼ Game Manager Teams Member User
Import players and fans from Dynamics 365.	▼ Game Manager Commissioner Dynamics 365 System Administrator

Suggested Answer:

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	**Game Manager** Microsoft 365 Global Administrator Dynamics 365 System Administrator
Manage security roles.	Game Manager Commissioner **Dynamics 365 System Administrator**
Create games and KPIs.	**Game Manager** Commissioner User
Follow active players statistics.	Game Manager Teams Member **User**
Import players and fans from Dynamics 365.	Game Manager **Commissioner** Dynamics 365 System Administrator

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/gamification/understand-security-roles

SoMuchConfusion Highly Voted 5 years, 6 months ago
I believe the content of the page linked by pmain8 has since changed, and doesn't appear to mention that the first Game Manager needs to establish the connection. It now says:

"Before you can sync Dynamics 365 - Gamification with Dynamics 365 for Customer Engagement, a user who has a global admin role in Office 365 and a system administrator security role in Dynamics 365 for Customer Engagement needs to complete the setup process to obtain the security key."

I think this means the answer to the first item is actually Office 365 Global Admin.
upvoted 10 times

Stasy 5 years, 5 months ago
Yes, but it is stated in the question, that you need to assign 'minimal' security roles. So the answer should be System Admin, I suppose.
upvoted 1 times

Nyanne 4 years, 9 months ago
But it won't work without Office 365 Global Admin AND System Admin. You need both, as per this article:
https://docs.microsoft.com/en-us/dynamics365/gamification/manage-gamification-in-dynamics-365-online#activate-gamification-in-dynamics-365

I would pick Office 365 Global Admin
upvoted 3 times

Mattu Highly Voted 5 years, 4 months ago
this first answer should be global administrator
because with dynamics 365 admin alone he can't connect between gamification and D365
check topic : Activate Gamification in Dynamics 365 in the below link
https://docs.microsoft.com/en-us/dynamics365/gamification/manage-gamification-in-dynamics-365-online
upvoted 8 times

Mobellezza Most Recent 4 years, 7 months ago
For me the answer would be

Game Manager
Commissioner
Game Manager
User
Commissioner
upvoted 1 times

Harish1509 4 years, 8 months ago
1. Dynamics 365 Global Admin
2. Commissioner
3. Game Manager
4. Game Manager
5. Commissioner
upvoted 2 times

Sneha365 4 years, 8 months ago
Correct. For configure-- Game manager(Reference:https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles -- The first user to have a Game Manager security role assigned by a system admin is required to set up the connection to Gamification.)
Manage security roles- System admin
Create games and KPIS-Both Game manager and Commissioner can setup games whereas only Game manager can create KPIs (https://docs.microsoft.com/en-us/dynamics365/gamification/run-games, https://docs.microsoft.com/en-us/dynamics365/gamification/configure-kpis)
Follow active player statistics- Minimum security role to view the leaderboards is User
Import players and fans from Dynamics 365- Commissioner(https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles)
upvoted 3 times

meg111111111111 4 years, 11 months ago
*yes, a system admin can access/update the solution. BUT the key here is: configuration.

"In Microsoft Dynamics 365, go to Gamification > Gamification Settings, and then click Configure App to update all dependencies to the latest version."
https://www.encorebusiness.com/blog/gamification-solution-microsoft-dynamics-365/

Game manager is the congfigurer
upvoted 1 times

ravifulani 5 years ago
How the answere is Position when you can't see indirect path records in it.
upvoted 1 times

kiemberaid 5 years, 1 month ago
Administrators assign licenses to users to grant them permissions for certain applications. Azure Active Directory users can't be enabled for Dynamics 365 - Gamification unless they have a Dynamics 365 license assigned. The first user to have a Game Manager security role assigned by a system admin is required to set up the connection to Gamification.
upvoted 1 times

Caro 5 years, 1 month ago
For the first one is Game Manager.
"The first user to have a Game Manager security role assigned by a system admin is required to set up the connection to Gamification."

https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles
upvoted 2 times

khanbaba 5 years, 2 months ago
FIst one is "global admin"
Before you can sync Dynamics 365 - Gamification with Dynamics 365 for Customer Engagement, a user who has a global admin role in Office 365 and a system administrator security role in Dynamics 365 for Customer Engagement needs to complete the setup process to obtain the security key.
https://docs.microsoft.com/en-us/dynamics365/gamification/manage-gamification-in-dynamics-365-online
upvoted 6 times

wydadi1937 5 years, 4 months ago
Can someone provide the correct answer if they're sure please :) ?
upvoted 2 times

Mattu 5 years, 4 months ago

can anyone provide a link where exactly this gamification solution utilized in real time projects?

upvoted 1 times

Stasy 5 years, 5 months ago

And according to https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles Commissioner can also manage security roles, so in 2nd is Commissioner

upvoted 1 times

szkielet 5 years, 4 months ago

where is it written?

upvoted 1 times

FahadShaikh 5 years, 6 months ago

According to the reference :

...first user to have a Game Manager security role assigned by a system admin is required to set up the connection to Gamification.

In this case, the answer is correct.

upvoted 1 times

hup 5 years, 7 months ago

What's the difference between Dynamics 365 service administrator and service administrator ?

upvoted 3 times

s_weisz 5 years, 8 months ago

https://appsource.microsoft.com/en-us/product/dynamics-365/mscrm.f6d23ec7-255c-4bd8-8c99-dc041d5cb8b3?tab=Overview

upvoted 5 times

s_weisz 5 years, 8 months ago

This is just a link to help those, who - like me, have never heard of Gamification up until this question and have read all the material and have notes on this certification.

upvoted 5 times

Fyrus 5 years, 8 months ago

By the link: https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles

It says that the Commissioner have the permission to import players and fans from Dynamics 365 apps and manage their security roles but it's clear that even system admin have this permission. The second one have two right options?

upvoted 1 times

omarrana 5 years, 8 months ago

I dont find this line on the above link ? "mange their security roles"

upvoted 1 times

javier 5 years, 3 months ago

No, the right answer is Game Manager, because it´s asking for the minimal security role that can perform the task.

