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Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen. In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis. You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service. Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.

Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: A

 **geetakarri** Highly Voted 4 years, 6 months ago

For Sales Module, Accounts and Contacts are the primary entities to store account information while for Customer Service, case creation is the preliminary step. In order for the cases to be assigned to accounts we must first identify the source for a case creation. We can configure mailboxes and allow the email activity plugins to create cases in the system. Hence the solution should suffice for fit gap to this requirement.

Thanks

Geeta

upvoted 5 times

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.

The SLA states the following:

- ⇒ Support must be provided 24 hours per day, seven days a week.
- ⇒ Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

Which two tools should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

Suggested Answer: AD

🗨️ 👤 **catalene** 4 years, 4 months ago

in the exam, but options are different..
upvoted 1 times

🗨️ 👤 **cvocvocvo** 4 years, 5 months ago

Had this in the exam, but the first option was not what it is on here. It was "Quick View form with a field using the a Timer Control".

I chose it and the Resolve By KPI answer.

upvoted 4 times

🗨️ 👤 **geetakarri** 4 years, 6 months ago

Based on the options provided:

When an Enhanced SLA is enabled a timer control and SLA KPI instance is added to track case status based on the SLA provided

Resolve By KPI is an auto-populated field by the system to calculate specific time based on 'Created On' field

upvoted 1 times

HOTSPOT -

A company has the following workforce roles and responsibilities:

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

You need to recommend the lowest-cost license type.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Role	Dynamics 365 license
Salesperson	<div> <div>▼</div> <div> Full Team Device App </div> </div>
Administrative assistant	<div> <div>▼</div> <div> Full Team Device App </div> </div>
Customer service agent	<div> <div>▼</div> <div> Full Team Device App </div> </div>
Sales manager	<div> <div>▼</div> <div> Full Team Device App </div> </div>
Unit director	<div> <div>▼</div> </div>

Answer Area

Role

Dynamics 365 license

Salesperson

▼

Full

Team

Device

App

Administrative assistant

▼

Full

Team

Device

App

Customer service agent

▼

Full

Team

Device

App

Sales manager

▼

Full

Team

Device

App

Unit director

▼

Suggested Answer:

- 🗲️ 👤 **nonie** Highly Voted 👍 4 years, 9 months ago
D365 license for unit director should me Team.
upvoted 5 times
- 🗲️ 👤 **ExamDoug** Highly Voted 👍 4 years, 3 months ago
App license user uses only one app (Customer Service, Field Service, Sales, Marketing etc..)
Full license user uses more than one app.
upvoted 5 times
- 🗲️ 👤 **shr1101** Most Recent 🕒 4 years, 5 months ago
According to me, the answer should be App, Team, App, Full, Team
upvoted 3 times
- 🗲️ 👤 **vijaywaghmare14** 4 years, 6 months ago
App, Full (Sales + finance) , App, App, Team
upvoted 3 times
- 🗲️ 👤 **TimK** 4 years, 5 months ago
For Admin Assistant a team member (Project) can enter time and exp. Anyone can edit a personal dashboard (doesn't say system dashboard) so I think it's Team.
App, Team, App, App, Team
upvoted 2 times
- 🗲️ 👤 **lakshmi** 4 years, 6 months ago
Check the licensing guide found here:

<https://go.microsoft.com/fwlink/p/?LinkId=866544>

Based on this doc, I would say:

Salesperson: app user

Administrative assistant is app user (for editing dashboards, being a team member is not sufficient)

Customer Service agent: App (team member cannot create and edit knowledge base)

Sales manager: Full (you need enterprise level for editing Sales Literature)

Unit director : Team member

upvoted 5 times

🗨️ 👤 **fabio75** 4 years, 8 months ago

Administrative assistant is Full (Edit Dashboard should be done only with a full License)

upvoted 2 times

🗨️ 👤 **paulojorge** 4 years, 9 months ago

I don't understand the difference between full user and app license. From this link: <https://go.microsoft.com/fwlink/p/?LinkId=866544> we can read:

Full users: are the users whose work requires use of the feature rich business applications functionality.

Examples of full users are salespeople, customer service representatives, finance employees, controllers, human resources, and supply chain managers. These users have also been referred to in the past as Professional users or Power Users. These full users are licensed with a Dynamics 365 application subscription.

Full users can be further defined as Enterprise and Professional:

- o Enterprise users: Sales Enterprise, Customer Service Enterprise, Field Service, Project Service Automation, Finance, Supply Chain Management, Commerce, and Human Resources

- o Professional users: Sales Professional and Customer Service Professional

Salesperson-App,

Administrative assistant-Team,

Customer service agent-Full,

Sales manager-Full

Unit director-Team

I answer Full on Enterprise License is needed.

upvoted 2 times

🗨️ 👤 **LucaV6** 4 years, 7 months ago

Me too don't understand the difference between two kinds of licence. App is Professional and Full is enterprise

upvoted 1 times

🗨️ 👤 **Tryly** 4 years, 9 months ago

App, Team, Full, App, Team

upvoted 3 times

🗨️ 👤 **Gkane** 4 years, 9 months ago

Administrative assistant should be Team

upvoted 2 times

🗨️ 👤 **Mario1982** 4 years, 9 months ago

Sales manager license should be APP

upvoted 1 times

DRAG DROP -

An organization is implementing Dynamics 365 Customer Service.

The sales team wants to be able to customize some of the settings used in the business process flows.

You need to identify whether a business process flow will support the customizations.

Which customizations will work correctly? To answer, drag the appropriate tool to the correct data type. Each tool may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Validity	Customization	Validity
<input type="checkbox"/> True	Hide required form items in a process flow.	<input type="checkbox"/>
<input type="checkbox"/> False	Use a value from a business rule in a process flow.	<input type="checkbox"/>

Answer Area

Suggested Answer:	Validity	Customization	Validity
	<input type="checkbox"/> True	Hide required form items in a process flow.	<input type="checkbox"/> False
	<input type="checkbox"/> False	Use a value from a business rule in a process flow.	<input type="checkbox"/> True

mgharably Highly Voted 4 years, 6 months ago

(False, True) is the right answer.

upvoted 5 times

exposer 4 years, 4 months ago

How can you bring a value from business rule to the BPF?

upvoted 1 times

catalene Most Recent 4 years, 4 months ago

In the exam, but the first options say: "Hide required items of BPF from business rule."

For my in the exam true and true

upvoted 2 times

Tomazv 4 years, 6 months ago

For the First is True <https://community.dynamics.com/365/sales/f/dynamics-365-for-sales-forum/388806/business-process-flows-and-business-rules>

I'm not sure but maybe they are referring to recommendations which can be displayed in BPF

upvoted 1 times

cvocvocvo 4 years, 6 months ago

I disagree but I can see why you think it may be true.

It is possible to hide required fields on a BPF using Business Rules etc, but the question has the following restriction:

"The sales team wants to be able to customize some of the SETTINGS USED IN THE BUSINESS PROCESS FLOW."

Because the question states it must be a setting in the BPF itself, then the answer is false. You can state whether a field is required or not and add or remove fields in a BPF, but there is no setting or configuration option to show / hide fields from within the BPF itself. The answer is therefore false.

upvoted 6 times

Karlomanio 4 years, 2 months ago

I agree. The key word here is REQUIRED. Required values cannot be hidden using settings only.

upvoted 1 times

🗨️ 👤 **lorper** 4 years, 1 month ago

Tested both requirements and:

- a) True. You can hide a field within a BPF with a BR even if the field is required.
- b) True. You can set the value of a field within the BPF.

