



# MB-300<sup>Q&As</sup>

Microsoft Dynamics 365 Core Finance and Operations

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### QUESTION 1

You are configuring Dynamics 365 Finance to make sure that the typical secure SMTP settings are used for sending email.

You make sure that retention policies are enabled.

Does this action ensure that secure SMTP settings are used?

- A. Yes, it does
- B. No, it does not

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/organization-administration/configure-email>

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### QUESTION 2

You are a Dynamics 365 for Finance and Operations system administrator.

You use Lifecycle Services (LCS) for your deployment. The company currently has multiple methodologies assigned to various projects. One methodology is incorrectly assigned and must be changed.

You need to change the methodology on an existing project.

Which two options can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Change methodology
- B. Project settings
- C. Manage methodologies
- D. Edit methodology

Correct Answer: AC

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### QUESTION 3

You must meet the requirements for frequently asked Questions (FAQs).

Which two features are required? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.



- A. Power Apps app
- B. Remote assist
- C. Power Virtual Agents
- D. Microsoft Dataverse
- E. Azure Data Lake

Correct Answer: AC

Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.

Manage how long to keep bot's conversation transcripts:

1.

By default, a pre-configured bulk delete job will remove all conversation transcripts older than a month. To retain the transcripts for longer, you need to disable the existing system job and create a new job.

2.

In the <https://www.powerapps.com>, click on the Settings cog (top-right menu) and click on Advanced settings.

3.

After clicking on Advanced settings, you are redirected to the Dynamics 365 portal.

4.

On the Settings menu, select Data Management.

5.

On the Data Management screen, select Bulk Record Deletion.

6.

On the Bulk Record Deletion screen, expand the View dropdown and select Recurring Bulk Deletion System Jobs.

7.

Select the pre-configured bulk delete job called Bulk Delete Conversation Transcript Records Older Than 1 Month.

Note:

1.

The customer service center is overloaded with frequently asked questions (FAQ's) that are consuming resources and creating issues with customer service levels.

2.

Alpine Ski House has decided to deploy an automated FAQ website because they do not have sufficient staff resources to manage customer interactions. All automated interactions must be stored for 30 days.



Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents>

<https://powervirtualagents.microsoft.com/en-us/blog/view-export-and-manage-retention-time-of-your-bot-conversation-transcripts/>

#### QUESTION 4

##### SIMULATION

You are a functional consultant for Contoso Entertainment System USA (USMF).

Another functional consultant attempts to create an export job in the system. The consultant reports that the export job fails and the path is unavailable.

You need to modify the data export settings to resolve the issue.

To complete this task, sign in to the Dynamics 365 portal.

Correct Answer: explanation

You need to modify the path in the framework parameters for the export job.

1.

Navigate to System Administration > Workspaces > Data management.

2.

Click the Framework parameters tile.

3.

In the Shared working directory field, enter a valid path such as C:\users\public\documents\ then click Validate.

4.

Click Save to save the changes.

#### QUESTION 5

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 have the following Dynamics 365 Finance instances:

Instance	Comments
1	Contains configuration data for a company named CompanyA
2	Contains a blank setup for a company named CompanyB



You must copy the configuration data from CompanyA to CompanyB.

Solution: Use Copy into legal entity.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/copy-configuration>

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