upvoted 4 times

Nyanne 4 years, 9 months ago

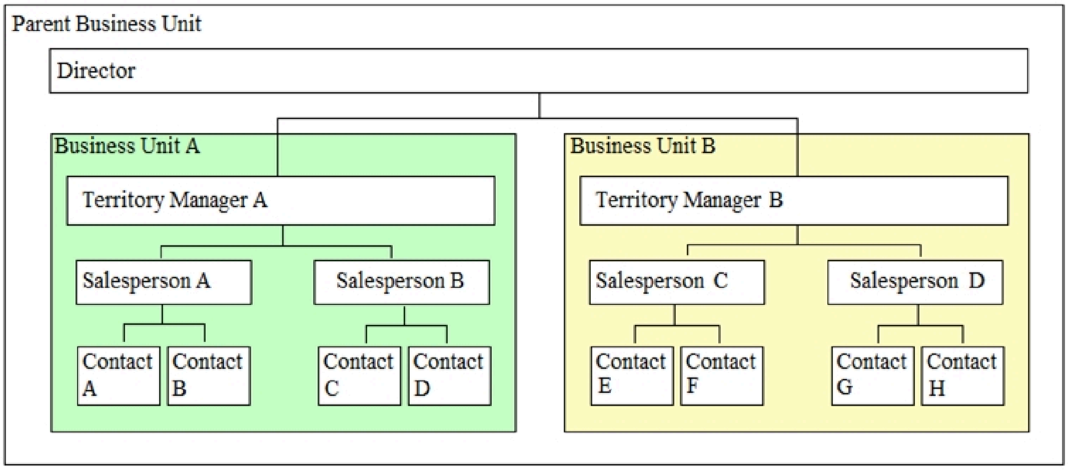
Oi... so much confusion. Game manager cannot manage security roles as per the article..
https://docs.microsoft.com/en-us/dynamics365/gamification/understand-security-roles
Yes System Admin can, but the minimal / lowest security that can manage user security roles is 'Commissioner'. See the article.

upvoted 2 times

Question #2 *Topic 4*

HOTSPOT -

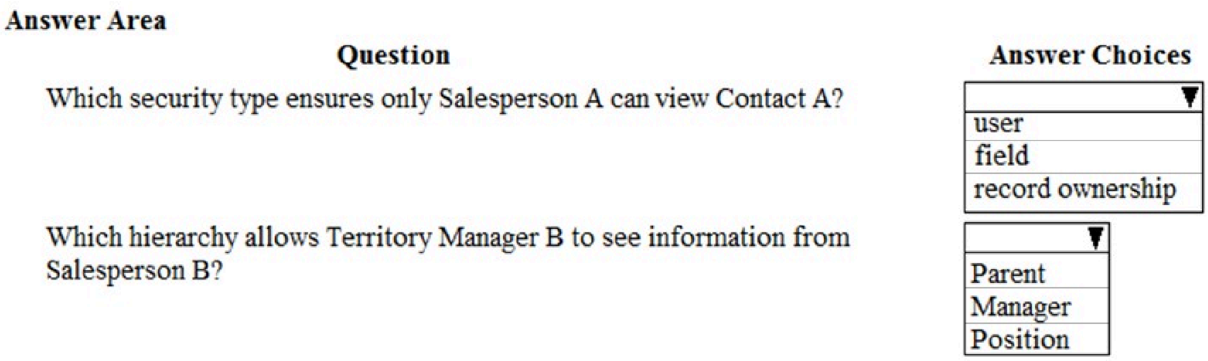
You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:



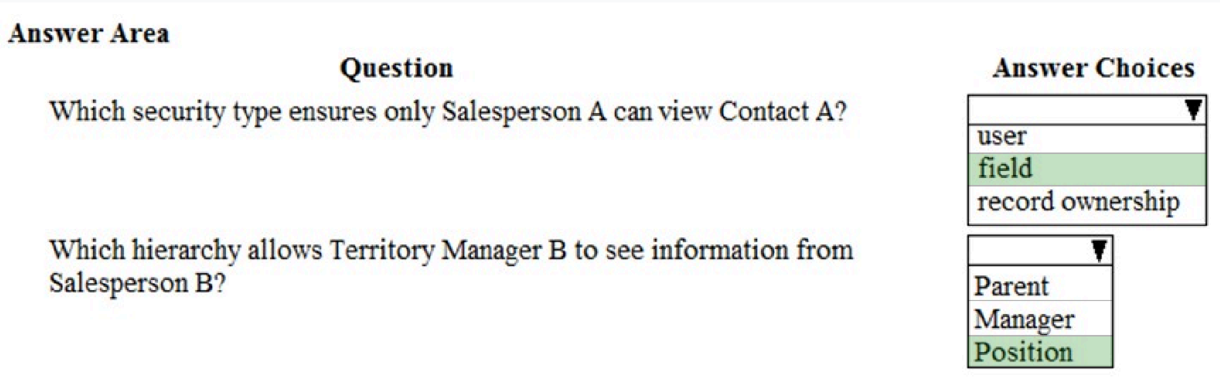
Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security

Menik Highly Voted 5 years, 9 months ago

Which security type .. should be user. The other options are not even types

upvoted 28 times

mgharably 5 years, 9 months ago

I agree with you

upvoted 3 times

Subodh 5 years, 6 months ago

I agree, it should be user.. Field makes no sense to me..

upvoted 3 times

Steven_BE 5 years, 5 months ago

If by "user", you mean "role", then I can understand. But "user" is not a security type (as far as I can find in the documentation).

upvoted 5 times

Qr4nk 5 years, 3 months ago

"User" is level of Access. So this is the only answer which makes sense for me. So User and Position should be right.

upvoted 1 times

Houses 5 years, 4 months ago

User is a security level not a security type... For me the answers are correct

upvoted 1 times

Houses 5 years, 4 months ago

Sorry the first one is owner relationship

upvoted 4 times

FahadShaikh Highly Voted 5 years, 6 months ago

I also think that

User

Position

are the correct answers.

upvoted 14 times

Defa Most Recent 4 years, 8 months ago

For the 1st) Can't be field because you would have to enable field security for all fields on the contact form/record. My guess it is record owner.

upvoted 1 times

Sneha365 4 years, 8 months ago

I think the first one is record ownership because there are 3 types of security: role-based, field level, record-based

From https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/use-field-security-control-access-field-values :

Role-based security lets you see records of a specific entity type, record-based security lets you see individual records, and field-level security lets you see specific fields.

upvoted 2 times

sabrinaoku 4 years, 11 months ago

There are three types of security or security types:

- Role based security
- Record based security
- Field level security

So correct answer to first question is "record ownership"

The difference between the manager and position hierarchy is that Manager hierarchy deals when you are in same business unit. Position hierarchy deals with different business units.