Therefore, further documentation, test confirms.

upvoted 3 times

🗨️ 👤 **Warmsheep** 4 years, 6 months ago

Both are True: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview#business-process-flows-integrated-with-other-customizations>

upvoted 1 times

🗨️ 👤 **Zeus6** 4 years, 7 months ago

definitely True then False

upvoted 1 times

🗨️ 👤 **LucaV6** 4 years, 7 months ago

Why the 2nd is False?

upvoted 1 times

🗨️ 👤 **chettabin** 4 years, 8 months ago

False - False

upvoted 1 times

🗨️ 👤 **Tryly** 4 years, 9 months ago

True

False

upvoted 4 times

🗨️ 👤 **Roman92** 4 years, 8 months ago

Hello Tryly, yes right or probably False + False because you cannot hide the mandatory fields in form without impacts on the process

upvoted 1 times

🗨️ 👤 **LucaV6** 4 years, 7 months ago

Right. The first one is False absolutely for the reason you wrote..

The second one should be true (is possible to use in a BPF a value from a Business Rule)

upvoted 3 times

🗨️ 👤 **samman** 4 years, 5 months ago

True, True

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview#business-process-flows-integrated-with-other-customizations>

If you hide a field in a form, that field will also be hidden in the business process flow control. If you set a value by using business rules or form scripts, that value will be set within the business process flow.

upvoted 1 times

HOTSPOT -

A client is implementing Dynamics 365 Sales. As part of the implementation, an older system with a large amount of transactions is becoming obsolete, though the data continues to be valuable.

You need to recommend solutions that have the least impact on the database size and entity count in Dynamics 365 based on precise requirements.

Which solutions should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario

Suggested solutions

Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.

Microsoft Azure SQL for storage. Power BI for reporting
All legacy data imported to Dynamics 365
Power Apps dataflows for integration

Users need to interact with the data and relate it to new records.

Microsoft Azure SQL for storage: Power BI for reporting
Microsoft Azure SQL for storage: virtual entities for interaction
All legacy data imported to Dynamics 365

Data needs to be retained for executive reporting purposes only.

Microsoft Azure SQL for storage: Power BI for reporting
Microsoft Azure SQL for storage: virtual entities for interaction
All legacy data imported to Dynamics 365
Power Apps dataflows for integration

Suggested Answer:

Answer Area

Scenario

Suggested solutions

Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.

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All legacy data imported to Dynamics 365

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Microsoft Azure SQL for storage: Power BI for reporting
Microsoft Azure SQL for storage: virtual entities for interaction
All legacy data imported to Dynamics 365
Power Apps dataflows for integration

 **lakshmi** Highly Voted 4 years, 6 months ago

this was in the exam. the answer options for 1st question contained sql server+virtual entities
upvoted 10 times

 **alex20jesus** Highly Voted 4 years, 5 months ago

For my the correct answer are:

A Azure SQL + Virtual Entity assuming that the comment of lakshmi is correct. This is the best option.

B: All Legacy data imported to Dyn 365. Because is only way for interact with data.

C: MS Azure + Power BI because is the best way for to meet the requirement "less size BD and count entites in Dyn 365".

upvoted 10 times

 **fhqfhqh** Most Recent 4 years, 4 months ago

This questions was in exam

upvoted 1 times

🗨️ 👤 **iggsn** 4 years, 6 months ago

I would go with

A: Azure SQL + PowerBI. Data can be shown in embedded Report on Form filtered to the D365 CE record

B: Azure SQL + Virtual Entites. Virtual Entites allow the linking of the remote records, but no modifications. Azure SQL makes it more performance, as D365 and Azure SQL are in the cloud

C: Azure SQL and PowerBI again, but without embedding into a form. But working with the data in PowerBI as you want. SQL works as DataWarehouse.

upvoted 6 times

🗨️ 👤 **sgupta1985** 4 years, 7 months ago

whats the correct answer?

upvoted 1 times

🗨️ 👤 **LucaV6** 4 years, 7 months ago

If can't be Dataflow, answer A or B is incorrect too

upvoted 1 times

🗨️ 👤 **Tryly** 4 years, 9 months ago

First can't be Dataflow, that should be option that is missing Azure SQL and Virtual entity to access read only data in Dynamics.

upvoted 7 times

🗨️ 👤 **Dude** 4 years, 9 months ago

Here is a great article for Dataflows - <https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/create-and-use-dataflows>

upvoted 1 times

You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- ⇒ Define the key non-functional requirements for the customer services team.
- ⇒ Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. business rules to identify top customers
- B. usability of business process flows
- C. customer accounts administration
- D. time-to-load forms
- E. solution regulatory compliance

Suggested Answer: BDE

🗲️ 👤 **SURAS** 4 years, 6 months ago

B,E correct. why not A instead of D, does D refers to performance ;
upvoted 1 times

🗲️ 👤 **vijaywaghmare14** 4 years, 6 months ago

BDE, D is part of non functional requirement
upvoted 3 times

🗲️ 👤 **MCSE_CTS** 4 years, 3 months ago

A is functional
D is non functional
upvoted 2 times

🗲️ 👤 **mahu** 4 years, 7 months ago

correct answer in my opinion
upvoted 3 times

🗲️ 👤 **vdo1** 4 years, 9 months ago

Omminchannel is correct
upvoted 1 times

🗲️ 👤 **JohnSteele** 4 years, 9 months ago

I think you put this comment on the wrong question
upvoted 7 times

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

- ⇒ Handle multiple customer interactions at once.
- ⇒ Ensure that users can access information from several business applications.

Interact with customers by using the following channels: chat, phone calls, emails, and online reviews

-
- ⇒ Implement all functionality in a single interface

You need to recommend a solution that meets the requirements of the company.


What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

Suggested Answer: D

 **Gkane** Highly Voted 4 years, 9 months ago


Omni channel is the right answer
upvoted 9 times

 **league** 4 years, 3 months ago

Agreed.

"Omnichannel for Customer Service also provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation to ensure agents are effective."

upvoted 1 times

 **ExamDoug** Most Recent 4 years, 4 months ago

USD is the correct answer.

Why not answer C Omni Channel because :

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS and social channels.


upvoted 2 times

 **fhqfhqh** 4 years, 4 months ago

This questions was in exam
upvoted 1 times

 **samiaou08** 4 years, 5 months ago


USD is correct
upvoted 1 times

 **SURAS** 4 years, 6 months ago

Answer is USD ;

<https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/304960/difference-between-unified-service-desk-4-0-and-omni-channel-engagement-hub/902192#:~:text=Difference%20between%20Unified%20Service%20Desk%204.0%20and%20Omni%20Channel%20Engagement%20Hub,-Suggested%20Answer&text=USD%20is%20a%20Client-side%20application,an%20interaction%20with%20a%20customer.&text=Omni%20Channel%2C%20on%2>

upvoted 4 times


 **Warmsheep** 4 years, 6 months ago

I think USD is correct. "Access information from several business apps" is the key I think.

"You can aggregate customer information from different areas in the model-driven apps and external applications into an integrated desktop that provides a 360° view of the customer interactions."

<https://docs.microsoft.com/en-us/dynamics365/unified-service-desk/understand-unified-service-desk-concepts?view=dynamics-usd-4.1>

upvoted 2 times

  **paulojorge** 4 years, 9 months ago



Omnichannel for Customer Service, has nothing about Business Applications.

upvoted 3 times

  **PravinGodbole** 4 years, 9 months ago



As per overview: Omnichannel for Customer Service is a single interface for various communication channels. As an agent, you can use queues to manage the work items that are assigned to you via queues. Therefore, you can focus on the tasks at hand and ensure better customer service. so it handle one at a time

upvoted 1 times

  **Tryly** 4 years, 9 months ago

I don't think Omnichannel supports multiple sessions with multiple apps per session. USD does.

upvoted 1 times

  **Saketk** 4 years, 8 months ago

As per the documents it does, i think OmniChannel is correct

upvoted 3 times

HOTSPOT -

You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.

