Microsoft

Exam Questions MB2-715

Microsoft Dynamics 365 customer engagement Online Deployment

NEW QUESTION 1
You are the system administrator at your organization.
You need to quickly synchronize all customizations from your synchronizing the data.
What should you perform to accomplish this goal?

A. a clone
B. a switch
C. a full copy
D. a minimal copy

Answer: D

NEW QUESTION 2
Which three options are available for configuring Microsoft Dynamics 365 to work with Microsoft Exchange for sending outgoing emails? Each correct answer presents a complete solution.

A. folder-level tracking
B. Microsoft Dynamics 365 for Outlook
C. server-side synchronization
D. Email Router
E. forward mailbox

Answer: BCD

Explanation: https://www.microsoft.com/en-us/dynamics/crm-customer-center/system-settings-dialog-box-email-tab.aspx

NEW QUESTION 3
You are a system administrator using Microsoft Dynamics 365.
You have two production instances and four sandbox instances. A new update is coming out What is true about the updates?

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B. Updates for the sandbox instances are managed separatel
C. The production instances are managed together.
D. Updates for the production and the sandbox instances are all managed together.
E. Updates for the sandbox instances are managed together.
F. The production instances are managed separately.

Answer: A

NEW QUESTION 4
You are a system administrator responsible for maintaining Microsoft Dynamics 365 at your company.
Management wants a new application built that allows them to manage requests for vendors.
You need to use the app designer to build the new application on Microsoft Dynamics 365. What are three items that can be configured in the app designer? Each correct answer
presents a complete solution.

A. a site map for the new app
B. a business rule for the new app
C. a role to be used by the new app
D. a dashboard for the new app
E. a workflow for the new app

Answer: ADE

NEW QUESTION 5
You work for a large organization that uses Microsoft Dynamics 365.
The organization wants to allow users to install Microsoft Dynamics 365 for Outlook, but users do not have local administrator rights on their computers.
How should Microsoft Dynamics 365 for Outlook be installed for the users who need it?

A. by using Microsoft System Center Configuration Manager
B. by configuring a Group Policy on Active Directory
C. by using the command line on each computer
D. by using the download link in the Microsoft Dynamics 365 web application

Answer: B

NEW QUESTION 6
Which two operating systems are supported for accessing Microsoft Dynamics when using Google Chrome? Each correct answer presents a complete solution.

A. Windows 8.1
B. Mac OS X 10.10
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D. Android 10

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Explanation: https://ax.help.dynamics.com/en/wiki/browser-requirements/

NEW QUESTION 7
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NEW QUESTION 8
You need to deploy a new instance, which will be used to conduct training for users for an indefinite period. You need to be able to deploy full copies of the production environment into this new What should you do?

A. Create a production instance in a new tenant
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NEW QUESTION 9
You need to publish an app that uses the full functionality of the Microsoft Dynamics 365 app designer.
Which two components in the app designer allow you to accomplish this goal? Each correct answer presents a complete solution.

A. entity assets
B. user information
C. artifacts
D. synchronization filters

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Explanation: https://community.dynamics.com/enterprise/b/365teamblog/archive/2016/11/14/get-started- with-designing-dynamics-365-business-apps-by-using-app-designer

NEW QUESTION 10
You are a remote sales person using the Microsoft Dynamics 365 app on your tablet to access your data. You are now in an area where you do not have Internet access. Which statement is true?

A. Records included in the Microsoft Dynamics 365 for Outlook offline filters have been stored on your tablet for offline access.
B. Records included in the synchronization filters have been stored on your tablet for offline access.
C. Records that you own have been stored on your tablet for offline access.
D. Records recently viewed have been stored on your tablet for offline access.

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NEW QUESTION 10
You are in the initial planning phase of a Microsoft Dynamics 365 implementation. The customer wants to use the Microsoft Dynamics 365 App for Outlook.
The customer is about to make a decision on whether Microsoft Exchange and Microsoft Dynamics 365 should be on-premises, online, or a hybrid.
You need to advise the customer on how their decision affects their ability to use the Microsoft Dynamics 365 App for Outlook,
What should you tell them?

A. The Microsoft Dynamics 365 App for Outlook is online only, so both Microsoft Exchange and Microsoft Dynamics 365 must be online.
B. The Microsoft Dynamics 365 App for Outlook requires Microsoft Exchange to be online, but Microsoft Dynamics 365 can be on-premises.
C. The Microsoft Dynamics 365 App for Outlook requires Microsoft Dynamics 365 to be online, but Microsoft Exchange can be on-premises.
D. The Microsoft Dynamics 365 App for Outlook supports both online-to-online, on- premises to on-premises, and hybrid environments.

Answer: D

NEW QUESTION 14
You are training new hires on how to configure Microsoft Dynamics 365 for use on tablets and mobile devices that use the Microsoft Dynamics 365 mobile app.
You need to describe the numerous requirements regarding which entities can be edited while using the app. What should you say about the task entity?

A. The task entity can be set separately to Enable for mobile and read-only in the app.
B. The task entity appears according to the settings on the activity entity.
C. The task entity is always visible but can be made read-only for the app.

