MB-200 Q&As

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QUESTION 1

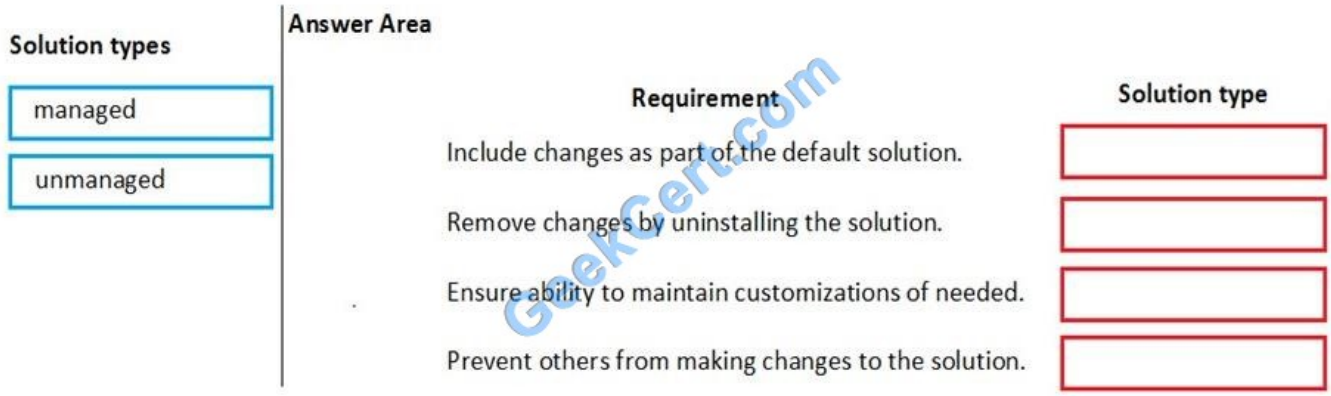
You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.

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

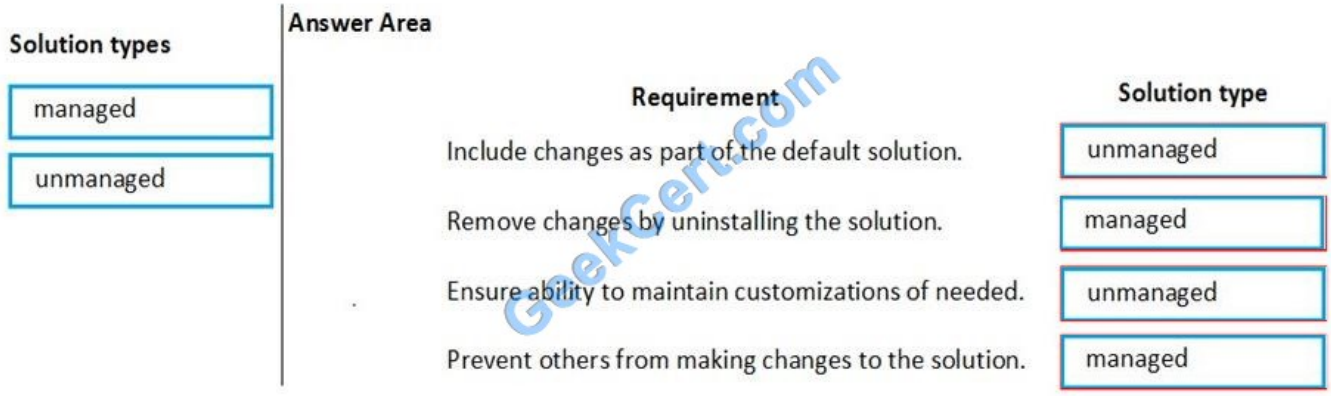
Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



QUESTION 2

You are a Dynamics 365 for Customer Service system administrator.