The company plans to implement Dynamics 365 to meet the following business requirements:

- ⇒ A monthly newsletter must be sent directly from the system.
- ⇒ Cases and opportunities must be automatically scheduled to the most available and best qualified resources.
- ⇒ Resource requirements must be automatically forecasted for service requests in the pipeline.

You need to recommend an out-of-the-box solution for each business requirement.

Which out-of-the-box solution should you recommend? To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Business requirement

Solution

A monthly customer newsletter must be sent directly from the system.

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

Answer Area

Business requirement

Solution

Suggested Answer:

A monthly customer newsletter must be sent directly from the system.

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

🗨️ **lakshmi** Highly Voted 4 years, 6 months ago

this qn. was in the exam. the options for the newsletter question contained marketing as an option.
upvoted 7 times

🗨️ **cfurly** Most Recent 4 years ago

This was in my exam. The first question was similar but the newsletter was specifically "HTML-Rich". Dynamics for Marketing was an option.
upvoted 2 times

🗨️ **tjasonMayo** 4 years, 2 months ago

You can create a Quick Campaign in Sales with a Newsletter Email Template

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-quick-campaign-using-app-marketing-sales#:~:text=Send%20an%20email%20blast%20to%20customers%20who%20fit,single%20campaign%20activity%20geared%20toward%20a%20targeted%20audience.>

upvoted 2 times

🗨️ **m3ngi3** 4 years ago

"A quick campaign is a single campaign activity geared toward a targeted audience."

The single part indicates that it will not be able to send it on a recurring monthly basis right?

If Marketing is in the answer options, I would go for that one.

upvoted 1 times

🗨️ **fhqhfqh** 4 years, 4 months ago

This questions was in exam

upvoted 1 times

🗨️ 👤 **NarayanNayak** 4 years, 7 months ago

sales is right answer

upvoted 1 times

🗨️ 👤 **marcesepu** 4 years, 8 months ago

Sales cannot send email monthly for legal issues, It should be Marketing app

upvoted 2 times

🗨️ 👤 **Dude** 4 years, 9 months ago

Since when can monthly newsletters be sent from Dynamics 365 for Sales. This question and answer seems to be open to argument. Are you sending the monthly news letter using Flow? if so then I assume a user would create a draft email and then use an Instant Flow to send the email, but this can be done from any of the apps. Why is this answer specifically Sales?

upvoted 2 times

HOTSPOT -

An organization is implementing Dynamics 365 Sales.

A small subset of users has a different workflow and limited scope compared to the rest of the organization.

GroupA users must be able to gather contact details at trade shows in a branded manner without having to navigate multiple screens.

GroupB users must be able to take pictures of store shelves for competitive analysis.

You need to recommend a solution that meets the requirements.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Group	Recommended solution
GroupA	<div>▼</div> <div>Canvas app with the Camera component</div> <div>Canvas app with AI Builder and Object Detection</div> <div>Canvas app with AI Builder and Form Processing</div> <div>Dynamics 365 Sales</div>
GroupB	<div>▼</div> <div>Canvas app with the Camera component</div> <div>Canvas app with AI Builder and Object Detection</div> <div>Canvas app with AI Builder and Form Processing</div> <div>Dynamics 365 Sales</div>

Answer Area

Suggested Answer:

Group	Recommended solution
GroupA	<div>▼</div> <div>Canvas app with the Camera component</div> <div>Canvas app with AI Builder and Object Detection</div> <div>Canvas app with AI Builder and Form Processing</div> <div>Dynamics 365 Sales</div>
GroupB	<div>▼</div> <div>Canvas app with the Camera component</div> <div>Canvas app with AI Builder and Object Detection</div> <div>Canvas app with AI Builder and Form Processing</div> <div>Dynamics 365 Sales</div>

 **GaneshCRM**  4 years, 7 months ago

GroupA users must be able to gather contact details at trade shows in a branded manner without having to navigate multiple screens. They can use AI Builder with Forms Processing.

<https://docs.microsoft.com/en-us/ai-builder/form-processor-component-in-powerapps>



<https://www.youtube.com/watch?v=DQlt9F8eaF0>

GroupB users must be able to take pictures of store shelves for competitive analysis. They can use AI Builder with Object detection.

<https://docs.microsoft.com/en-us/ai-builder/object-detector-component-in-powerapps>

<https://www.youtube.com/watch?v=UFkKD5Huops>

upvoted 17 times

  **league** 4 years, 3 months ago

I would like to agree for Group B but the requirements aren't specific enough to garner object detection. Canvas app + camera component should be valid given the current wording.

upvoted 1 times

  **Karlomanio** 4 years, 2 months ago

It says they need the app "to take pictures for competitive analysis." I think that is fairly clear statement of a requirement that indicates the need of object analysis.

upvoted 1 times

  **lorper** 4 years, 1 month ago

Currently, for A it's Dynamics Sales with the Scan business cards ootb within the quick create form for lead or contact. Tried in a phone and really easy.

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/scan-business-cards>

upvoted 4 times

  **Tryly**  4 years, 9 months ago

1. AI + Form Processing (Business card reader)

2. App + Camera

upvoted 14 times

  **Roman92** 4 years, 8 months ago




I agree.

upvoted 2 times

  **samiaou08** 4 years, 5 months ago

that's right

upvoted 1 times

  **Aryabhatta**  4 years, 5 months ago

This was in the exam and the question was little bit enhanced for Group A :

GroupA users must be able to gather contact details from people's badges at trade shows in a branded manner without having to navigate multiple screens.

upvoted 7 times

  **SMan1987** 4 years, 3 months ago



This being the case, should the answer be Canvas App with Camera component for both?

upvoted 1 times

  **avow** 4 years, 3 months ago

Camera would not work here because it is needing to pull contact details from the badge, so it would still be form processing.

upvoted 1 times

  **Gkane** 4 years, 9 months ago

The first one should be canvas with camera component. Form processing can't be done when gathering new details as it requires a file to be uploaded first with a trained model. This doesn't make sense for new contacts.

upvoted 4 times

  **Dude** 4 years, 9 months ago

Why is Group B, Canvas app with AI Builder? Surely a canvas app with a camera control will suffice since the requirement is to take pictures and store them for competitive analysis

upvoted 4 times

HOTSPOT -

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

- ⇒ Notify the sales managers when an Opportunity changes sales stage.
- ⇒ Notify the sales managers when the pipeline drops below 2.5M USD.
- ⇒ When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which solution combination should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Technology
Notify the sales manager when an Opportunity changes sales stage.	<div>▼</div> <div> Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Microsoft Power Automate, data alerts, and Microsoft Office 365 connector </div>
Notify the sales managers when the pipeline drops below 2.5M USD.	<div>▼</div> <div> Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector Power BI, Power Apps, Microsoft Power Automate, and CDS connector </div>
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.	<div>▼</div> <div> Power BI, Power Apps, CDS connector, and Microsoft Office 365 Outlook connection Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector Power BI, Power Apps, Microsoft Power Automate, and CDS connector </div>

Suggested Answer:

Answer Area

Requirement	Technology
Notify the sales manager when an Opportunity changes sales stage.	<div>▼</div> <div> Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Microsoft Power Automate, data alerts, and Microsoft Office 365 connector </div>
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 **fhqhfqh** 4 years, 4 months ago

This question was in the exam
upvoted 2 times

 **paboo74** 4 years, 5 months ago

What is Data alerts?
upvoted 1 times

 **ol123** 4 years, 3 months ago

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts>

upvoted 1 times

🗨️ 👤 **SURAS** 4 years, 6 months ago

correct answer

upvoted 1 times

🗨️ 👤 **alex20jesus** 4 years, 5 months ago

Hi.. Why not:

A: Power automate, cds connector and MS Office 365 outlook connector?

upvoted 1 times

🗨️ 👤 **bertieblue** 4 years, 5 months ago

I assume the 'Office 365 Users' connector is required so that the 'Get manager' action can be used to find the Sales Manager of the Opportunity by looking up the manager of the Owning User of an Opportunity.