D. The task entity can be made visible, and if it is made visible, it can always be edited in the app.

Answer: D

NEW QUESTION 16
You are a systems support specialist for your company.
A sales manager is currently using a Windows 10 laptop. The sales manager finds that Microsoft Dynamics 365 does not work as expected when using Firefox.
What are two ways the sales manager can retain full functionality? Each correct answer presents a complete solution.

A. Instruct the user to use Microsoft Edge.
B. Upgrade Firefox to the latest public release.
C. Instruct the user to use Internet Explorer 10.
D. Download and install Safari on the laptop.

Answer: AB

NEW QUESTION 19
You have Microsoft Dynamics 365 online and Microsoft SharePoint online configured for document management. Six months after going live, you decide that you need document storage on a new entity. You need to enable document management on the new entity in Microsoft Dynamics 365. Which two actions should you perform? Each correct answer presents part of the solution.

A. Configure document management on the entity.
B. Configure OneNote integration on the entity.
C. Enable document management settings for the entity.
D. Configure Notes (includes attachments) on the entity.

Answer: BC

NEW QUESTION 24
You are a systems architect helping a company deploy Microsoft Dynamics 365 Online.
The company currently uses Microsoft Dynamics CRM 2016, which is hosted on-premises. The company needs to migrate the data within that system to Microsoft Dynamics 365.
Which import method should you use to accomplish this goal? (Select two)

A. Migrate the data by using the Data Loader service.
B. Upload CRM SQL backup file using the On-Premises to Online Conversion Service.
C. Restore the CRM 2016 On-premises database in the Microsoft Dynamics 365 administration center.
D. Export the data to multiple CSV files.

Answer: AD

NEW QUESTION 27
Which two versions of Microsoft Dynamics CRM require an upgrade in order to use the Dynamics 365 for phones app? Each correct answer presents a complete solution

A. Microsoft Dynamics CRM 2016 SP 1 Online
B. Microsoft Dynamics CRM 2016 On-Premises
C. CRM 2015 Update 1 On-Premises
D. Microsoft Dynamics CRM 2015 Online

Answer: CD

NEW QUESTION 28
You maintain a Microsoft Dynamics 365 online instance.
You need to configure Microsoft Social Engagement, which is operating in the same tenant with Microsoft Dynamics 365.
Which step should you perform to accomplish this goal?

A. Create new charts to display the social data.
B. Select the solution to connect to.
C. Configure server-side synchronization to integrate with Microsoft Exchange Online.
D. Update the security setting for users.

Answer: D

NEW QUESTION 33
You are the technology director for a large corporation that is preparing for a Microsoft Dynamics 365 implementation.
You are deciding which type of licensing to purchase. Your users will only be performing time and expense entry, and record updates.
What is the most cost-effective licensing model available for these users?

A. Microsoft Dynamics 365 for Operations, Enterprise edition
B. Enterprise Edition Plan 2
C. Team Members Enterprise subscription
D. Enterprise Edition Plan 1

Answer: D

NEW QUESTION 35
You are the system administrator at Contoso, Inc.
You have imported 3 GB of data into an instance, but the storage utilization for your subscription does not reflect the used storage space.
What is causing this discrepancy?

A. You imported the data into a sandbox instance.
B. Custom indexing is enabled on your instance.
C. You imported the data into a preview instance.
D. Data utilization is calculated every 48 hours.

Answer: C

NEW QUESTION 39
You are the network administrator for a small company that has been in existence for less than two years.
Management wants you to begin the data import process for a Microsoft Dynamics 365 deployment The company does not currently use any sort of Microsoft Dynamics CRM application and has a small amount of data. This is their first attempt at cloud computing.
Which method should you use in this situation to complete the data upload process to Microsoft Dynamics 365?

A. Use the software deployment kit
B. Use the Data Loader service.
C. Use the On-Premises to Online Conversion Service.
D. Import the data using the Data Import Wizard.

Answer: D

NEW QUESTION 41
You are a system administrator at Contoso, Inc.
You need to ensure that only system administrators and system customizers have access to your development instance. What should you do? (Choose two)

A. Switch the instance to managed.
B. Place the instance in Administration mode.
C. Use Security Groups to control access to the preview instance.
D. Set the instance to Preview mode.

Answer: BC

NEW QUESTION 42
You are the technology director for a large company that plans to implement Microsoft Dynamics 365. You are researching the type of licensing that is required for Microsoft Dynamics 365. Which Microsoft Dynamics 365 App is only available with Microsoft Dynamics 365 Plan 2?

A. Customer Service
B. Operations
C. Sales
D. Field Service

Answer: B

Explanation: https://www.microsoft.com/en-us/dynamics365/pricing

NEW QUESTION 44
You are configuring forms in Microsoft Dynamics 365 and need to accommodate some users that access Microsoft Dynamics 365 through the app for phones and tablets.
You want to ensure your changes will apply properly to all users regardless of how they access Microsoft Dynamics 365.
What should you do?

A. Make the configurations on the Main form only, and preview your changes for tablet and mobile.
B. Make the same configurations on both the Main form and the Card form.
C. Make the same configurations on both the Main form and the Mobile Express form.
D. Make the same configurations on both the Main form and the Main Interactive Experience form.

Answer: C

NEW QUESTION 47
You are an administrator in an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook. A majority of the users want to synchronize all contacts from accounts they follow, rather than just contacts they own. What should you do?