You must create a new entity to support a new feature. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

A. organization-owned

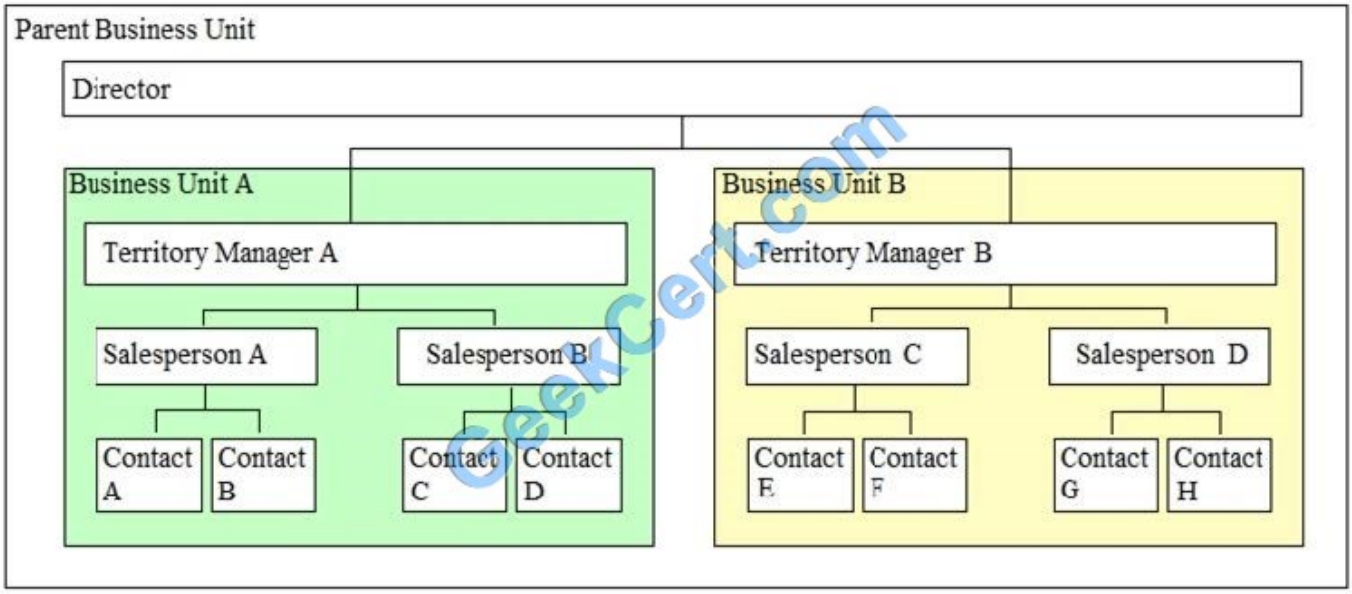
B. user or team owned

C. business-owned

D. none

Correct Answer: B

QUESTION 3



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Answer Choices
Which security type ensures only Salesperson A can view Contact A?	user / field / record ownership
Which hierarchy allows Territory Manager B to see information from Salesperson B?	Parent / Manager / Position

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Correct Answer:

Answer Area

Question	Answer Choices
Which security type ensures only Salesperson A can view Contact A?	user / **field** / record ownership
Which hierarchy allows Territory Manager B to see information from Salesperson B?	Parent / Manager / **Position**

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

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.
Modify **available to run** to **run as a child process**.	Set the property to **Configure email with desired fields**.

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.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not

appear in the review screen.

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

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

Solution: Create a diagram that shows the following information: application ribbon, entity fields, entity form, message, option set, site map, and web resources.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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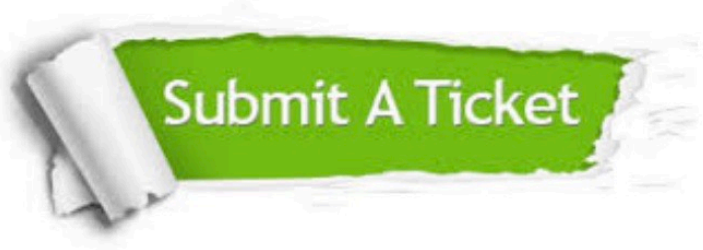

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