Although the Office 365 Outlook Connector could be used for sending the notifications, the question doesn't specify how the notification is sent so it isn't necessarily e-mail that is used.

upvoted 3 times

🗨️ 👤 **lakshmi** 4 years, 6 months ago

this qn. was in the exam

upvoted 2 times

DRAG DROP -

You are implementing Dynamics 365 Customer Service for your company.

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

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

Which recovery method should you use? To answer, drag the appropriate recovery methods to the correct location. Each recovery method may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area


Recovery methods	Location	Recovery method
Back up databases to Microsoft Azure daily and then restore to new servers.		
Promote Sandbox to production.	On-premises	
Use an included feature.	Online	
Replicate the environment weekly to backup servers.		

Answer Area

Recovery methods	Location	Recovery method
Back up databases to Microsoft Azure daily and then restore to new servers.		
Promote Sandbox to production.	On-premises	Back up databases to Microsoft Azure daily and then restore to new servers.
Use an included feature.	Online	Use an included feature.
Replicate the environment weekly to backup servers.		

Reference:

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

 **pootietang** Highly Voted 4 years, 3 months ago

Correct. Online already has automatic back up hence use an included feature. As for on-prem, admins would have to back up the data in some way and from the option utilizing Azure DB is the best way.

upvoted 6 times

 **fhqfhqh** Most Recent 4 years, 4 months ago

This question was in the exam

upvoted 2 times

 **cvocvovco** 4 years, 6 months ago

The D365 implementation is on-premise, but that doesn't mean you can't use Azure to take backups. The implementation is still on-premise, and the Azure option includes restoring to new (assuming on-premise) servers.

Going with this answer because the last option only mentions replicating the servers as a backup and doesn't actually contain any recovery options.

upvoted 2 times

 **mgharably** 4 years, 6 months ago

1-backup and restore to new server

2-promote sandbox to production

upvoted 1 times

🗨️ 👤 **osaka_huang** 4 years, 6 months ago

from reference link, it was said 'In order to prevent accidental overwrites, we don't allow users to directly restore to a production environment. To restore to a production environment, first switch it to a sandbox environment. '

upvoted 1 times

🗨️ 👤 **sgupta1985** 4 years, 6 months ago

What is an Included Feature?

upvoted 2 times

🗨️ 👤 **raj9947** 4 years, 5 months ago

Online have automatic hourly backup for production environment.

upvoted 1 times

🗨️ 👤 **mahu** 4 years, 7 months ago

Y should I backup on azure, when I decide to do an on-premise installation? This is strange

upvoted 2 times

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen. In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis. You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service. Solution: Quotes and Orders need to push and receive data in real-time from SAP.

Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: B

🗨️ 👤 **Jekkie** 4 years, 1 month ago

There is definitely a gap since integration with SAP is not out-of-the-box ;)

upvoted 3 times

🗨️ 👤 **Jekkie** 4 years, 1 month ago

Therefor B seems correct

upvoted 2 times

🗨️ 👤 **cvocvocvo** 4 years, 6 months ago

Agree.

upvoted 3 times

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen. In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis. You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service. Solution: Users need to update their accounts and add notes while they are offline.

Does the solution meet the goal?

A. Yes

B. No




Suggested Answer: B

Architect a solution

  **Gkane**  4 years, 9 months ago

Answer should be yes. Entities can be configured for offline use.

upvoted 7 times

  **Milli_Melini**  4 years, 8 months ago

notes were not available for offline usage before October 2019:

<https://docs.microsoft.com/en-us/power-platform-release-plan/2019wave2/microsoft-powerapps/enhanced-offline-capabilities-apps-dynamics-365-mobile-app>

before October 2019: no

after October 2019: yes

upvoted 7 times

  **Zeus6** 4 years, 7 months ago

Exam was updated 30th July 2020 so in theory answer should now = Yes

upvoted 3 times

  **Shamir06**  3 years, 4 months ago

No should be the answer...As the question says "Users need to" and it is not mandatory condition ..

upvoted 1 times

  **MCSE_CTS** 4 years, 3 months ago



The solution statement says "update their accounts and add notes while they are offline". It seems this the mandatory solution. Well, they can update while they are online too. So I will choose NO for this

upvoted 2 times

  **SMan1987** 4 years, 3 months ago

There is a serious problem with MS questions. The level of ambiguity seems to increase as the years go on! As a few guys have said already could be yes or no as the mobile application is not specifically mentioned.

upvoted 3 times

  **league** 4 years, 3 months ago

Another one of "those" MSFT questions. Offline capabilities are available for mobile and tablet devices which you could argue for the fit gap analysis is feasible with the platform OOB. On the other hand, it doesn't specifically indicate mobile or tablet usage.

Personally, I would go with yes.

upvoted 2 times

  **bouwmanivo** 4 years, 4 months ago

<https://docs.microsoft.com/en-us/dynamics365/mobile-app/mobile-offline-capabilities>

Notes on the Timeline control: Notes on the Timeline control are available in offline mode. You can take pictures, read notes, and add/remove attachments in offline mode.

So answer is YES

upvoted 2 times

🗨️ 👤 **tjasonMayo** 4 years, 2 months ago

The docs didn't indicate create new Notes, just read and edit them.
upvoted 1 times

🗨️ 👤 **Juan_Covili** 4 years, 5 months ago

the solution does not indicate that it is a mobile application in this case it is no. If it indicates that it is mobile it would be yes
upvoted 1 times

🗨️ 👤 **cvocvocvo** 4 years, 6 months ago

Does the lack of the D365 mobile app as part of the given solution mean this is still a "No"? I guess it depends on whether the solution includes or excludes the clients that users use to connect to the application.

If it includes clients then the answer is "No". If it doesn't then we can assume it does not need to mention the mobile app and the answer is "Yes".
upvoted 1 times

🗨️ 👤 **LucaV6** 4 years, 7 months ago

the question is the exam question is a release before 2019 or updated post 2019 :)
upvoted 2 times

🗨️ 👤 **Zeus6** 4 years, 7 months ago

Exam was updated 30th July 2020
upvoted 2 times

🗨️ 👤 **minohimself** 4 years, 8 months ago

Notes on timeline are available in offline mode. Users are now able to access their notes, create notes, and add attachments in offline mode.
upvoted 5 times

🗨️ 👤 **VijayBhat** 4 years, 8 months ago

Attachments are "read only" during offline.. so answer should be "No"
upvoted 3 times

🗨️ 👤 **Gkane** 4 years, 9 months ago

<https://docs.microsoft.com/en-us/dynamics365/mobile-app/mobile-offline-capabilities>
upvoted 2 times

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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

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

You need to troubleshoot the situation.

Solution: Set up server-side synchronization with Microsoft SharePoint Online.

Does the solution meet the goal?