A. Create and distribute a set of synchronization filters that includes all contacts for followed accounts.
B. Instruct each user on how to configure the offline filter.
C. Instruct each user on how to configure the synchronization.
D. Instruct each user on how to configure the synchronized fields.

Answer: C

NEW QUESTION 49
You are an administrator for an organization that uses Microsoft Dynamics 365.

Your mobile users are often in areas where they do not have Internet access, but they still need to be able to access and edit records through the Dynamics 365 app for mobile phones.
What should you do?

A. Instruct users to view the needed records prior to entering an area with no Internet access so they can view them through the recent records cache.
B. Allow users to use Microsoft Dynamics 365 for Outlook, and instruct users on how to configure the offline filters.
C. Enable the enhanced offline experience in Settings > Mobile Offline in Microsoft Dynamics 365 and adjust the Organization data download filter on each of the needed entities.
D. In the entity settings under Outlook & Mobile, configure the Organization data download filter for each of the needed entities.

Answer: B

NEW QUESTION 53
You are a system administrator using Microsoft Dynamics 365.
You received an email informing you that you need to schedule the December 2016 update: however, you skipped the June 2016 update.
Which of the following is true?

A. You can schedule the December 2016 update without scheduling the June 2016 update.
B. You can skip both updates and schedule all to be completed when the June 2017 update is available.
C. You must schedule the June 2016 update before you can schedule the December 2016 update.
D. You can schedule both updates to be completed at the same time.

Answer: A

NEW QUESTION 57
You are the administrator of a Microsoft Dynamics 365 instance.
Staff want to take advantage of Microsoft Exchange inbox folders in Microsoft Outlook to sort and track the email messages they have with customers.
Which action must you take to fulfill their request?

A. Use smart matching.
B. Use folder-level tracking.
C. Use tracking tokens.
D. Use correlation to track email conversations.

Answer: B

NEW QUESTION 58
You are working in an organization that uses Microsoft Dynamics 365.
Users in this organization need the ability to read and edit all records relevant TO What should you recommend to the mobile users?

A. Microsoft Dynamics 365 for Phones Express
B. Microsoft Dynamics 365 for Phones app
C. Microsoft Dynamics 365 App for Outlook
D. Microsoft Dynamics 365 for Outlook

Answer: C

NEW QUESTION 62
You want to add new functionality to Microsoft Dynamics 365.
Which three apps, available from AppSource, allow you to achieve this goal? Each correct answer presents a complete solution.

A. Microsoft Dynamics 365 - Gamification
B. Customer Self-Service Portal
C. Microsoft Dynamics 365 - Organization Insights
D. Project Service Automation
E. Microsoft Office 365 Groups

Answer: ADE

NEW QUESTION 64
You are a system administrator.
You have one production instance and three sandbox instances. You are no longer using two of the sandbox instances, The last sandbox instance only requires the customization and configurations from production.
You need to free up as much storage as possible. How can you accomplish this goal?

A. Delete two sandboxe
B. Reset the last sandbox.
C. Reset two sandboxe
D. Perform a minimal copy on the last sandbox.
E. Delete two sandboxe
F. Perform a minimal copy on the last sandbox.
G. Reset two sandboxe
H. Perform a full copy on the last sandbox.

Answer: C

NEW QUESTION 66

You are a system administrator using Microsoft Dynamics 365.
You have recently scheduled and approved an update on your production instance. Testing on a sandbox instance indicates that more time is needed before the production instance is ready for the update.
Which two statements regarding scheduling updates are true? Each correct answer presents a complete solution.

A. A scheduled and approved update can be changed by any user with the correct privileges.
B. A scheduled and approved update can be changed only by the user who approved it.
C. A scheduled but not approved update can be changed.
D. A scheduled and approved update cannot be changed.

Answer: AC

NEW QUESTION 68
You are using Microsoft Dynamics 365 to create a new application. You need to create a new sitemap for your application.
Which three components can you configure in SiteMap designer? Each correct answer presents a complete solution

A. SKUs
B. actions
C. hierarchies
D. groups
E. privileges

Answer: BCD

NEW QUESTION 71
You are the technology director for your company.
You need to purchase a subscription to Microsoft Dynamics 365 for the sales staff. What are two possible ways to achieve this goal? Each correct answer presents a
complete solution.

A. Purchase a Business License Premium subscription to Office 365.
B. Purchase a Microsoft Dynamics 365 subscription
C. Purchase a subscription through a Microsoft Partner.
D. Purchase a Microsoft Dynamics 365 subscription through the Office 365 Admin Portal

Answer: BD

NEW QUESTION 72
You are the network administrator for a company that uses Microsoft Dynamics 365 and are reviewing all of the licensed users for your organization to ensure all are up to date.
What will occur if you remove a Microsoft Dynamics 365 license from a user?

A. The user can access sandbox instances but not production instances.
B. The user can access all instances but only view data in read-only mode.
C. The user's account is deleted and cannot access any instances.
D. The user's account is disabled and cannot access any instances.

Answer: C

NEW QUESTION 76
You are the network administrator for your company.
Management wants to deploy Microsoft Dynamics 365 for the sales division. The company has more than 2 million records, currently stored on-premises, that need to be migrated to Microsoft Dynamics 365. The technology director wants you to utilize the Data Loader service for the migration process for the fastest possible migration.
What is a prerequisite for running the Data Loader service in this instance?