So correct answer to second question is "Position"

upvoted 7 times

BobDobbsSlacker 5 years ago

wo security models can be used for hierarchies, the Manager hierarchy and the Position hierarchy. With the Manager hierarchy, a manager must be within the same business unit as the report, or in the parent business unit of the report's business unit, to have access to the report's data. The Position hierarchy allows data access across business units. If you are a financial organization, you may prefer the Manager hierarchy model, to prevent managers' accessing data outside of their business units.

So the correct answers should be

User

Position (Note the ORG is different for the managers in the diagram)

upvoted 1 times

Noone28 5 years ago

I think it's Field only as they are asking only Salesperson A can view Contact A.
"With the Manager hierarchy security model, a manager has access to the records owned by the user or by the team that a user is a member of, and to the records that are directly shared with the user or the team that a user is a member of. When a record is shared by a user who is outside of the management chain to a direct report user with Read-only access, the direct report's manager only has Read-only access to the shared record.

In addition to the Manager hierarchy security model, a manager must have at least the user level Read privilege on an entity, to see the reports' data."
upvoted 1 times

SkyGod 5 years, 1 month ago
Check the wording == ***"Only"*** Sales Person One. This can only be done with field security.
upvoted 1 times

duchan 5 years ago
field security handling fields not records. record ownership is it for me
upvoted 2 times

FDC 5 years, 1 month ago
A = record ownership;
B= Position
upvoted 3 times

MTharwat 5 years, 2 months ago
A is User
https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds
upvoted 2 times

khanbaba 5 years, 3 months ago
only Salesperson A can see ContactA means only record owner should see that.
Manager hierarchy and Position hierarchy security models are Two security models can be used for hierarchies, the Manager hierarchy and the Position hierarchy. With the Manager hierarchy, a manager must be within the same business unit as the report, or in the parent business unit of the report's business unit, to have access to the report's data. The Position hierarchy allows data access across business units. If you are a financial organization, you may prefer the Manager hierarchy model, to prevent managers' accessing data outside of their business units. So according to this.. andwer should be manager not position.
upvoted 1 times

khanbaba 5 years, 3 months ago
Sorry answers are Record-Ownership and Position
upvoted 3 times

barlason 5 years, 4 months ago
This should be field security and position, anyone who reads the following link will select the same:
https://docs.microsoft.com/en-us/power-platform/admin/hierarchy-security
upvoted 4 times

Nyanne 4 years, 10 months ago
Field security locks a specific field on a record. It would not lock the entire contact record.
upvoted 2 times

Mattu 5 years, 4 months ago
First Question it should be Field because the requirement is ONLY Salesperson A can view Contact A. Using User security would allow Manager A to view the record as well.
upvoted 1 times

[Removed] 5 years, 4 months ago
Poorly worded question and doesn't make sense. The security in CRM is conifigured by Security roles and privileges assigned with security roles. The privilege may be none, user owned, business unit, parent-child and organization. First is missing some info or it's really poorly worded

For the second question, answer given is correct (position)
upvoted 7 times

MAKHUNXA 5 years, 6 months ago
Question: only Salesperson A can see ContactA means not event the Territory ManagerA, that is only possible with Field Level Security but the question is regarding whole record. If you select user or owner, Territory Manager A can also see it. either position, hierarchy, or BU, Territory Manager A can also see the ContactA.
upvoted 3 times

asdadwww 5 years, 5 months ago

Yes, you are right. There are three types of Security: Role, Record and Field

Only apply Field security type can stop the higher level to view info of the record.

upvoted 2 times

piboke 5 years, 5 months ago

you are not able to limit the visibility of contact with field security profiles. You would need to mark each field on contact for security profile and this is not possible for primary field.

The only correct answer is record ownership if you set up roles correctly (i.e. if all roles have read access to own records, and no hierarchy settings or sharing is configured).

upvoted 4 times

omarrana 5 years, 7 months ago

in exam

upvoted 3 times

larry456 5 years, 8 months ago

I think its record ownership. Because sales person a is going to either create or be assigned the customer

upvoted 11 times

Question #3 Topic 4

HOTSPOT -

You are a Microsoft 365 administrator. You create a Dynamics 365 online tenant in the environment.

You must assign users into Office 365 security roles using the principle of least privilege.

You need to assign security roles for users.

Which role should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Minimum Office 365 role
Configure server-side synchronization within Dynamics 365.	▼ global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Allocate Dynamics 365 licenses to users.	▼ global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Configure a new Dynamics 365 Customer Engagement instance.	▼ global administrator user (no administrator access) Dynamics 365 service administrator service administrator
Back up and restore Dynamics 365. Add new accounts to Dynamics 365 for Sales.	▼ global administrator user (no administrator access) Dynamics 365 service administrator service administrator

Suggested Answer:

Answer Area

Requirement	Minimum Office 365 role
Configure server-side synchronization within Dynamics 365.	**global administrator** user (no administrator access) Dynamics 365 service administrator service administrator
Allocate Dynamics 365 licenses to users.	**global administrator** user (no administrator access) Dynamics 365 service administrator service administrator
Configure a new Dynamics 365 Customer Engagement instance.	global administrator user (no administrator access) **Dynamics 365 service administrator** service administrator
Back up and restore Dynamics 365. Add new accounts to Dynamics 365 for Sales.	global administrator user (no administrator access) **Dynamics 365 service administrator** service administrator

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-tenant

joey2506 Highly Voted 5 years, 8 months ago

All wrong guys.. come on.

Configure Server-Side Sync: Dyn 365 Admin.

Allocate user: Global Admin.

Configure new Instances: Dyn 365 Admin

Backup and restore: Dyn 365 Admin

Add account: User.

An office 365 service admin has full access to office services, he can do almost everything a Global Admin does, except buy products and assing liceses to users.