A. Yes

B. No



Suggested Answer: B

  **Tryly** Highly Voted 4 years, 9 months ago

@Gkane Teams uses SharePoint in back end to store files uploaded in Team, but to integrate with Dynamics, from Dynamics side you only need to set to YES the Integrate to Teams flag to settings:



<https://global.hitachi-solutions.com/blog/integrating-microsoft-teams-dynamics-365-customer-engagement#:~:text=How%20to%20enable%20Microsoft%20Teams,Teams%20with%20many%20other%20apps.>

upvoted 7 times

  **Dude** 4 years, 9 months ago

I agree with Tryly, you do not need to configure server-side sync in order for teams integration to work.

upvoted 3 times

  **sgupta1985** Most Recent 4 years, 6 months ago

<https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-troubleshoot#troubleshoot-configuration-issues-with-microsoft-teams-integration>


Correct Answer should be A

upvoted 1 times

  **alex20jesus** 4 years, 5 months ago



This articule is about issues, and It doesn't say that it's necessary enable server-side. For my the answer is "B"

upvoted 1 times

  **Gkane** 4 years, 9 months ago

Answer should be yes. Teams integration uses SharePoint integration as well

upvoted 1 times

  **mmalop** 4 years, 9 months ago

NO is the correct answer.

<https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-install-app#prerequisites>

upvoted 5 times

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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

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

You need to troubleshoot the situation.

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

Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: A

Reference:



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

  **ExamDoug** Highly Voted 4 years, 4 months ago

correct answer

<https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-install-app>

upvoted 6 times

  **league** 4 years, 3 months ago

I agree. It's annoying though because you need to enable the option from system settings as well as enable sharepoint integration. It only lists one of the options 😊

upvoted 1 times

A company is using Dynamics 365 Sales with Microsoft Power Platform.

The final solution must consist of the following:

- ⇒ Dynamics 365 for tablets app
- ⇒ Power BI dashboards and reports to display sales quotas and other metrics for internal users
- ⇒ A PFX-compliant canvas app for external contractors to view and updates project tasks from a Microsoft SharePoint list.

You need to recommend a security solution that achieves the data encryption requirement.

Which two solutions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Use single sign-on (SSO) for authentication for internal users.
- B. Turn on data encryption for your Dynamics 365 Sales environment.
- C. Provide an encryption key to external users using the canvas app.
- D. Create a new Dynamics 365 security group to authenticate users to view the dashboards.

Suggested Answer: BC

🗨️ 👤 **Shamir06** 3 years, 4 months ago

i would prefer c& D as the answers ..

Please let me know your comments

upvoted 1 times

🗨️ 👤 **malyaban** 4 years, 2 months ago

Nothing makes much sense here especially due to the phrasing of the question - but AD are at least not unreal ! B is nonsense nobody can turn on encryption anymore. C is even more BS because How and Why would anybody provide the Key to External users.

upvoted 2 times

🗨️ 👤 **samman** 4 years, 5 months ago

correct answer

<https://docs.microsoft.com/en-us/power-platform/admin/manage-encryption-key>

Fro external contractor means you managed your tenant keys so it means you need to provide external users the encryption key (pfx) as well so they can login into canvas app.

upvoted 2 times

🗨️ 👤 **Coder1** 4 years, 6 months ago

Not sure about answer but encryption can external as well. <https://docs.microsoft.com/en-us/power-platform/admin/manage-encryption-key> . Its mentioned that " By default, Microsoft stores and manages the database encryption key for your environments so you don't have to. The manage keys feature in the Power Platform admin center gives administrators the ability to self-manage the database encryption key that is associated with the Dataverse tenant. "

upvoted 1 times

🗨️ 👤 **lakshmi** 4 years, 6 months ago

I am tending towards A&D as correct answers.

I haven't found any info regarding distribution of private keys to canvas app users. I think this is nonsense. The PFX file itself contains both private and public keys, right?

Turning on encryption for Sales environments is again something not used, as Gkane pointed out.

upvoted 4 times

🗨️ 👤 **cvocvocvo** 4 years, 6 months ago

I'll be picking A & D if I get this on the exam for the same reasons mentioned above and also they make sense in relation to the first 2 requirements.

upvoted 1 times

🗨️ 👤 **cvocvocvo** 4 years, 5 months ago

I got this in the exam. For some reason, the line in the question that says "You need to recommend a security solution that achieves the data encryption requirement" stood out to me more.

Whatever the merits of B and C, A & D have absolutely nothing to do with data encryption. A is to do with authentication and D is access levels. Seems so clear now.



I chose B & C in the exam, ignoring my own previous comment.
upvoted 7 times

  **MarkHelou** 4 years, 6 months ago



<https://docs.microsoft.com/en-us/power-platform/admin/manage-encryption-key>
upvoted 1 times

  **sgupta1985** 4 years, 6 months ago



question says PFX compliant, which I assume means using encryption keys and security certificates. Answer looks correct to me.
upvoted 2 times

  **cathlee** 4 years, 7 months ago

The correct answer should be AD
upvoted 3 times

  **Dude** 4 years, 9 months ago

According to this article you only need to add the external user as a guest and assign a license(s) to them. The answer options seem a bit off beat -
<https://powerapps.microsoft.com/en-us/blog/share-canvas-apps-with-guests-in-your-organization/>
upvoted 1 times

  **Gkane** 4 years, 9 months ago

This question and the answers don't make any sense. Contractors are internal users when created as guests so they would have a login to access power apps. Also there is no such thing as turning on encryption. It is on by default and can't be turned off
upvoted 2 times

A company plans to implement Dynamics 365 Sales. The company stores data about book locations in the fields, room, and shelf. The company must import legacy data into the new system. Legacy data must be modified to match the current system design. You need to recommend a solution to combine the room and shelf fields into a single field on import. Which tool should you recommend?

- A. Data Import Wizard
- B. web services
- C. Microsoft Excel Online
- D. import from CSV

Suggested Answer: A

🗳️ 👤 **cvocvocvo** Highly Voted 4 years, 6 months ago

The answer is incorrect. It should be Web Services.

From the docs:

"The Dataverse WEB SERVICES provide the following additional capabilities that AREN'T AVAILABLE IN THE IMPORT DATA WIZARD:

- Create data maps that include complex transformation mapping, SUCH AS CONCATENATION, split, and replace."

See Link on Microsoft Docs: <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/import-data>

upvoted 10 times

🗳️ 👤 **cvocvocvo** 4 years, 5 months ago

I did the exam and got this question but Web Services was no longer an answer. They had something else in it's place! I went with Data Import in the end on a whim. I passed, but don't know if I got this question right or wrong, but just know that Web Services is no longer an option.

upvoted 8 times

🗳️ 👤 **Karlomanio** 4 years, 2 months ago

The answer is the Import Data wizard, even after reading your link. The Data Import Wizard is a Web Service- that's what the article is saying and it is confusing. "IMPORT DATA WIZARD" is NOT the "DATA IMPORT WIZARD." Please note the word order.

upvoted 1 times

🗳️ 👤 **xofowi5140** Most Recent 4 years, 2 months ago

CSV

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/import-data#import-records-from-a-csv-file>

upvoted 1 times

🗳️ 👤 **malyaban** 4 years, 2 months ago

Answer is C Excel Online

upvoted 2 times

🗳️ 👤 **midriano** 4 years, 7 months ago

I believe the correct answer is A. The unfortunate part of this question and the possible answers is that they do not describe the complete solution. To me the source whether an XML or a CSV can be used to concatenate. Once completed, the import tool should be the Data import wizard

upvoted 3 times

🗳️ 👤 **janisk** 4 years, 7 months ago

Data import wizard does not allow field concatenate. I think correct answer is Web Services

upvoted 2 times

🗳️ 👤 **arshad** 4 years, 8 months ago

Data import wizard allow user for mapping of fields in entity while import, so answer A is correct.