A. The data must be cleansed before using the Import Data Wizard to migrate it to the cloud.
B. Third-party tools must be installed in order to migrate the data with the Data Loader service.
C. The data set must reside in Azure on the same data center that hosts the company's Microsoft Dynamics 365 instance.
D. The data must first be converted to CSV files before uploading it with the Import Data Wizard.

Answer: A

NEW QUESTION 79
You are a Microsoft Dynamics 365 system administrator.
You need to configure Microsoft Dynamics 365 and Microsoft Exchange Online to work together so that users can automatically track incoming email messages.
Which three steps should you perform? Each correct answer presents part of the solution.

A. Configure mailboxes and approve email.
B. Use correlation to track email conversations.
C. Configure the email server profile.
D. Configure appointments, contacts, and tasks on a Microsoft Dynamics 365 mailbox record.
E. Configure incoming email to server-side synchronization or Email Router.

Answer: ABE

NEW QUESTION 82

You are the system administrator for your company.
You need to deploy an instance to be used when testing third-party the instance after testing is completed.
Which type of instance should you use to accomplish this goal?

A. preview
B. sandbox
C. development
D. production

Answer: D

NEW QUESTION 83
You are the technology director for a company that is considering a Microsoft Dynamics 365 implementation.
You are researching the type of license subscription you need to purchase.
In which two instances would a User Subscription License be appropriate? Each correct answer presents a complete solution.

A. a sales executive who uses a combination of company and personal devices to access Microsoft Dynamics 365
B. desktop computers in the company's training room that new sales staff use for training on company applications
C. a company workstation in the marketing department used by everyone on the sales staff
D. a Windows 10 phone that is only used by the sales manager of the company

Answer: AD

NEW QUESTION 84
You are an administrator for an organization using Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook.
Your users are synchronizing records but want to make a few adjustments on which fields are included in the synchronization.
Who can make this change?

A. users with system administrator privileges
B. users with privileges to use the Microsoft Dynamics 365 App for Outlook
C. users with privileges to sync to Outlook
D. users with privileges to go offline

Answer: C

NEW QUESTION 85
You were recently hired as a consultant for a company that plans to implement Microsoft Dynamics 365.
Your job requires you to administer the Microsoft Dynamics 365 system, which includes managing user accounts, creating quotes and orders, creating workflows, and performing data imports.
Which action is required for your user account?

A. Mark the account as administrative.
B. Mark the account as non-interactive.
C. Assign the System Administrator role.
D. Assign the System Customizer role.

Answer: D

NEW QUESTION 89
Your organization has all staff on an E5 Microsoft Office 365 SKU and an Enterprise Plan 1 for Microsoft Dynamics 365.
You need to integrate Microsoft Office 365 Groups with Microsoft Dynamics 365 so that
staff can view documents in a shared workspace.
What are two requirements for performing this integration? Each correct answer presents part of the solution.

A. Each user must have Exchange Mailbox.
B. OneNote integration must be enabled.
C. Server-based Microsoft SharePoint integration must be enabled.
D. Microsoft OneDrive for Business integration must be enabled.

Answer: AC

NEW QUESTION 93
You are a system administrator, and your company recently began using Microsoft Dynamics 365. You need to perform a full copy from a training sandbox instance to one of your production instances. What should you do?

A. Switch the production instance to a sandbox, and perform a full copy from training.
B. Place the production instance in Administration mode, and perform a full copy from training.
C. Perform a full copy from the training instance to the production instance.
D. Switch the training instance to production, and perform a full copy.

Answer: A

NEW QUESTION 98
You are the technology director for a company that is planning a Microsoft Dynamics 365 implementation. The com currently uses Microsoft Dynamics AX 2012.
You are researching which edition is best to purchase for the company. In which instance is the Enterprise edition required?

A. The sales staff use desktop computers, as well as mobile devices.

B. The sales staff need online / on-premises dual use rights.
C. The sales staff use only a company-issued laptop to access Microsoft Dynamics 365.
D. The company wants all of its applications to be cloud-based.

Answer: B

NEW QUESTION 102
You are a technical support specialist for your company and are responsible for supporting employee mobile devices.
The sales department recently began using Microsoft Dynamics 365. Some of the sales staff want to know if they need to use Microsoft Dynamics 365 for phones express to access the Microsoft Dynamics 365 server.
Which type of mobile device configuration requires the use of Microsoft Dynamics 365 for phones express?

A. an iOS device with less than a 9-inch screen
B. an Android phone that does not have a supported browser
C. a Windows 10 phone that uses only a supported browser
D. a Windows 8.1 phone that uses the Microsoft Dynamics 365 for phones app

Answer: A

NEW QUESTION 105
You are a Microsoft Dynamics 365 system administrator.
Your organization has acquired a new company in another region, and you need to deploy a production instance for the company's users.
Which statement is true regarding working with multiple instances?

A. Available storage is shared across all instances.
B. AH instances must be deployed on the same region.
C. Users can only access one production instance.
D. Data from all instances is stored on the same database.