The questio is about the fewer the better.

upvoted 30 times

vortex1 5 years, 8 months ago

Correct - Additionally a License Administrator can assign licenses but otherwise only Global Admin can do this.

upvoted 2 times

maximn1384 5 years, 6 months ago

@joey2506 whey then you selected Global Admin for #2? Shouldn't it be a Service Admin?

upvoted 1 times

qa 5 years, 4 months ago

based on the link, only global admin can add licenses.

upvoted 1 times

MAKHUNXA Highly Voted 5 years, 6 months ago

The correct answers:

1- Global Admin (to approve mailboxes)

2- Global Admin (Allocate Licenses to users)

3- D365 Service Admin

4- D365 Service Admin

Ref: https://docs.microsoft.com/en-us/power-platform/admin/use-service-admin-role-manage-tenant

upvoted 23 times

AneeG Most Recent 5 years ago

In my exam

upvoted 1 times

arishka 5 years ago

in exam:

Configure Server-Side Sync: Dyn 365 Admin.

Allocate user: Global Admin.

Configure new Instances: Dyn 365 Admin

Backup and restore: Dyn 365 Admin

Add account: User.

upvoted 3 times

david535 4 years, 11 months ago

Hi arishka, are there 5 options on your exam? and is your answer right? Thanks

upvoted 1 times

mont_hy 4 years, 11 months ago

These were for an updated version of questions, but the first answer should be Office 365 global admin.

upvoted 1 times

Ameen 5 years, 1 month ago

In exam

upvoted 1 times

cch999 5 years, 2 months ago

on exam

upvoted 2 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 2 times

omarrana 5 years, 7 months ago

in exam

upvoted 4 times

t8203 5 years, 5 months ago

saw this question in exam too

upvoted 2 times

Arki 5 years, 8 months ago

ok, but there can be no "either-or" answer and question-text is clearly calling for the "using the principle of least privilege." So following this principle and the matrix from this link (https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-tenant):

1. Configuration server side sync: Dynamics 365 service admin
2. Allocate license to users: Office 365 service admin
3. Configure a new instance: Dynamics 365 service admin
4. Backup and restore: Dynamics 365 service admin

The permission for "adding accounts" the second requirement in this question and "least privilege" in combination with the first requirement.

upvoted 2 times

Fyrus 5 years, 8 months ago

bu the link, only License administrator and Office 365 global admin can allocate license to users.

upvoted 5 times

Nyanne 4 years, 9 months ago

Only Global Admin can approve mailboxes from within D365

https://docs.microsoft.com/en-us/power-platform/admin/connect-exchange-online#permission-model

https://www.youtube.com/watch?v=1s-BYNdvBvM&feature=youtu.be

upvoted 1 times

Nyanne 4 years, 9 months ago

(For configuring server side sync)

upvoted 1 times

Suchi 5 years, 9 months ago

Configuration server side sync: Dynamics 365 service admin

Allocate license to users: Office 365 service admin

Configure a new instance: Dynamics 365 service admin or Office 365 global administrator

Backup and restore: Office 365 GLOBAL admin or Dynamics 365 service admin

Add account in sales: user

Refer to the grid on this link

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/use-service-admin-role-manage-tenant

upvoted 7 times

mgharably 5 years, 9 months ago

Configuration server side sync: dynamics admin

Allocate license to users: office 365 admin

Configure a new instance: office 365 service admin

Backup and restore: office 365 service admin

Add account in sales: user

upvoted 7 times

vens 5 years, 9 months ago

mgharaby, Dynamics 365 admin can also backup & restore instance and configure new instance

upvoted 7 times

Subodh 5 years, 6 months ago

Server side synchronization needs to be done by Office 365 Global admin only, since it needs to approve email address in the D365 mailbox. Only Global admin can approve the email address.

upvoted 13 times

MAKHUNXA 5 years, 6 months ago

its true Global admin or service admin can do it but not D365 Sys Admin.

upvoted 3 times

Nyanne 4 years, 9 months ago

Confirmed. I've tested this with System admin and an error message appears that you require Global Admin to approve mailbox.

upvoted 1 times

D365V 5 years, 9 months ago

The question has an error. 'Backup and restore Dynamics 365' and 'Add accounts to Dynamics 365 for Sales' are two separate requirements each of which has a drop down with the list of options. Also, the choices are Office 365 global administrator (not just 'global administrator' and Office 365 service administrator (not just 'service administrator')

upvoted 10 times

Nyanne 4 years, 9 months ago

YES watch out guys. This was in my exam too. 'Backup and restore Dynamics 365' and 'Add accounts to Dynamics 365 for Sales' are asked separately,.

I would say backup and restore = D365 Service admin

and add accounts to D365 Sales = User (no admin privileges)

upvoted 5 times

drpepper24 5 years, 9 months ago

can someone confirm the answer to this?

upvoted 1 times

Qr4nk 5 years, 3 months ago

All of them are true. Some comments here are misleading. Server Side Sync is only configurable from a GA

upvoted 4 times

Question #4 *Topic 4*

You are a Dynamics 365 for Customer Service system administrator for a company.
The vice president of sales must be able to read account data for her business unit and other business units that report to her.
You need to configure the minimum level of access for the read privilege on the Account entity.
Which access level should you assign?

A. Business Unit

B. Organization

C. User

D. Parent: Child Business Unit

Suggested Answer: *D*

techworld Highly Voted 5 years, 5 months ago
Answer is correct.
upvoted 12 times

FahadShaikh Highly Voted 5 years, 6 months ago
In Exam question
upvoted 5 times

elco1989 Most Recent 4 years, 11 months ago
Answer is correct:

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

All other answers gives to less rights or way to much rights.
upvoted 5 times

kevin99 5 years ago
i tested it, the answer is correct
upvoted 3 times

monika_karanwal 5 years ago
Deep. This access level gives a user access to records in the user's business unit and all business units subordinate to the user's business unit.
The application refers to this access level as Parent: Child Business Units.
Answer is correct.
upvoted 2 times

angela_villamarzo 5 years, 1 month ago
Answer is correct. Ref: https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges
upvoted 3 times

Wairwulf 5 years, 1 month ago
The answer is A, business unit level is enough to see child business units.
upvoted 1 times

sabrinaoku 4 years, 11 months ago
As far as I know it's NOT enough to see child business units. Otherwise they wouldn't have created the "Parent: Child Business Unit" access level.
Can you please verify your answer?
upvoted 2 times

kapaes 5 years, 1 month ago
The answer is incorrect. See reference material from Microsoft on the following link: https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges. The correct answer is "Business Unit"
Local. This access level gives a user access to records in the user's business unit.

Users who have Local access automatically have Basic access, also.