upvoted 1 times

🗳️ 👤 **Zeus6** 4 years, 7 months ago

The DIW does not allow the concatenation of two fields into one during the import though...based on that part of the question, webservices makes sense

upvoted 3 times

🗨️ 👤 **Zeus6** 4 years, 7 months ago

I personally, for one off simple imports, update the data in excel first then use the out box DIW (just like Dude says above), but the question seems to want us to provide a solution for the changes to be done during the import - hence why i think the answer is webservice

upvoted 2 times

🗨️ 👤 **Dude** 4 years, 9 months ago

I really don't like questions like this since anyone of them is right to some degree. for example; Data import wizard, I would prepare the data in Excel using a concatenate formula to join the fields into a single line of text and then when importing the file I would map the lookup to the new field. Or web services, else Microsoft Excel Online if the number of records is not too many. Finally, for the CSV file, I would do the same. My personal preference is to prep the data in Excel, make the changes I need, save the file in an XML format and then use the import wizard.

upvoted 2 times

🗨️ 👤 **Tryly** 4 years, 9 months ago

Web services if it was data integration to continuously do data transformation. One time data migration any tool, even excel for small loads will work just fine.

upvoted 1 times

🗨️ 👤 **Gkane** 4 years, 9 months ago

Web services is the correct answer since it requires data transformation

upvoted 1 times

A client that uses Dynamics 365 Sales has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that cannot be handled by Business Rules. The combination of using both Business Rules and JavaScript is now too complex to maintain.

You need to recommend a simplified form setup so the form can be maintained moving forward.

Which two should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Remove the Business Rules and use only JavaScript.
- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C. Manage the business logic with a Power Apps Component Framework (PCF) control.
- D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

Suggested Answer: AC

  **fhqfhqh** 4 years, 4 months ago

This question was in the exam

upvoted 2 times

  **Prakashag** 4 years, 4 months ago



BC-I think complex logic of java script can be replaced with PCF and for simple logic BR can be used.

upvoted 1 times

  **fkaracan** 4 years ago



"The combination of using both Business Rules and JavaScript is now too complex to maintain." Why'd you want to keep BR instead of removing them in order to make it simpler.

upvoted 1 times

  **SURAS** 4 years, 6 months ago

AC - correct; since BR cannot handle logic- remove them

upvoted 3 times

  **arshad** 4 years, 8 months ago



I must change my answer, as question asks for 2 recommendations so A&C are correct in that sense by removing business rules and using only javascript in Powerapps Component Framework (PCF)

upvoted 4 times

  **SuperMat** 4 years, 4 months ago



PCF is for canvas or model-driven apps, the question says the client is using Sales hence you should implement a solution for Sales forms

upvoted 1 times

  **avow** 4 years, 3 months ago

Sales is model driven...

upvoted 1 times

  **arshad** 4 years, 8 months ago

Answer is B only, Business Rules are top priority if anything can't be implemented using standard business rules feature then Powerapps Component Framework is option for complex logic as a replacement of javascript. Keep in mind, javascript is always least preferred due to quality and flexibility issues.

upvoted 4 times

You are designing forms for a company that has a new Dynamics 365 Sales implementation. Three departments need specific fields on the main form so they do not have to fill out multiple forms. Each person should see only the fields they need.

Role	Requirements
Inside sales	<ul style="list-style-type: none"> Use only a browser-based app. Include fields for contact name, phone number, products, order date, and total amount owed.
Fulfillment	<ul style="list-style-type: none"> Use either a mobile or browser-based app. Include fields for contact name, product, and order date.
Field sales	<ul style="list-style-type: none"> Use only a mobile app. Include fields for contact name, address, phone number, and product.

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

- A. Create three forms for all departments. Add all the fields. Add field-level security to fields not needed for each group.
- B. Create one form for each department. Add all fields needed for all departments. Use business rules to hide fields.
- C. Edit an out-of-the box form. Add extra fields. Give all departments security roles for that form.
- D. Create one form for each department. Add only fields needed on the form for each department. Assign the appropriate security role to each form.

Suggested Answer: D

  **arshad**  4 years, 8 months ago

Yes, D is the right answer. A is somehow misleading and confusing, if field security is needed then only 1 form is enough but here it says create 3 forms in option A.



upvoted 10 times

  **mahu** 4 years, 7 months ago

Yeah. Usual stupid MS answer scheme.

Agree, D is the correct answer.

upvoted 3 times

  **SURAS** 4 years, 6 months ago

agreed

upvoted 1 times

  **cvocvocvo** 4 years, 6 months ago

Field security does not meet the requirement. It says in the question to only display the fields that are relevant to each person. Field security can be used to restrict access to a field, but the field will still be displayed, so it can't be the correct answer whether 1 or 3 forms are created.

upvoted 1 times

  **cvocvocvo** 4 years, 6 months ago

And agree, D is the only answer that meets the requirement.

upvoted 1 times

  **Pan84**  3 years, 9 months ago

I think only possible option is D. B sounded like exact solution, but there is a catch. You cannot know security role of a user in Business rule. That leaves D as closest possible solution

upvoted 1 times

  **ZVV** 4 years ago

I believe in B they mean create one form for all. In this case it should be the right answer.

Probably in real exam the wording will be different.

upvoted 1 times

HOTSPOT -

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Answer Area

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

Reference:

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

 **rahulsoam** Highly Voted 4 years, 10 months ago

As per documentation 9.0 to 8.2 is not possible, the last options should be No. Please read the document. <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions>
upvoted 17 times

 **Roman92** 4 years, 8 months ago

Right! The matrix below shows clearly that 9.0 -> 8.2 is impossible

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/media/crm_v9.0_solution_compatibility_chart.png

upvoted 3 times

  **arshad**  4 years, 8 months ago

Answer is No, Yes, Yes, No and No as per reference <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions> on backward compatibility is allowed.

upvoted 6 times

  **ExamDoug**  4 years, 4 months ago

From Dynamics CRM 2013 to Dynamics 365 V9 must NO

according to this article

<https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/392178/upgrade-of-crm-2013-to-dynamics-365-9-0-onpremise/1071824>

upvoted 2 times

  **fhqfhqh** 4 years, 4 months ago

This question was in the exam

upvoted 1 times

  **willyk** 4 years, 4 months ago

There is not a supported way to import a solution from a higher version of Dynamics 365 into an organization that is a lower version. There is also not a supported way to import a solution from version 2011 (5.x) into a Dynamics 365 organization that is version 9.x or later. so N,Y,Y,N,N

upvoted 3 times

  **cvocvocvo** 4 years, 6 months ago

Agree with the answer in the comments with the exception for the 4th option which is given as "No".

The compatibility grid on the provided link only goes back as far as 2015 (v 7.0), so we do not know if a 2013 solution will import to v 9.0 as the link does not say either way. I am saying "Yes" for this one based solely on the note that mentions backwards compatibility.



upvoted 2 times

  **cvocvocvo** 4 years, 6 months ago

I take that back. Just saw this: "Generally, solutions can be imported into organizations less than two versions higher than the version the solution was exported from."