Answer: A

NEW QUESTION 107
You are an administrator for an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics for Outlook.
Some of your users have indicated that their personal notes for their contacts in Outlook appear in Microsoft Dynamics 365 for everyone to read.
How should you ensure that personal notes in Outlook are not shared in Microsoft Dynamics 365?

A. As the system administrator, configure the Synchronization Fields settings to not include the Notes field in Outlook,
B. Instruct the users to configure their Synchronization Fields settings to not include the Notes field in Outlook.
C. instruct the users to configure their Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the notes field in Outlook.
D. As the system administrator, configure the Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the Notes field in Outlook-

Answer: A

NEW QUESTION 109
You are a system administrator for an organization that relies solely on an ISV solution for Microsoft Dynamics 365.
Your instances are scheduled to be updated.
What are two approaches for this update? Each correct answer presents part of the solution.

A. Test the update in your sandbox environments prior to updating production.
B. Contact your ISV provider, and follow their recommendation for this update.
C. Update productio
D. With an ISV solution, there is no need to go through a test process.
E. Import the updated version of the ISV solution prior to the update of your instance.

Answer: AD

NEW QUESTION 112
You are a network administrator for a company that is preparing for a Microsoft Dynamics 365 implementation.
Your users use both Windows and Mac laptops. Management wants users to be able to use Microsoft Dynamics 365 for Out.ook.
What is a requirement for the Office for Mac users?

A. They must use the Microsoft Dynamics 365 App for Outlook.
B. They must have the Opera Web Browser installed.
C. They must have Google Chrome installed.
D. They must have the latest Firefox installed.

Answer: A

NEW QUESTION 115
As a system administrator, you want to integrate the Office Graph from Microsoft Office 365 into Microsoft Dynamics 365. Which two steps should you take to perform this integration? Each corfeftfl answer presents part of the solution.

A. Set up Microsoft OneNote integration.
B. Enable Microsoft OneDrive for Business integration.
C. Enable Microsoft Office Graph integration.
D. Set up server-based Microsoft SharePoint integration.

Answer: CD

NEW QUESTION 120
You are a system administrator at Contoso, Inc.
You need to ensure that administrative notifications for your production instance are also sent to your external partner.
What should you do?

A. Add the external partner to the deployment administrators group.
B. Create an Office 365 group and forward notifications to the group.
C. Create a security group and forward notifications to the group.
D. Add the external partner as an additional recipient on the production instance.

Answer: D

NEW QUESTION 125
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About Exambible

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Answer: D

NEW QUESTION 14
You are training new hires on how to configure Microsoft Dynamics 365 for use on tablets and mobile devices that use the Microsoft Dynamics 365 mobile app.
You need to describe the numerous requirements regarding which entities can be edited while using the app. What should you say about the task entity?

A. The task entity can be set separately to Enable for mobile and read-only in the app.
B. The task entity appears according to the settings on the activity entity.
C. The task entity is always visible but can be made read-only for the app.

D. The task entity can be made visible, and if it is made visible, it can always be edited in the app.

Answer: D

NEW QUESTION 16
You are a systems support specialist for your company.
A sales manager is currently using a Windows 10 laptop. The sales manager finds that Microsoft Dynamics 365 does not work as expected when using Firefox.
What are two ways the sales manager can retain full functionality? Each correct answer presents a complete solution.

A. Instruct the user to use Microsoft Edge.
B. Upgrade Firefox to the latest public release.
C. Instruct the user to use Internet Explorer 10.
D. Download and install Safari on the laptop.

Answer: AB

NEW QUESTION 19
You have Microsoft Dynamics 365 online and Microsoft SharePoint online configured for document management. Six months after going live, you decide that you need document storage on a new entity. You need to enable document management on the new entity in Microsoft Dynamics 365. Which two actions should you perform? Each correct answer presents part of the solution.

A. Configure document management on the entity.
B. Configure OneNote integration on the entity.
C. Enable document management settings for the entity.
D. Configure Notes (includes attachments) on the entity.

Answer: BC

NEW QUESTION 24
You are a systems architect helping a company deploy Microsoft Dynamics 365 Online.
The company currently uses Microsoft Dynamics CRM 2016, which is hosted on-premises. The company needs to migrate the data within that system to Microsoft Dynamics 365.
Which import method should you use to accomplish this goal? (Select two)

A. Migrate the data by using the Data Loader service.
B. Upload CRM SQL backup file using the On-Premises to Online Conversion Service.
C. Restore the CRM 2016 On-premises database in the Microsoft Dynamics 365 administration center.
D. Export the data to multiple CSV files.

Answer: AD

NEW QUESTION 27
Which two versions of Microsoft Dynamics CRM require an upgrade in order to use the Dynamics 365 for phones app? Each correct answer presents a complete solution

A. Microsoft Dynamics CRM 2016 SP 1 Online
B. Microsoft Dynamics CRM 2016 On-Premises
C. CRM 2015 Update 1 On-Premises
D. Microsoft Dynamics CRM 2015 Online

Answer: CD

NEW QUESTION 28
You maintain a Microsoft Dynamics 365 online instance.
You need to configure Microsoft Social Engagement, which is operating in the same tenant with Microsoft Dynamics 365.
Which step should you perform to accomplish this goal?

A. Create new charts to display the social data.
B. Select the solution to connect to.
C. Configure server-side synchronization to integrate with Microsoft Exchange Online.
D. Update the security setting for users.