Because this access level gives access to information throughout the business unit, it should be restricted to match the organization's data security plan. This level of access is usually reserved for managers with authority over the business unit.

The application refers to this access level as Business Unit.

upvoted 1 times

Nyanne 4 years, 10 months ago

Quoted from the link in kapaes's comment:

"If you need to provide access to a child business unit, you will need to elevate the privilege to Deep" (Deep = Parent Child BU)

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

upvoted 2 times

AhmedElNoby 5 years, 1 month ago

Since the Business Units already report to her and the question states minimum read level, The Correct Answer is A: Business Uunit

As if Parent - Child she will be able to real the parent BU

upvoted 3 times

sabrinaoku 4 years, 11 months ago

No, The correct answer is "Parent: Child Business Unit". Because if you choose "Business Unit" (or Local) she will be able to read data ONLY throughout her Business Unit (remember you can assign only 1 BU to a user). She won't be able to read data from any other BU. Parent: Child Business Unit (or Deep) gives her access to records in her business unit and all business units subordinate to her business unit (and NOT to her Parent BU!). Even if "report to her" is an expression I don't like at all because it doesn't explain that the other BU are subordinated to her BU ... only option A would still not be enough

upvoted 5 times

Nyanne 4 years, 10 months ago

Verified sabrinaoku's answer. From the security role privileges documentation; "If you need to provide access to a child business unit, you will need to elevate the privilege to Deep" (Deep = Parent Child Business Unit)

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

upvoted 1 times

Question #5 *Topic 4*

DRAG DROP -

You are a Dynamics 365 Customer Engagement administrator.

A compliance audit identifies two fields in violation of the corporate information security policy.

You need to control access to high business impact fields to meet information security policies.

What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.

NOTE: Each correct selection is worth one point.

Select and Place:

Suggested Answer: *Explanation*

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/security-concepts

Antonico Highly Voted 5 years, 11 months ago

Field security profile for both questions.

upvoted 36 times

mgharably 5 years, 9 months ago

you are right

this is the missing Question:

https://drive.google.com/file/d/1f8rW5SEtk1Fb9zhU0QF2GqRiI_YqYytF/view?usp=sharing

upvoted 22 times

sgupta1985 Most Recent 4 years, 7 months ago

1. Business rule to lock a field on a form for no updates.
2. Field Security as it specifically talks about restricting field access for specific members

upvoted 1 times

WASSIM2020 4 years, 12 months ago

Business rule for the first and Field security for the second

upvoted 2 times

certificationgerald 5 years ago

Test test test

upvoted 1 times

RafaelL2409 5 years, 5 months ago

There is not answer in thos item. It is wrong

upvoted 1 times

FahadShaikh 5 years, 6 months ago

https://crmbook.powerobjects.com/system-administration/business-administration/field-security-profiles/

upvoted 4 times

maximn1384 5 years, 6 months ago

why not a Business Rule that disables the field for 2?

upvoted 1 times

Caro 5 years, 1 month ago

The business rule works for the forms but not for the views or Advanced Search

upvoted 4 times

FahadShaikh 5 years, 6 months ago

I think it's a valid comment and business rule is probably a more straightforward think to do here. But the catch word in the question is "....by the team members". You cannot scope a business rule to work for a particular team. That can only be handled by the field security profile or by the Access Teams sharing configurations.

https://community.dynamics.com/365/b/dynamics365enterprisecloudfronts/posts/access-teams

upvoted 11 times

FahadShaikh 5 years, 6 months ago

In Exam question
upvoted 4 times

s_weisz 5 years, 7 months ago
https://docs.microsoft.com/en-us/power-platform/admin/field-level-security
upvoted 3 times

Question #6 Topic 4

HOTSPOT -

You are a Dynamics 365 for Customer Services administrator. You have a Production instance and Sandbox instance.

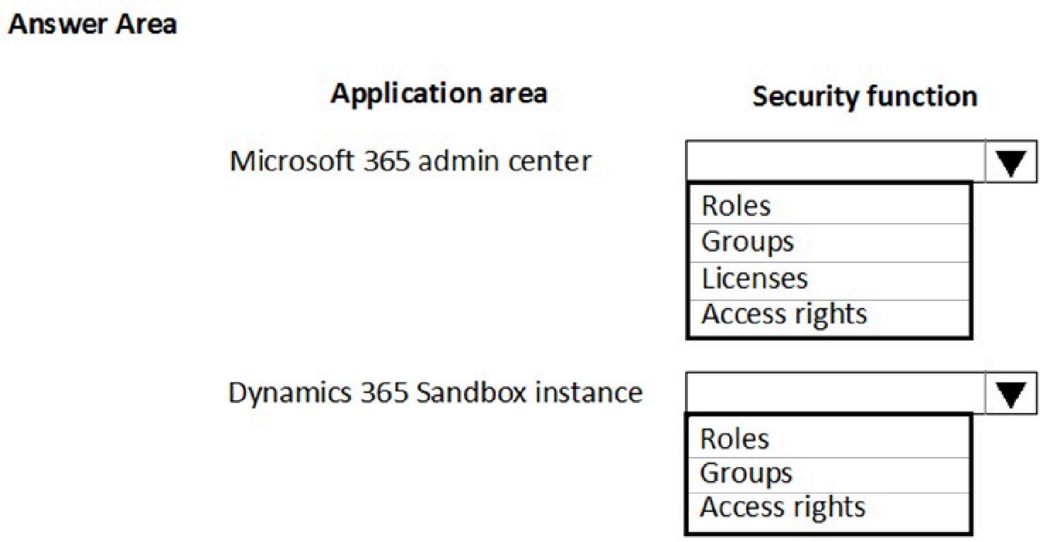
Users record Production instance data in the Sandbox instance.

You need to ensure that users only record data in the Production instance.

