



# MB-600<sup>Q&As</sup>

Microsoft Dynamics 365 + Power Platform Solution Architect

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### QUESTION 1

You are the solution architect on a Dynamics 365 Customer Service implementation. The organization requires the following for the implementation:

1.

Define the key non-functional requirements for the customer services team.

2.

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

Correct Answer: BDE

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### QUESTION 2

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

Correct Answer: B

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### QUESTION 3

A company is implementing Dynamics 365 Sales.

The company has an internal system for tracking time that salespeople spend on each account. This system must be integrated with Dynamics 365 Sales.

When a user submits a timesheet in the internal system, a record must be created in Dynamics 365 Sales. The timesheet has no external-facing APIs.

You need to recommend a solution for integration.

What should you recommend?

- A. Extend the time tracking system by creating a synchronous real-time workflow in Dynamics 365 Sales.
- B. Extend the time tracking system by calling the Web API.
- C. Create a Dynamics 365 Sales asynchronous background workflow to call data from the timesheet system.
- D. Create a plug-in to call data from the timesheet system.

Correct Answer: B

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### QUESTION 4

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

Correct Answer: A

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

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### QUESTION 5

An audit reveals that security roles were not set up correctly.

Which three issues may occur? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. All inmate types will have Business Rule permissions on the class's entity.
- B. Wardens will have organizational permissions to all records.
- C. Federal inmates will have organizational permissions on all classes.
- D. Major inmates will have organizational permissions on registration forms.
- E. Wardens will have user permissions to all records.

Correct Answer: BDE

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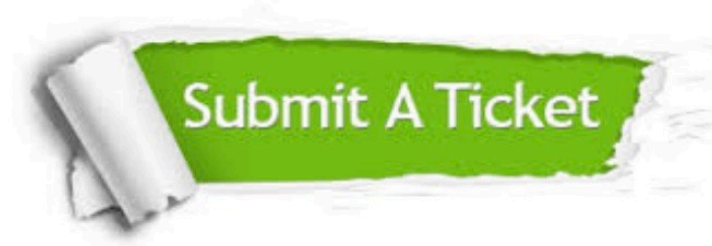
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