So agree on the N, Y, Y, N, N

upvoted 3 times

  **lakshmi** 4 years, 6 months ago

this qn. was in the exam



upvoted 2 times

  **LucaV6** 4 years, 7 months ago

The last should be yes



<https://www.c-sharpcorner.com/blogs/reset-your-dynamics-365-v9-trial-to-v82>

upvoted 1 times

  **lakshmi** 4 years, 6 months ago

No, I don't think so, the link you provided describes only the downgrade of a 9.0 trial instance to 8.2, but does not deal with the deployment of solutions from one version to another.

upvoted 2 times

  **SURAS** 4 years, 6 months ago

agreed

upvoted 1 times

  **useradmin** 4 years, 7 months ago

Not agree we must follow each version before moving to 9.0

upvoted 1 times

  **mahu** 4 years, 7 months ago

"Generally, solutions can be imported into organizations less than two versions higher than the version the solution was exported from."

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

The question is does "less than" include solutions that are exactly 2 versions lower?

upvoted 1 times

A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.

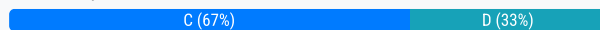
You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Dashboards
- B. Workflow
- C. Business Process Flow
- D. Microsoft Forms Pro

Suggested Answer: D

Community vote distribution



Alduzz1985 Highly Voted 4 years, 9 months ago

I think the correct solution is C.

upvoted 35 times

Gkane 4 years, 9 months ago

Yes this should be the correct answer

upvoted 2 times

Tryly 4 years, 9 months ago

It is C

upvoted 1 times

mahu Highly Voted 4 years, 7 months ago

The answers are bullshit.

I would use playbooks here and have a default playbook for working with and a handover playbook e.g.

For "same working approach" in the answers only C BPF makes sense.

For Handover as stated out in the discussions, forms pro could be an idea, but it is not really a good path

upvoted 5 times

AndrewTheWild Most Recent 3 years, 1 month ago

Selected Answer: C

Allow to configure each steps

upvoted 1 times

isaw 3 years, 3 months ago

Selected Answer: C

c is right ignore

my previous comments

upvoted 1 times

isaw 3 years, 3 months ago

Selected Answer: D

steps is keyword Here so D is correct

upvoted 1 times

Zeus6 4 years, 7 months ago



Answer is D - a business process flow could help with the first part of the question, but how would it be help with the vacation handover? You would create a Vacation Forms Pro for the salesman to answer relevant questions related to a handover

upvoted 3 times

avow 4 years, 3 months ago



Customer Voice (as it is called now) uses Power Automate to connect to Dynamics. You simply would extend the Power Automate to write the details back to Dynamics.

upvoted 1 times

  **Dieformetal** 4 years, 7 months ago

I think the answer is D because handoff between people with a checklist cannot be handled in C and you can only choose one, I would however use C for the process and D for the hand off in reality

upvoted 3 times

  **arshad** 4 years, 8 months ago

Question is confusing, if checklist is meant steps/stages then C BPF is correct otherwise by word of checklist D is answer as Microsoft Forms are used for creating surveys and checklist.

upvoted 3 times

  **Chitrara1** 4 years, 9 months ago

C . Business process flow is correct answer

upvoted 1 times

HOTSPOT -

A client plans to implement a sales platform to help with sales activities.

The sales platform must have the following capabilities:

- ⇒ Handle a high volume of sales calls that has transcription and call analytics.
- ⇒ Provide support for sales reps in the field on Android or iOS devices.
- ⇒ Include social networking capabilities by using email and LinkedIn.

You need to recommend solutions to help the client achieve the goal.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Scenario	Suggested solutions
High volume sales calling with transcription and call analytics	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>
Primarily outside sales reps	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>
Inside sales primarily using email and LinkedIn	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>

Answer Area

Scenario	Suggested solutions
High volume sales calling with transcription and call analytics	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>
Primarily outside sales reps	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>
Inside sales primarily using email and LinkedIn	<div>▼</div> <div>Relationship Sales</div> <div>Dynamics 365 Sales with the Outlook app</div> <div>Dynamics 365 Sales with the mobile app</div> <div>Dynamics 365 Sales Insights</div>

Suggested Answer:

 **truongbui**  4 years, 8 months ago

Microsoft Relationship Sales brings together LinkedIn Sales Navigator - so the last item is correct. Not Sale Insights

<https://dynamics.microsoft.com/en-us/sales/relationship-sales/>

upvoted 10 times

 **Zeus6** 4 years, 7 months ago

Agreed, it should be: Sales - Mobile - Relationship Insights

upvoted 2 times

🗉 👤 **pootietang** Highly Voted 👍 4 years, 4 months ago
correct.

1. sales insights conversational intelligence capabilities
 2. responsive design (UCI): sales app on mobile
 3. LinkedIn Sales Navigator part of Relationship Sales
- upvoted 7 times

🗉 👤 **fhqhfqh** Most Recent ⌚ 4 years, 4 months ago
This question was in the exam
upvoted 1 times

🗉 👤 **samiaou08** 4 years, 5 months ago
I think the answer is correct
upvoted 1 times

🗉 👤 **SURAS** 4 years, 6 months ago
correct ans
upvoted 1 times

🗉 👤 **mgharably** 4 years, 6 months ago
the answer is correct
upvoted 1 times

🗉 👤 **Roman92** 4 years, 8 months ago
IMHO, the good response : 1. Sales, 2. Mobile, 3. Sales Insights
upvoted 2 times

You are a Dynamics 365 Customer Service consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

- ⇒ All support issues must come in by email, need to be logged, and assigned to the support group
- ⇒ Accounts must synchronize with the parent company Oracle database
- ⇒ Reports must be sent to the executives on a weekly basis
- ⇒ No custom code will be used in the system

You need to recommend the components that should be configured.

Which two components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Azure Service Bus
- B. Common Data Services
- C. Microsoft Forms Pro
- D. Power BI
- E. server-side synchronization

Suggested Answer: BD

🗲️ 👤 **cvocvocvo** Highly Voted 4 years, 6 months ago

I think the answer given is correct. You can use Virtual Entities to connect to Oracle with no code.

"With Virtual Entities, a Dynamics 365 customizer can define an entity, including fields and relationships, and connect the entity to a wide range of data sources, such as SAP, Oracle, Dynamics AX, Marketo and many more."

I wasn't sure about Power BI, but then noticed they must be "sent" to executives on a weekly basis. I don't think the OOTB Reports and Dashboards in Dynamics can be "sent" - at least not with some sort of custom code. Yes you can create a workflow that sends an email that will link to the report that an exec can then run, but that is not actually sending the report.

upvoted 6 times

🗲️ 👤 **cvocvocvo** 4 years, 5 months ago

I got this in the exam, but Power BI wasn't given as an option. Another option was given (which I can't remember).

upvoted 4 times

🗲️ 👤 **MahmoudSamir** Most Recent 4 years, 2 months ago

My Opinion is A,E You need to synchronize data using azure Service bus, and you need server side sync to get emails to the system, CDS you will have anyway

upvoted 3 times

🗲️ 👤 **fhqfhqh** 4 years, 4 months ago

This question was in the exam

upvoted 2 times

🗲️ 👤 **catalene** 4 years, 4 months ago

In the exam only was 4 options:

- A. Microsoft Azure Service Bus
- C. Microsoft Forms Pro
- D. Power BI
- E. server-side synchronization

I set Power BI and server-side synchronization

upvoted 4 times

🗲️ 👤 **Yuris** 4 years, 5 months ago

I think the right answers should be B,E.