Answer: D

NEW QUESTION 33
You are the technology director for a large corporation that is preparing for a Microsoft Dynamics 365 implementation.
You are deciding which type of licensing to purchase. Your users will only be performing time and expense entry, and record updates.
What is the most cost-effective licensing model available for these users?

A. Microsoft Dynamics 365 for Operations, Enterprise edition
B. Enterprise Edition Plan 2
C. Team Members Enterprise subscription
D. Enterprise Edition Plan 1

Answer: D

NEW QUESTION 35
You are the system administrator at Contoso, Inc.
You have imported 3 GB of data into an instance, but the storage utilization for your subscription does not reflect the used storage space.
What is causing this discrepancy?

A. You imported the data into a sandbox instance.
B. Custom indexing is enabled on your instance.
C. You imported the data into a preview instance.
D. Data utilization is calculated every 48 hours.

Answer: C

NEW QUESTION 39
You are the network administrator for a small company that has been in existence for less than two years.
Management wants you to begin the data import process for a Microsoft Dynamics 365 deployment The company does not currently use any sort of Microsoft Dynamics CRM application and has a small amount of data. This is their first attempt at cloud computing.
Which method should you use in this situation to complete the data upload process to Microsoft Dynamics 365?

A. Use the software deployment kit
B. Use the Data Loader service.
C. Use the On-Premises to Online Conversion Service.
D. Import the data using the Data Import Wizard.

Answer: D

NEW QUESTION 41
You are a system administrator at Contoso, Inc.
You need to ensure that only system administrators and system customizers have access to your development instance. What should you do? (Choose two)

A. Switch the instance to managed.
B. Place the instance in Administration mode.
C. Use Security Groups to control access to the preview instance.
D. Set the instance to Preview mode.

Answer: BC

NEW QUESTION 42
You are the technology director for a large company that plans to implement Microsoft Dynamics 365. You are researching the type of licensing that is required for Microsoft Dynamics 365. Which Microsoft Dynamics 365 App is only available with Microsoft Dynamics 365 Plan 2?

A. Customer Service
B. Operations
C. Sales
D. Field Service

Answer: B

Explanation: https://www.microsoft.com/en-us/dynamics365/pricing

NEW QUESTION 44
You are configuring forms in Microsoft Dynamics 365 and need to accommodate some users that access Microsoft Dynamics 365 through the app for phones and tablets.
You want to ensure your changes will apply properly to all users regardless of how they access Microsoft Dynamics 365.
What should you do?

A. Make the configurations on the Main form only, and preview your changes for tablet and mobile.
B. Make the same configurations on both the Main form and the Card form.
C. Make the same configurations on both the Main form and the Mobile Express form.
D. Make the same configurations on both the Main form and the Main Interactive Experience form.

Answer: C

NEW QUESTION 47
You are an administrator in an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook. A majority of the users want to synchronize all contacts from accounts they follow, rather than just contacts they own. What should you do?

A. Create and distribute a set of synchronization filters that includes all contacts for followed accounts.
B. Instruct each user on how to configure the offline filter.
C. Instruct each user on how to configure the synchronization.
D. Instruct each user on how to configure the synchronized fields.

Answer: C

NEW QUESTION 49
You are an administrator for an organization that uses Microsoft Dynamics 365.

Your mobile users are often in areas where they do not have Internet access, but they still need to be able to access and edit records through the Dynamics 365 app for mobile phones.
What should you do?

A. Instruct users to view the needed records prior to entering an area with no Internet access so they can view them through the recent records cache.
B. Allow users to use Microsoft Dynamics 365 for Outlook, and instruct users on how to configure the offline filters.
C. Enable the enhanced offline experience in Settings > Mobile Offline in Microsoft Dynamics 365 and adjust the Organization data download filter on each of the needed entities.
D. In the entity settings under Outlook & Mobile, configure the Organization data download filter for each of the needed entities.

Answer: B

NEW QUESTION 53
You are a system administrator using Microsoft Dynamics 365.
You received an email informing you that you need to schedule the December 2016 update: however, you skipped the June 2016 update.
Which of the following is true?

A. You can schedule the December 2016 update without scheduling the June 2016 update.
B. You can skip both updates and schedule all to be completed when the June 2017 update is available.
C. You must schedule the June 2016 update before you can schedule the December 2016 update.
D. You can schedule both updates to be completed at the same time.

Answer: A

NEW QUESTION 57
You are the administrator of a Microsoft Dynamics 365 instance.
Staff want to take advantage of Microsoft Exchange inbox folders in Microsoft Outlook to sort and track the email messages they have with customers.
Which action must you take to fulfill their request?

A. Use smart matching.
B. Use folder-level tracking.
C. Use tracking tokens.
D. Use correlation to track email conversations.

Answer: B

NEW QUESTION 58
You are working in an organization that uses Microsoft Dynamics 365.
Users in this organization need the ability to read and edit all records relevant TO What should you recommend to the mobile users?

A. Microsoft Dynamics 365 for Phones Express
B. Microsoft Dynamics 365 for Phones app
C. Microsoft Dynamics 365 App for Outlook
D. Microsoft Dynamics 365 for Outlook

Answer: C

NEW QUESTION 62
You want to add new functionality to Microsoft Dynamics 365.
Which three apps, available from AppSource, allow you to achieve this goal? Each correct answer presents a complete solution.