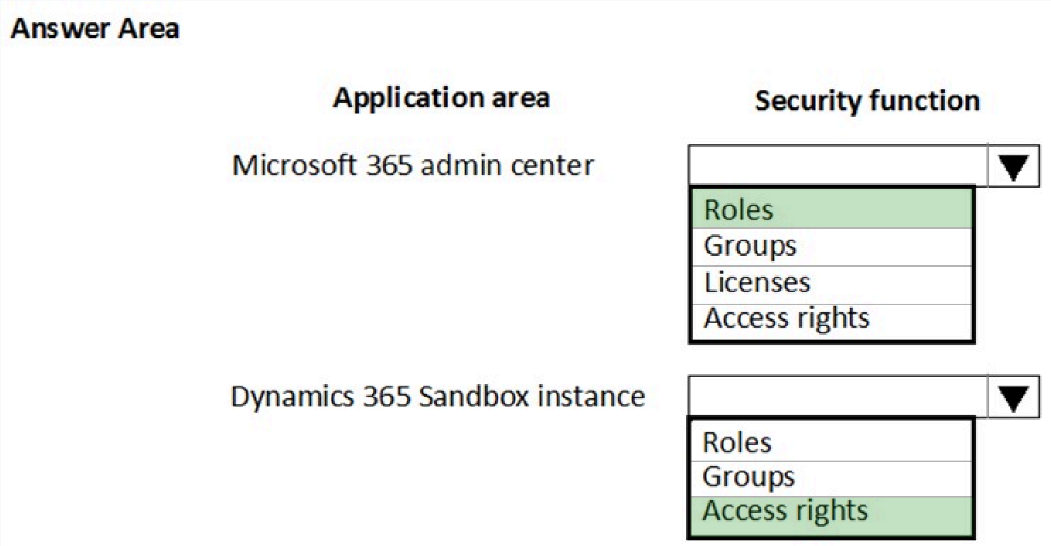
Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



Sha Highly Voted 5 years, 10 months ago

The answer should be Groups and Roles. You configure security groups in Microsoft 365 admin center to enable access to specific instances and assign roles in instances.

upvoted 50 times

FahadShaikh Highly Voted 5 years, 6 months ago

I think both will be Groups as per https://community.dynamics.com/365/b/d365demystified/posts/restrict-user-access-to-a-d365-instance-using-security-groups

First you configure Groups in the MS 365 Admin Center and then you apply the Group in the D365 Sandbox instance

upvoted 14 times

SoMuchConfusion 5 years, 6 months ago

This was my gut answer as well. I think it is correct.

upvoted 1 times

SoMuchConfusion 5 years, 6 months ago

You could remove people's roles in the Sandbox org as well. However, if you've got a ton of users, you're removing a lot of role assignments! Creating a new group and assigning only your valid sandbox users to it both within Office 365 admin, and then setting that new group as the security group for the Sandbox org in D365 admin is the most expedient way and best way to avoid new production users also being default-added into your Sandbox.
upvoted 3 times

Nyanne 4 years, 10 months ago
Also, if you just create the Group, but don't assign the group to an instance then all users will still have access to both environments. Only once you've done both steps will it disable users accessing Sandbox (ie. step1: Create Security Group, step2: Assign a Security Group to a D365 instance)
upvoted 1 times

MugBeer 4 years, 6 months ago
You apply the group in the Dynamics Admin center, not in the Dynamics 365 Sandbox instance
upvoted 1 times

AneeG Most Recent 5 years ago
In my exam
upvoted 1 times

arishka 5 years ago
Groups
Roles

on exam
upvoted 4 times

Phums 5 years ago
I think it should be like this:
1. Roles - Microsoft 365 admin center access is controlled by admin roles
2. Groups - Easy way to manage who has access to sandbox instance
upvoted 1 times

Defa 4 years, 8 months ago
Agree!
upvoted 1 times

Ameen 5 years, 1 month ago
In exam
upvoted 1 times

angela_villamarzo 5 years, 1 month ago
Reference: https://docs.microsoft.com/en-us/power-platform/admin/control-user-access
upvoted 2 times

SkyGod 5 years, 1 month ago
The question is a little unclear: but Groups for M365 admin center and Roles for the instance is the right answer. Think of doing each independently as there are two ways in which it could be done and either is valid with these settings.
upvoted 1 times

smar 5 years, 1 month ago
In exam
upvoted 1 times

emregulcan 5 years, 2 months ago
Key point is "prevent access to the Sandbox".
In the Microsoft 365 Admin Center (admin.microsoft.com), you need to create a "Security Group" and add members, then on the Power Platform Admin Center (https://admin.powerplatform.microsoft.com/environments) 's Environment section, you need to edit Sandbox environment and assign this Security Group to environment. So, you can prevent access users to sandbox who are not in the security group.
BTW, when you assign a Security Group to an instance, all users who are not in the security group will be disabled.

In the Dynamics 365 environment, you need to remove all security roles from users, so you can prevent access to D365.
upvoted 2 times

huongd365 5 years, 4 months ago

Group

Role

upvoted 2 times

CRMChica 5 years, 4 months ago

on my exam

upvoted 1 times

Mattu 5 years, 4 months ago

can any body provide the exact answer with proper link for reference.

upvoted 2 times

elka88 5 years, 4 months ago

in exam

upvoted 1 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 2 times

MAKHUNXA 5 years, 6 months ago

Groups in Admin and Roles in D365 Instance.

1- If you create a group and assign it to Sandbox, only users in the group will be given access.

2- In the sandbox instance, if you remove all roles from user, then user will not be able to access instance.

Note: Removing licenses will not give the user access on Production as well.

upvoted 1 times

MAKHUNXA 5 years, 6 months ago

Groups in Admin and Roles in D365 Instance.

1- If you create a group and assign it to Sandbox, only users in the group will be given access.

2- In the sandbox instance, if you unassigned all roles to user, then user will be able to access instance.

Note: Removing licenses will not give the user access on Production as well.

upvoted 11 times

Question #7 *Topic 4*

DRAG DROP -

You are a Dynamics 365 for Customer Service administrator.

A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.

You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.

Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Select and Place:

Suggested Answer:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security

mgharably Highly Voted 5 years, 9 months ago

I guess the answer is:

sales vice: Manager Hierarchy

sales Manager: Position Hierarchy

upvoted 46 times

Menik 5 years, 9 months ago

I'm unsure about the sales Manager. The question is really not clear about this.

upvoted 1 times

jasonscript 5 years, 8 months ago

Agreed:

Sales VP: Manager

- Position does not apply because the question specifically states that the VP cannot see her direct reports

- Role-based Security is not applicable because the question does not specify Business Units; therefore it's difficult to know whether this solution is appropriate

Sales Managers: Position

- Manager does not apply. The question explicitly says Sales Managers want to view campaigns their peers are working on.