B - for cases, reports, and export/import data

E - for emails synchronisation

upvoted 4 times

🗨️ 👤 **alex20jesus** 4 years, 5 months ago

For my the BD are correct. You con CDS can integrate and flow, and with PBI show reports. This response is high level.

upvoted 1 times

🗨️ 👤 **iggsn** 4 years, 6 months ago

I think the answer is wrong:

B: For doing the trick with Cases, Emails and Rules to route the tickets. Also Reporting is available and can be sent to specified people. All with no Code

A: Using Service Bus to export Accounts whenever they change. Oracle must get the updates from there.

In the current answer the Synchronization is missing.

upvoted 4 times

🗨️ 👤 **osaka_huang** 4 years, 6 months ago

so the answer is

Microsoft Azure Service Bus

Common Data Services

upvoted 2 times

🗨️ 👤 **alex20jesus** 4 years, 5 months ago

Azure function not is posible, Remenber " No custom code will be used in the system"

upvoted 1 times

🗨️ 👤 **malyaban** 4 years, 2 months ago

You do not require Code to have logic apps based off of Service Bus for integration using Oracle Connector. Please read documentation.

upvoted 1 times

DRAG DROP -

You are designing a Dynamics 365 Sales solution that will be deployed to two separate companies on the same Microsoft Office 365 tenant: Contoso, Ltd and Contoso Pharmaceuticals,

The solution must meet the following security requirements:

- ⇒ Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
- ⇒ Restrict access to Lead and Opportunities entities within their company.
- ⇒ Restrict access to certain forms in an entity.

Restrict access to certain fields on a form.

▪

What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security 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:

Answer Area

Security types Restriction Security type

Role	Organization	
Team	Entity	
Group	Form	
Profile		

Answer Area

Security types Restriction Security type

Suggested Answer:

Role	Organization	Role
Team	Entity	Role
Group	Form	Role
Profile		

 **arshad** Highly Voted 4 years, 8 months ago

Answer should be:

1. Group, Role, Role (if access requested/restricted on form level)
 2. Group, Role, Profile (if access requested/restricted on form's field level)
- upvoted 14 times

 **mgcharably** 4 years, 6 months ago


perfect

upvoted 3 times

 **Karlomanio** 4 years, 2 months ago

Group based security won't work on #1 because there is a need to see data ACROSS Business Units. While Contoso LTD should be restricted from seeing the Contoso Pharmaceuticals, Contoso Pharmaceuticals is NOT restricted from seeing Contoso LTD. so a team based security would be more logical because "Teams provide an easy way to share business objects and let you collaborate with other people across business units."

upvoted 1 times

 **lorper** 4 years, 1 month ago

It says "solution that will be deployed to two separate companies on the same Microsoft Office 365 tenant: Contoso, Ltd and Contoso Pharmaceuticals". It does not need to mean there are two business units in the same instance.

It could be perfectly two instances with the same solution. So first could be group.

upvoted 2 times

🗨️ 👤 **Yuro** Highly Voted 4 years, 9 months ago

The correct answer should be Group - Team - Role

upvoted 7 times

🗨️ 👤 **richfarmer** Most Recent 4 years, 3 months ago

Restrict to environment: Security group

Restrict to Org level: Security role

Restrict to Entity level: Security role

Restrict to Form level: Security role

upvoted 3 times

🗨️ 👤 **vips53** 4 years, 3 months ago

The question doesn't clearly mention whether it is managed in separate environments in the same tenant or business units in the same environment.

If it is managed in environments then no need to do anything for the rest of the points because they all are separated.

But if it is about business units then it should be the "Role" but not "Group".

Isn't it?

upvoted 1 times

🗨️ 👤 **league** 4 years, 3 months ago

Group, Role, Role.

1. 2 instances within the same tenant that need to be restricted should be via Security Groups.

2. Entity restriction via Security Roles

3. Form restriction via Security Roles

upvoted 2 times

🗨️ 👤 **cvocvocvo** 4 years, 6 months ago

Group (answer is explained in other people's comments)

Role (this can't be Team, it is the role that actually restricts the access, the Team can have a role applied to it, but in of itself, it does not provide the means to configure what is restricted or allowed)

Role (can't be Profile, at this relates to fields only, and the requirement is about restricting forms)

upvoted 5 times

🗨️ 👤 **paulojorge** 4 years, 8 months ago

My answer is: Group, Role, Profile (Field Security Profile)

upvoted 3 times

🗨️ 👤 **Tryly** 4 years, 9 months ago

First should be Group. I assume they mean Azure Security Group to limit user access in certain Dynamics Instances / Organizations

upvoted 2 times

🗨️ 👤 **mmalop** 4 years, 9 months ago

Shouldn't the first answer be Groups?

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

upvoted 3 times

DRAG DROP -

You are designing a business continuity strategy for a client who is using Dynamics 365 Sales.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

In which order should you recommend the actions be performed? 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**

If the second call is successful, the application continues normally.

The application redirects calls to the established backup datacenter.

The application redirects calls to an on-premises server.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application makes a service call to the datacenter.

**Suggested Answer:****Actions****Answer Area**

If the second call is successful, the application continues normally.

The application redirects calls to the established backup datacenter.

The application redirects calls to an on-premises server.

The application receives an exception after attempting the service call.

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The application automatically tries the call again.

If the second call is successful, the application continues normally.



lakshmi Highly Voted 4 years, 6 months ago

this qn. was in the exam. However the option with the backup datacenter was not there. So I selected the foll. options:

Application makes a service call

Application receives an exception

Application redirects calls to on-premise server

Application tries the call again.

I don't know whether the answer was right, but I passed.

upvoted 8 times

SURAS 4 years, 6 months ago

correct

upvoted 1 times

🗨️ 👤 **cfurly** Most Recent 4 years ago

Had this on the exam, but could only choose four steps and the backup datacenter was not an option.
upvoted 2 times

🗨️ 👤 **vijaywaghmare14** 4 years, 6 months ago

Application makes a service call to the datacenter
Application receives an exception
Application redirects calls to established backup datacenter
Application tries the call again.
if the second call is successful, the application continues normally

I think there is no real need of redirecting call to onprem server
upvoted 3 times

🗨️ 👤 **Aryabhatta** 4 years, 5 months ago

You are right. But lakshmi is saying that there was no backup datacenter option in exam. So in that case, redirecting the calls to on-premise server will be the only option.
upvoted 2 times

DRAG DROP -

A client is implementing a Dynamics 365 Customer Service system. The company is divided into departments with one manager per department. The company requires the following security setup:

- ⇒ Managers should see only accounts for the employees who report to them.
- Employees should see only their own accounts.

-
- ⇒ Executives should see all the accounts in the company.

You need to recommend a security setup for the new implementation of accounts.

Which should you recommend? To answer, drag the appropriate tool to the correct data type. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Security	Role	Security
Organization	Manager	
Business Unit	Employee	
User	Executive	
Parent Child Business Unit		

Answer Area

Suggested Answer:	Security	Role	Security
	Organization	Manager	Business Unit
	Business Unit	Employee	User
	User	Executive	Organization
	Parent Child Business Unit		

🗲️ 👤 **Roman92** Highly Voted 4 years, 8 months ago

correct

upvoted 6 times

🗲️ 👤 **cfurly** Most Recent 4 years ago

Just had this on the exam. Parent Child Business Unit was not an option.

upvoted 1 times

🗲️ 👤 **fhqfhqh** 4 years, 4 months ago

This question was in the exam

upvoted 1 times

🗲️ 👤 **Milli_Melini** 4 years, 8 months ago

Manger should be "Parent Child Business Unit"

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

upvoted 1 times

🗲️ 👤 **mahu** 4 years, 7 months ago

No, the question says: The company is divided into departments with one manager per department.

Managers should only see the records of their employees. So I would assume not from a BU below. Therefore: Business Unit is correct.

upvoted 8 times