A. Microsoft Dynamics 365 - Gamification
B. Customer Self-Service Portal
C. Microsoft Dynamics 365 - Organization Insights
D. Project Service Automation
E. Microsoft Office 365 Groups

Answer: ADE

NEW QUESTION 64
You are a system administrator.
You have one production instance and three sandbox instances. You are no longer using two of the sandbox instances, The last sandbox instance only requires the customization and configurations from production.
You need to free up as much storage as possible. How can you accomplish this goal?

A. Delete two sandboxe
B. Reset the last sandbox.
C. Reset two sandboxe
D. Perform a minimal copy on the last sandbox.
E. Delete two sandboxe
F. Perform a minimal copy on the last sandbox.
G. Reset two sandboxe
H. Perform a full copy on the last sandbox.

Answer: C

NEW QUESTION 66

You are a system administrator using Microsoft Dynamics 365.
You have recently scheduled and approved an update on your production instance. Testing on a sandbox instance indicates that more time is needed before the production instance is ready for the update.
Which two statements regarding scheduling updates are true? Each correct answer presents a complete solution.

A. A scheduled and approved update can be changed by any user with the correct privileges.
B. A scheduled and approved update can be changed only by the user who approved it.
C. A scheduled but not approved update can be changed.
D. A scheduled and approved update cannot be changed.

Answer: AC

NEW QUESTION 68
You are using Microsoft Dynamics 365 to create a new application. You need to create a new sitemap for your application.
Which three components can you configure in SiteMap designer? Each correct answer presents a complete solution

A. SKUs
B. actions
C. hierarchies
D. groups
E. privileges

Answer: BCD

NEW QUESTION 71
You are the technology director for your company.
You need to purchase a subscription to Microsoft Dynamics 365 for the sales staff. What are two possible ways to achieve this goal? Each correct answer presents a
complete solution.

A. Purchase a Business License Premium subscription to Office 365.
B. Purchase a Microsoft Dynamics 365 subscription
C. Purchase a subscription through a Microsoft Partner.
D. Purchase a Microsoft Dynamics 365 subscription through the Office 365 Admin Portal

Answer: BD

NEW QUESTION 72
You are the network administrator for a company that uses Microsoft Dynamics 365 and are reviewing all of the licensed users for your organization to ensure all are up to date.
What will occur if you remove a Microsoft Dynamics 365 license from a user?

A. The user can access sandbox instances but not production instances.
B. The user can access all instances but only view data in read-only mode.
C. The user's account is deleted and cannot access any instances.
D. The user's account is disabled and cannot access any instances.

Answer: C

NEW QUESTION 76
You are the network administrator for your company.
Management wants to deploy Microsoft Dynamics 365 for the sales division. The company has more than 2 million records, currently stored on-premises, that need to be migrated to Microsoft Dynamics 365. The technology director wants you to utilize the Data Loader service for the migration process for the fastest possible migration.
What is a prerequisite for running the Data Loader service in this instance?

A. The data must be cleansed before using the Import Data Wizard to migrate it to the cloud.
B. Third-party tools must be installed in order to migrate the data with the Data Loader service.
C. The data set must reside in Azure on the same data center that hosts the company's Microsoft Dynamics 365 instance.
D. The data must first be converted to CSV files before uploading it with the Import Data Wizard.

Answer: A

NEW QUESTION 79
You are a Microsoft Dynamics 365 system administrator.
You need to configure Microsoft Dynamics 365 and Microsoft Exchange Online to work together so that users can automatically track incoming email messages.
Which three steps should you perform? Each correct answer presents part of the solution.

A. Configure mailboxes and approve email.
B. Use correlation to track email conversations.
C. Configure the email server profile.
D. Configure appointments, contacts, and tasks on a Microsoft Dynamics 365 mailbox record.
E. Configure incoming email to server-side synchronization or Email Router.

Answer: ABE

NEW QUESTION 82

You are the system administrator for your company.
You need to deploy an instance to be used when testing third-party the instance after testing is completed.
Which type of instance should you use to accomplish this goal?

A. preview
B. sandbox
C. development
D. production

Answer: D

NEW QUESTION 83
You are the technology director for a company that is considering a Microsoft Dynamics 365 implementation.
You are researching the type of license subscription you need to purchase.
In which two instances would a User Subscription License be appropriate? Each correct answer presents a complete solution.

A. a sales executive who uses a combination of company and personal devices to access Microsoft Dynamics 365
B. desktop computers in the company's training room that new sales staff use for training on company applications
C. a company workstation in the marketing department used by everyone on the sales staff
D. a Windows 10 phone that is only used by the sales manager of the company

Answer: AD

NEW QUESTION 84
You are an administrator for an organization using Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook.
Your users are synchronizing records but want to make a few adjustments on which fields are included in the synchronization.
Who can make this change?

A. users with system administrator privileges
B. users with privileges to use the Microsoft Dynamics 365 App for Outlook
C. users with privileges to sync to Outlook
D. users with privileges to go offline

Answer: C

NEW QUESTION 85
You were recently hired as a consultant for a company that plans to implement Microsoft Dynamics 365.
Your job requires you to administer the Microsoft Dynamics 365 system, which includes managing user accounts, creating quotes and orders, creating workflows, and performing data imports.
Which action is required for your user account?

