



# 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

#### HOTSPOT

You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.

The company plans to implement Dynamics 365 to meet the following business requirements:

1.

A monthly newsletter must be sent directly from the system.

2.

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

3.

Resource requirements must be automatically forecasted for service requests in the pipeline.



You need to recommend an out-of-the-box solution for each business requirement.

Which out-of-the-box solution should you recommend? To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Business requirement

#### Solution

A monthly customer newsletter must be sent directly from the system.

- Dynamics 365 Sales
- Dynamics 365 Field Service
- Dynamics 365 Project Service Automation

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

- Dynamics 365 Sales
- Dynamics 365 Field Service
- Dynamics 365 Project Service Automation

Correct Answer:

### Answer Area

#### Business requirement

#### Solution

A monthly customer newsletter must be sent directly from the system.

- Dynamics 365 Sales
- Dynamics 365 Field Service
- Dynamics 365 Project Service Automation

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

- Dynamics 365 Sales
- Dynamics 365 Field Service
- Dynamics 365 Project Service Automation

### QUESTION 3

A company plans to implement Dynamics 365 Sales. The company stores data about book locations in the fields, room, and shelf.

The company must import legacy data into the new system. Legacy data must be modified to match the current system



design.

You need to recommend a solution to combine the room and shelf fields into a single field on import.

Which tool should you recommend?

- A. Data Import Wizard
- B. web services
- C. Microsoft Excel Online
- D. import from CSV

Correct Answer: A

#### QUESTION 4

##### HOTSPOT

A client is implementing Dynamics 365 Sales. As part of the implementation, an older system with a large amount of transactions is becoming obsolete, though the data continues to be valuable.

You need to recommend solutions that have the least impact on the database size and entity count in Dynamics 365 based on precise requirements.

Which solutions should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

Scenario	Suggested solutions
Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Microsoft Azure SQL for storage. Power BI for reporting</div> <div style="padding: 2px;">All legacy data imported to Dynamics 365</div> <div style="padding: 2px;">Power Apps dataflows for integration</div> </div>
Users need to interact with the data and relate it to new records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Microsoft Azure SQL for storage: Power BI for reporting</div> <div style="padding: 2px;">Microsoft Azure SQL for storage: virtual entities for interaction</div> <div style="padding: 2px;">All legacy data imported to Dynamics 365</div> </div>
Data needs to be retained for executive reporting purposes only.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Microsoft Azure SQL for storage: Power BI for reporting</div> <div style="padding: 2px;">Microsoft Azure SQL for storage: virtual entities for interaction</div> <div style="padding: 2px;">All legacy data imported to Dynamics 365</div> <div style="padding: 2px;">Power Apps dataflows for integration</div> </div>

Correct Answer:



**Answer Area**

Scenario	Suggested solutions
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**QUESTION 5**

You need to recommend the correct tool for both wardens and stakeholders to use. What should you recommend?

- A. AI Builder
- B. Power BI
- C. Out-of-the-box reports in Dynamics 365 Customer Service
- D. Dynamics 365 Customer Service dashboards

Correct Answer: B



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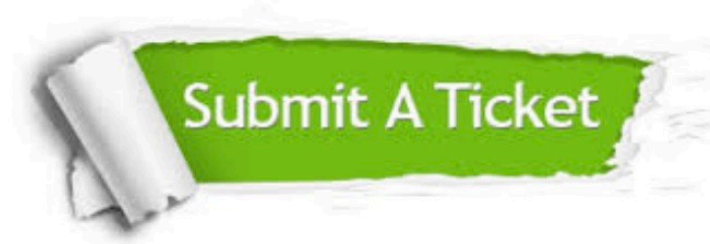
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