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QUESTION 1

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.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Categorized Search to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Only a relevance search can search the text in notes.

QUESTION 2

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	<ul style="list-style-type: none">Use Excel Online.Export to an Excel static worksheet.Export to an Excel dynamic worksheet.
Marketing	<ul style="list-style-type: none">Use Excel Online.Export to an Excel static worksheet.Export to an Excel dynamic worksheet.
Information Technology	<ul style="list-style-type: none">Export to an Excel static PivotTable.Export to an Excel static worksheet.Export to an Excel dynamic worksheet.
Customer Support	<ul style="list-style-type: none">Export to an Excel static PivotTable.Export to an Excel static worksheet.Export to an Excel dynamic worksheet.

Correct Answer:



Answer Area

Team	Option
Sales	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Use Excel Online.</div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel static worksheet.</div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel dynamic worksheet.</div> </div>
Marketing	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; padding: 2px;">Use Excel Online.</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Export to an Excel static worksheet.</div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel dynamic worksheet.</div> </div>
Information Technology	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel static PivotTable.</div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel static worksheet.</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Export to an Excel dynamic worksheet.</div> </div>
Customer Support	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel static PivotTable.</div> <div style="border: 1px solid black; padding: 2px;">Export to an Excel static worksheet.</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Export to an Excel dynamic worksheet.</div> </div>

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

QUESTION 3

You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

- A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
- B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer.
- C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance.
- D. Search AppSource for Voice of the Customer. Import the solution.
- E. Add the correct role to each user to allow them to use the Voice of the Customer solution.

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution>



QUESTION 4

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:

Actions	Answer Area
Create a new process that includes a Category Workflow and an Entity contact.	
For the Start when condition, select Record status changes .	
Select cases and choose send direct email .	
Set the property to Configure email with desired fields .	
Modify available to run to run as a child process .	
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.	

Correct Answer:

Actions	Answer Area
Create a new process that includes a Category Workflow and an Entity contact.	Create a new process that includes a Category Workflow and an Entity case.
For the Start when condition, select Record status changes .	For the Start when condition, select Record is assigned .
Select cases and choose send direct email .	Add condition and send email steps.
	Set the property to Configure email with desired fields .
Modify available to run to run as a child process .	



QUESTION 5

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.

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You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.

Users report that the system is less responsive than in the past.

You need to improve system performance.

Solution: Select optimize for log items that have optimizations available and that have a positive operational impact percentage.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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