A. Mark the account as administrative.
B. Mark the account as non-interactive.
C. Assign the System Administrator role.
D. Assign the System Customizer role.

Answer: D

NEW QUESTION 89
Your organization has all staff on an E5 Microsoft Office 365 SKU and an Enterprise Plan 1 for Microsoft Dynamics 365.
You need to integrate Microsoft Office 365 Groups with Microsoft Dynamics 365 so that
staff can view documents in a shared workspace.
What are two requirements for performing this integration? Each correct answer presents part of the solution.

A. Each user must have Exchange Mailbox.
B. OneNote integration must be enabled.
C. Server-based Microsoft SharePoint integration must be enabled.
D. Microsoft OneDrive for Business integration must be enabled.

Answer: AC

NEW QUESTION 93
You are a system administrator, and your company recently began using Microsoft Dynamics 365. You need to perform a full copy from a training sandbox instance to one of your production instances. What should you do?

A. Switch the production instance to a sandbox, and perform a full copy from training.
B. Place the production instance in Administration mode, and perform a full copy from training.
C. Perform a full copy from the training instance to the production instance.
D. Switch the training instance to production, and perform a full copy.

Answer: A

NEW QUESTION 98
You are the technology director for a company that is planning a Microsoft Dynamics 365 implementation. The com currently uses Microsoft Dynamics AX 2012.
You are researching which edition is best to purchase for the company. In which instance is the Enterprise edition required?

A. The sales staff use desktop computers, as well as mobile devices.

B. The sales staff need online / on-premises dual use rights.
C. The sales staff use only a company-issued laptop to access Microsoft Dynamics 365.
D. The company wants all of its applications to be cloud-based.

Answer: B

NEW QUESTION 102
You are a technical support specialist for your company and are responsible for supporting employee mobile devices.
The sales department recently began using Microsoft Dynamics 365. Some of the sales staff want to know if they need to use Microsoft Dynamics 365 for phones express to access the Microsoft Dynamics 365 server.
Which type of mobile device configuration requires the use of Microsoft Dynamics 365 for phones express?

A. an iOS device with less than a 9-inch screen
B. an Android phone that does not have a supported browser
C. a Windows 10 phone that uses only a supported browser
D. a Windows 8.1 phone that uses the Microsoft Dynamics 365 for phones app

Answer: A

NEW QUESTION 105
You are a Microsoft Dynamics 365 system administrator.
Your organization has acquired a new company in another region, and you need to deploy a production instance for the company's users.
Which statement is true regarding working with multiple instances?

A. Available storage is shared across all instances.
B. AH instances must be deployed on the same region.
C. Users can only access one production instance.
D. Data from all instances is stored on the same database.

Answer: A

NEW QUESTION 107
You are an administrator for an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics for Outlook.
Some of your users have indicated that their personal notes for their contacts in Outlook appear in Microsoft Dynamics 365 for everyone to read.
How should you ensure that personal notes in Outlook are not shared in Microsoft Dynamics 365?

A. As the system administrator, configure the Synchronization Fields settings to not include the Notes field in Outlook,
B. Instruct the users to configure their Synchronization Fields settings to not include the Notes field in Outlook.
c. instruct the users to configure their Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the notes field in Outlook.
D. As the system administrator, configure the Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the Notes field in Outlook-

Answer: A

NEW QUESTION 109
You are a system administrator for an organization that relies solely on an ISV solution for Microsoft Dynamics 365.
Your instances are scheduled to be updated.
What are two approaches for this update? Each correct answer presents part of the solution.

A. Test the update in your sandbox environments prior to updating production.
B. Contact your ISV provider, and follow their recommendation for this update.
C. Update productio
D. With an ISV solution, there is no need to go through a test process.
E. Import the updated version of the ISV solution prior to the update of your instance.

Answer: AD

NEW QUESTION 112
You are a network administrator for a company that is preparing for a Microsoft Dynamics 365 implementation.
Your users use both Windows and Mac laptops. Management wants users to be able to use Microsoft Dynamics 365 for Out.ook.
What is a requirement for the Office for Mac users?

A. They must use the Microsoft Dynamics 365 App for Outlook.
B. They must have the Opera Web Browser installed.
C. They must have Google Chrome installed.
D. They must have the latest Firefox installed.

Answer: A

NEW QUESTION 115
As a system administrator, you want to integrate the Office Graph from Microsoft Office 365 into Microsoft Dynamics 365. Which two steps should you take to perform this integration? Each corfeftfl answer presents part of the solution.

A. Set up Microsoft OneNote integration.
B. Enable Microsoft OneDrive for Business integration.
C. Enable Microsoft Office Graph integration.
D. Set up server-based Microsoft SharePoint integration.

Answer: CD

NEW QUESTION 120
You are a system administrator at Contoso, Inc.
You need to ensure that administrative notifications for your production instance are also sent to your external partner.
What should you do?

A. Add the external partner to the deployment administrators group.
B. Create an Office 365 group and forward notifications to the group.
C. Create a security group and forward notifications to the group.
D. Add the external partner as an additional recipient on the production instance.

Answer: D

NEW QUESTION 125
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