- Role-based Security is not applicable because the question does not specify Business Units; therefore it's difficult to know whether this solution is appropriate

upvoted 14 times

KAL18 5 years, 6 months ago

How could a position hierarchy give managers access to their peers? IMO, role based security (on BU level) would be the better choice.

upvoted 8 times

Sha Highly Voted 5 years, 10 months ago

I think the answers should be Manager hierarchy and Role based security. Note the question specifically mention direct report which comes under manager hierarchy

upvoted 25 times

jyotyada Most Recent 4 years, 10 months ago

Manager Hierarchy

Position Hierarchy (Sales Managers want to view campaigns their peers are working on . To view what other sales manager of the same level working on,position hierarchy will be required)

upvoted 2 times

KevH 4 years, 8 months ago

Agree with jyotyada

Just tried it my Trial of D365, and also if you read the link it states "The Position hierarchy is not based on the direct reporting structure, like the Manager hierarchy. A user doesn't have to be an actual manager of another user to access user's data"

upvoted 1 times

AneeG 5 years ago

In my exam. It is the Manager and Position.

upvoted 2 times

Iamcyber 4 years, 11 months ago

How can you enable Manager & Position at same time? It could be Manager & Role Based.

upvoted 4 times

fp75bo 4 years, 6 months ago

Position do not allow to access records of users having the same position, so the second one is Role (https://www.preact.co.uk/blog/hierarchy-security-models-in-microsoft-dynamics-crm). So: 1) Manager 2) Role

upvoted 2 times

SkyGod 5 years, 1 month ago

Roles are related to Business Units: https://neilparkhurst.com/2020/01/14/mb-200-microsoft-dynamics-365-customer-engagement-core-security/

upvoted 2 times

[Removed] 5 years, 4 months ago

Correct answer is 1. Manager

2. Role based (Clearly mentioned that manager needs to see peer data. Now position based hierarchy doesn't provide access at peer level but only at subordinate level)

Ref:https://docs.microsoft.com/en-gb/power-platform/admin/hierarchy-security#position-hierarchy

// Users at the higher positions in the hierarchy have access to the data of the users at the lower positions, in the direct ancestor path. The direct higher positions have Read, Write, Update, Append, AppendTo access to the lower positions' data in the direct ancestor path. The non-direct higher positions, have Read-only access to the lower positions' data in the direct ancestor path.//

upvoted 8 times

elka88 5 years, 4 months ago

in exam

upvoted 2 times

Ayeenm 5 years, 4 months ago

in exam

upvoted 1 times

piboke 5 years, 5 months ago

Sales VP - Manager Hierarchy (although position might also be correct)

Sales Managers - Role based - position does not give access to records of users on the same position.

upvoted 11 times

Steven_BE 5 years, 5 months ago

I agree with this final conclusion

upvoted 1 times

Roxana 5 years, 5 months ago

Agree! There should be only one Hierachy Type Configured!.
upvoted 1 times

SteveH 5 years, 6 months ago
Position Hierarchy cannot be correct for the peer Sales Manager. They are not in any hierarchy. Per https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security describing Position Hierarchy:

"Users at the higher positions in the hierarchy have access to the data of the users at the lower positions, in the direct ancestor path. The direct higher positions have Read, Write, Update, Append, AppendTo access to the lower positions' data in the direct ancestor path. The non-direct higher positions, have Read-only access to the lower positions' data in the direct ancestor path."
upvoted 4 times

MAKHUNXA 5 years, 6 months ago
Manager - Sales VP - For Direct Report. (here Position is also true)
Position - Sales Managers - To see peers data.
upvoted 4 times

arshad 5 years, 6 months ago
It's Manager Hierarchy and Position Hierarchy
upvoted 1 times

FahadShaikh 5 years, 6 months ago
Ok guys after a second run I think it should be
Manager Hierarchy
Security Role (Note that it mentions Peer not the subordinate of his peer. A peer is someone on the same level or position. In this case it should be security role)
upvoted 13 times

poornesh 5 years, 6 months ago
Sales Manager: Roles Based
In the Position Hierarchy, it never suggests that people in a position can access records owned across users with same Position. Or, am I understanding it wrong?
upvoted 7 times

FahadShaikh 5 years, 6 months ago
Yes, a valid point. I also think it should be Roles Bases Security for the Sales Manager as the question says Peers.
upvoted 6 times

FahadShaikh 5 years, 6 months ago
Though a little bit confused for the second answer but I think mgharably's answers are correct:
Sales SVP --> Manager Hierarchy
Sales Manager --> Position Hierarchy (with the assumption that the peers are in different business units, i.e. each Sales Manager has a separate business unit. If same business unit, then it can be handled by the security role.
upvoted 6 times

omarrana 5 years, 7 months ago
in exam
upvoted 3 times

joey2506 5 years, 8 months ago
Manager and Manager.
Sales VP wants to see Accounts from a Sales Manager, and a Sales Manager wants to see Campaignn from their peers. Manager handles this situation. The question could give different answer if Bisuness Unit was mentioned.
upvoted 3 times

Question #1 *Topic 5*

You are a Dynamics 365 for Customer Service system administrator.
You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook.
You need to ensure Flow will trigger on the Opportunity entity.
What should you do?

A. Enable connections.

B. Add the timeline control.

C. Enable business process flow.

D. Enable change tracking.

Suggested Answer: *A*

twin Highly Voted 5 years, 11 months ago
D. Enable change tracking.
upvoted 48 times

ESP2020 4 years, 10 months ago
This is the correct answer. Thanks!!
upvoted 2 times

davekamel 4 years, 9 months ago
Change Tracking is the correct answer.

"In order for the flow to trigger on the Dynamics 365 entity, the entity definition must have Change Tracking enabled".
Reference:
https://docs.microsoft.com/en-us/power-automate/connection-dynamics365
upvoted 2 times

Nyanne 4 years, 9 months ago
Only if it's being triggered on Opportunity... The trigger is from Excel, so no need for change tracking to be enabled.
The answer is A - connection.
Test this out yourself.
upvoted 2 times

Nyanne 4 years, 9 months ago
Also if you just try to enable change tracking on Opportunity you'll see that it's not even possible. It's enable out of the box and grayed out.
You're not able to alter change tracking on Opportunity.
upvoted 2 times

soundharya Highly Voted 5 years, 9 months ago
https://docs.microsoft.com/en-us/flow/connection-dynamics365
upvoted 11 times

AlessioB Most Recent 5 years ago
Change tracking on a specific entity is needed if your Flow has be triggered by the creation of the update of a D365 record of that entity. But if your Flow is creating a record of that entity with a Flow, change tracking is not needed to be enabled.
upvoted 2 times

BobDobbsSlacker 5 years ago
It cannot be D on it's own - there won't be any entity record to trigger on. Ask where the record comes from - and it comes from connection to the workbook. It sounds like they've merged two separate questions into 1, with different answers, so just throw a dart at one of the two.
upvoted 1 times

Phums 5 years ago
You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook. - This statement has no relevance on the question asked
You need to ensure Flow will trigger on the Opportunity entity.- How does one make sure the flow trigger on the opportunity "Enable Change Tracking"
upvoted 3 times

ForwardReach 4 years, 6 months ago

Wow....that was tricky....

