



# MB-200<sup>Q&As</sup>

Microsoft Power Platform + Dynamics 365 Core

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### QUESTION 1

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

Be triggered when a condition is met.

##### Configuration Option

	▼
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.	

Correct Answer:



## Answer Area

### Workflow Requirement

Be triggered when a condition is met.

### Configuration Option

	▼
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.	

## QUESTION 2

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

Correct Answer:



### Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<ul style="list-style-type: none"> <li>Game Manager</li> <li>Microsoft 365 Global Administrator</li> <li>Dynamics 365 System Administrator</li> </ul>
Manage security roles.	<ul style="list-style-type: none"> <li>Game Manager</li> <li>Commissioner</li> <li>Dynamics 365 System Administrator</li> </ul>
Create games and KPIs.	<ul style="list-style-type: none"> <li>Game Manager</li> <li>Commissioner</li> <li>User</li> </ul>
Follow active players statistics.	<ul style="list-style-type: none"> <li>Game Manager</li> <li>Teams Member</li> <li>User</li> </ul>
Import players and fans from Dynamics 365.	<ul style="list-style-type: none"> <li>Game Manager</li> <li>Commissioner</li> <li>Dynamics 365 System Administrator</li> </ul>

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

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

### QUESTION 3

You are a Dynamics for Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer.

You need to determine if you can revise the template. Which Word template change can you make?

- A. Format the table to have alternating color rows.
- B. Format the Created On field to a long date format.
- C. Add the Discount field conditionally.





D. Add the address of the customer.

Correct Answer: D

#### QUESTION 4

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

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

### QUESTION 5

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customizations to automate lead follow-up activities.

You need to migrate the production customizations to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

Which five 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**

Select the Production instance and select **Backup & Restore**.

In Microsoft Office 365 admin center, select the **Instance** tab.

In the Copy Instance page, select **Copy**.

Select **Full Copy**.

Select the Production instance and click **Copy**.

Select **Minimal Copy**.

Select the Target instance.

In Dynamics 365 admin center, select the **Instance** tab.

**Answer Area**


Correct Answer:





### Actions

Select the Production instance and select **Backup & Restore**.

In Microsoft Office 365 admin center, select the **Instance** tab.

Select **Full Copy**.

### Answer Area

In Dynamics 365 admin center, select the **Instance** tab.

Select the Production instance and click **Copy**.

Select the Target instance.

Select **Minimal Copy**.

In the Copy Instance page, select **Copy**.



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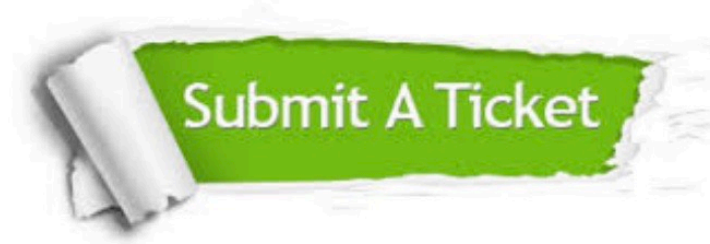
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