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Microsoft Exam Questions mb-200
Microsoft Dynamics 365 Customer Engagement Core
NEW QUESTION 1
- (Exam Topic 2)
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.
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On a Contact record, a user creates a note that contains the word running. One week later, the user reports that they cannot find the Contact record associated with the note. You need to find the note.
Solution: Use Quick Find search on the Contact entity to search for the word run. Does the solution meet the goal?
A. Yes
B. No
Answer: B

NEW QUESTION 2
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You are unable to import a translation file. You need determine if the file being imported is of the right type and format, and that the file conforms to maximum field length requirements. Which parameters should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer: A

Explanation:

NEW QUESTION 3
- (Exam Topic 2)
You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

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NEW QUESTION 4
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app. When a user views the Buildings form, a held for Location is missing. You create the field, but the user cannot see it. You need to make the Location field visible to the user. What should you do?

A. Change privileges to the user's security role.
B. Publish customization.
C. Create a new Buildings form.
D. Add the Location field to the Buildings view.

Answer: B

NEW QUESTION 5
- (Exam Topic 2)
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: Generate entity diagrams by using the metadata diagram tool. Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 6
- (Exam Topic 2)
You are a Microsoft 365 administrator. You create a Dynamics 365 online tenant in the environment. You must assign users into Office 365 security roles using the principle of least privilege.
You need to assign security roles for users.
Which role should you use? To answer, select the appropriate option in the answer area. NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A
NEW QUESTION 7
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service help desk administrator.
Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

<table>
<thead>
<tr>
<th>Case type</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case type A</td>
<td>A new case form that includes a timeline</td>
</tr>
<tr>
<td>Case type B</td>
<td>A new case form that includes a business process flow</td>
</tr>
<tr>
<td>Case type C</td>
<td>A new case form that can display case data on an interactive dashboard</td>
</tr>
<tr>
<td>Case type D</td>
<td>A new mobile-friendly case form that requires minimal fields for record creation</td>
</tr>
<tr>
<td>Case type E</td>
<td>A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case</td>
</tr>
</tbody>
</table>

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 8
- (Exam Topic 2)
You are a Dynamics 365 Customer Engagement administrator.
A compliance audit identifies two fields in violation of the corporate information security policy. You need to control access to high business impact fields to meet information security policies.
What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once.
NOTE: Each correct selection is worth one point

A. Mastered
B. Not Mastered

Answer: A
NEW QUESTION 9
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. You have a data file that contains a list of accounts which must be imported into the system. You need to import the accounts by using the Import Data wizard.
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.

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 10
- (Exam Topic 2)
You are a Dynamics 365 Customer Engagement administrator. Each team will use Microsoft Excel in different ways.

<table>
<thead>
<tr>
<th>Team</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>Use Excel to quickly edit multiple Dynamics 365 records directly in Dynamics 365.</td>
</tr>
<tr>
<td>Marketing</td>
<td>The marketing team must save a snapshot of Dynamics 365 in an Excel workbook. The team must be able to share the workbook with team members who are not Dynamics 365 users.</td>
</tr>
<tr>
<td>Information Technology</td>
<td>The team must be able to store an Excel workbook that includes data from Dynamics 365. The team must be able to refresh the view to include the most current data.</td>
</tr>
<tr>
<td>Customer support</td>
<td>The team must share an Excel workbook with other Dynamics 365 users. The users must only see records allowed by their security profiles.</td>
</tr>
</tbody>
</table>

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.
A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:

NEW QUESTION 11
- (Exam Topic 2)
You are a Dynamics 365 administrator. A Excel template with a pivot table is created for opportunities by a manager. When a salesperson opens the Excel template in the My Opportunities view, they observe the following issues:
- The salesperson can view information for all salespeople.
- The salesperson does not see their current data.
You need ensure the salesperson can only see their information.
Which Excel PivotTable attributes should you use? To answer, drag the appropriate attributes to the correct settings. Each attribute may be used once, more than once, or not at all. You may need to drag the split bar between panes 01 scroll to view content.
NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 12
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set Global Auditing to On.
You need to verify compliance standards.
Which data items will be included in the audit log?
A. all entities and fields
B. Microsoft Office 365 activities
C. entities and fields with auditing enabled
D. user access information only

Answer: C

NEW QUESTION 13
- (Exam Topic 2)
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You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages.
Users report that the system is less responsive than in the past. You need to improve system performance.
Solution: Select optimize for log items that have optimizations available and that have a positive operational impact percentage.
Does the solution meet the goal?

A. Yes
B. No

**Answer:** B

**NEW QUESTION 14**
- (Exam Topic 2)
You import data into Dynamics 365 for Customer Service by using the Import Data wizard. Errors occur when you try to import the following data lines:

```
"Fabricman, Inc. ",123 Main Street
Company Name,Address,City,State/1
```

You need to identify the cause of the errors.

What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error 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.

**Answer:** A

**Explanation:**

**NEW QUESTION 15**
- (Exam Topic 2)
You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

A. Download Voice of the Customer from the Microsoft website
B. Import the solution into the Dynamics 365 instance.
C. Sign in to the Sandbox instance
D. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
E. Add the correct role to each user to allow them to use the Voice of the Customer solution.
F. Select the Application tab in the Dynamics 365 admin center
G. Configure Voice of the Customer.
I. Import the solution.

**Answer:** D

**Explanation:**

References:

**NEW QUESTION 16**
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service system administrator. Your organization does not permit the use of custom code for solutions. You need to create a view that can be viewed by all users in an organization. Where should you create the view?

A. Templates area
B. System Settings
C. App Designer
D. Advanced Find

**Answer:** C
NEW QUESTION 17
- (Exam Topic 2)
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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 an entity relationship diagram. Model ownership, one-to-one, one-to-many and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 18
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer.

You need to create a report that shows annual customer growth from 2012-2018. The report must be printable and must include company branding.

Which reporting options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

A. Mastered
B. Not Mastered

Answer: A

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