The question is different than the first excel statement....

I would answer the question part of course and will go with the change tracking!

Thanks for clarifying!

upvoted 1 times

vsharma041990 5 years ago

I agree on option A because out of box entity already enabled with tracking

upvoted 2 times

Nyanne 4 years, 10 months ago

True! You cannot enable change tracking on Opportunity, it is autinatically enabled and cannot be turned off.

upvoted 1 times

Nyanne 4 years, 10 months ago

The real question though is how do you 'enable connections'. You just create and authenticate connections... Not sure about 'enabling'

upvoted 1 times

Dyno365 5 years, 1 month ago

The answer is enable connections because you want to enable the connection to excel and trigger the Flow from there

upvoted 1 times

sudhakarverma 4 years, 10 months ago

Agree with you

upvoted 1 times

Ameen 5 years, 1 month ago

In exam

upvoted 1 times

BPD 5 years, 1 month ago

I agree with BDXYZ the correct answer is A Enable connections

https://docs.microsoft.com/en-us/power-automate/connection-dynamics365

upvoted 1 times

kapaes 5 years, 1 month ago

@Twin and @FahadShaikh - You are both correct - The correct answer is D.

Large organizations that synchronize their data with external data sources can now enable entities for change tracking. You can export or retrieve a selected set of data, and then keep the external data warehouse in sync.

[IMPORTANT] In order for the flow to trigger on the Dynamics 365 entity, the entity definition must have Change Tracking enabled.

https://docs.microsoft.com/en-us/power-platform/admin/enable-change-tracking-control-data-synchronization

https://docs.microsoft.com/en-us/power-automate/connection-dynamics365#create-a-flow-from-a-template

upvoted 1 times

BDXYZ 5 years, 3 months ago

I thought change tracking was only needed when the flow needs to trigger from the Dynamics entity. In the question it's the Excel file that's the trigger. So change tracking would be needed when a new opportunity needs to write to Excel, but it shouldn't be needed when writing from Excel to Dynamics. So I think Connections is right. "By using a Dynamics 365 connector, you can create flows that initiate when an event occurs in Dynamics 365, or some other service, which then performs an action in Dynamics 365, or some other service."

upvoted 7 times

Nyanne 4 years, 9 months ago

Yes! Also you cannot enable change tracking on Opportunity, it is automatically enabled and cannot be turned off. ;)

Now real question is how do you 'enable connections'. You just create and authenticate connections... Not sure about 'enabling'... Anyway I would answer A.

upvoted 1 times

Imane 5 years, 4 months ago

D. To invoke a flow trigger, the Common Data Service entity used with the flow must have Change Tracking enabled.https://docs.microsoft.com/en-us/power-automate/connection-dynamics365

upvoted 2 times

arshad 5 years, 6 months ago

It's D enable tracking

upvoted 3 times

poornesh 5 years, 6 months ago

D. is the answer.

"To invoke a flow trigger, the Common Data Service entity used with the flow must have Change Tracking enabled"

upvoted 5 times

> **FahadShaikh** 5 years, 6 months ago
>
> Yes, this is what we said :)
>
> upvoted 5 times

FahadShaikh 5 years, 6 months ago

D. Enable Change Tracking. (twins)

upvoted 5 times

Question #2 *Topic 5*

You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer.
The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline.
You need to make the tab visible.
What should you do first?

A. Enable the entity for Microsoft SharePoint document management.

B. Grant access in the user's security role.

C. Check document management for the entity in the default solution.

D. Grant access under the user's product licenses.

Suggested Answer: *A*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365

rsousa Highly Voted 5 years, 9 months ago
I think A is correct
upvoted 23 times

CH Highly Voted 5 years, 8 months ago
The question says 'the first thing to do'. According to the article, the first thing is enable SP integration. So the answer is A
upvoted 8 times

Nyanne Most Recent 4 years, 10 months ago
This question is so frustrating, both A and C are valid technically. You would have to do both and It doesn't matter the order between them.
upvoted 1 times

AneeG 5 years ago
In my exam. A is correct
upvoted 1 times

certificationgerald 5 years ago
Correct
upvoted 1 times

Arvid 5 years ago
"A"
Step 1: Turn on server-based SharePoint integration
Before you can enable OneNote integration, you need to turn on server-based SharePoint integration.
https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365
upvoted 2 times

smar 5 years, 1 month ago
In exam
upvoted 1 times

DTS 5 years, 3 months ago
I think the key on this is that C specifies that you enable it in the default solution. A could be read as enabling Document Management for the Entity. I would go with A
upvoted 2 times

Ayeenm 5 years, 4 months ago
in exam
upvoted 1 times

dynamikescrm 5 years, 5 months ago
Even if you configure SharePoint integration, if the entity is not enabled for Document Management it will not show up to enable the configuration for, so I would enable the entity first so I don't have to go back and forth.
upvoted 2 times

FahadShaikh 5 years, 6 months ago

In Exam question.

Answer is correct. A is the correct answer

upvoted 6 times

FreeYoung 5 years, 7 months ago

Enable the entity for Microsoft SharePoint document management.

The answer is correct but the word "entity" in this statement makes confusion.

upvoted 4 times

Nyanne 4 years, 10 months ago

yeah..

upvoted 1 times

omarrana 5 years, 7 months ago

in exam

upvoted 3 times

larry456 5 years, 7 months ago

its a custom entity which means its just this entity if sharepoint was not on it would not work for any entity

upvoted 3 times

sm 5 years, 9 months ago

I think C

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365

"You can also enable OneNote integration for an entity from the customization form, as long as document management has been enabled for that entity."

upvoted 3 times