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Topic 1 - Single Topic

Question #1

Topic 1

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Correct Answer: AD

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

Community vote distribution

AD (100%)

DRAG DROP -

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only		
Marketing segment or marketing list	Create groups of related customers for use in customer journeys.	

Answer Area

	Features	Requirement	Feature
Correct Answer:	Marketing list only	Create a single campaign activity geared to a targeted audience.	Marketing list only
	Marketing segment only	Create groups of related customers for use in customer journeys.	
	Marketing segment or marketing list		Marketing segment or marketing list

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

HOTSPOT -

A company plans to implement Dynamics 365 Marketing.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

HOTSPOT -

A company has implemented Dynamics 365 Marketing.

You need to implement apps to meet the company's business requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Insights</p><p>Dynamics 365 Customer Voice</p></div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>LinkedIn Campaign Manager</p><p>Dynamics 365 Customer Voice</p></div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid black; padding: 5px;"><p>Dynamics 365 Customer Insights</p><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Voice</p></div>

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Insights</p><p>Dynamics 365 Customer Voice</p></div>
Correct Answer: Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>LinkedIn Campaign Manager</p><p>Dynamics 365 Customer Voice</p></div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid black; padding: 5px;"><p>Dynamics 365 Customer Insights</p><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Voice</p></div>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Correct Answer: AC

Reference:

<https://seologic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

Community vote distribution

AC (100%)

HOTSPOT -

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- | |
|---|
| creates a new lead that uses the LinkedIn data. |
| updates the current lead with the LinkedIn data. |
| updates the current contact with the LinkedIn data. |

Correct Answer:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- | |
|---|
| creates a new lead that uses the LinkedIn data. |
| updates the current lead with the LinkedIn data. |
| updates the current contact with the LinkedIn data. |

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

HOTSPOT -

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

Answer Area

Feature	Yes	No
Correct Answer: Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Correct Answer: ADE

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

Community vote distribution

ADE (100%)

HOTSPOT -

A company plans to implement Dynamics 365 Customer Voice.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Yes **No**

Data from Dynamics 365 Customer Voice
is available to Dynamics 365 Marketing.

You can present specific survey questions
based on responses to previous questions.

Answer Area

Yes **No**

Correct Answer: Data from Dynamics 365 Customer Voice
is available to Dynamics 365 Marketing.

You can present specific survey questions
based on responses to previous questions.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a survey in Dynamics 365 Marketing and create a campaign to send it out and collect data
- B. Use Customer Voice to collect and analyze survey results
- C. Use Power Automate to automatically send Customer Voice surveys
- D. Create surveys in Dynamics 365 Marketing by using Questionnaire
- E. Use Customer Voice to compile results from the existing third-party app

Correct Answer: AB

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/customer-voice>

Community vote distribution

BC (100%)

DRAG DROP -

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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.

Select and Place:

Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Answer Area**Requirement**

View costs associated with speakers

Product

Create waitlists for events

Correct Answer:**Products**

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Answer Area**Requirement**

View costs associated with speakers

Product

Dynamics 365 Marketing

Create waitlists for events

Dynamics 365 Marketing

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event management
- B. Dynamics 365 Connector for LinkedIn
- C. Case management
- D. Qualify leads
- E. Project quote management

Correct Answer: ABD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedln-lead-gen-integration> <https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle>

Community vote distribution

ABD (100%)

HOTSPOT -

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.

You need to recommend a solution for the company.

What 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

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
An email is sent to a sample group. A summary of responses is sent to the creator.

Correct Answer:

Answer Area

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
An email is sent to a sample group. A summary of responses is sent to the creator.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/email-a-b-testing>

A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

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

NOTE: Each correct selection is worth one point.

- A. Event-based
- B. Audience-based
- C. Scheduled
- D. Customer onboarding

Correct Answer: AB

A: Triggering a custom event allows you to use activate a custom event at any point in the customer journey.

B: Segment-based journey -

Audience: The audience property lets you specify the segment of people that will start the journey. Segment-based journeys support segments from outbound marketing as well as segments created in Dynamics 365 Customer Insights. The journey will use audience data based upon the segment selected.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/real-time-marketing-tile-reference>

Community vote distribution

AB (100%)

HOTSPOT -

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area**Statements**

Once prerequisite segments are set up, a customer journey starts by defining the audience.

Yes

The audience in a customer journey can contain contacts and leads.

No

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

Correct Answer:

Answer Area**Statements**

Once prerequisite segments are set up, a customer journey starts by defining the audience.

Yes

The audience in a customer journey can contain contacts and leads.

No

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

Box 1: Yes -

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that you want to target with your campaign in the segment lookup field.

Box 2: No -

Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes -

Customer journey audience receive email form submitted

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information>

HOTSPOT -

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
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You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

Answer Area

Statement	Yes	No
-----------	-----	----

Correct Answer:

You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

DRAG DROP -

Match each product to its feature.

Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

Answer Area

Products	Feature	Product
Correct Answer:	Who knows whom	Dynamics 365 Sales Insights
Dynamics 365 Sales	Quotes	Dynamics 365 Sales
Dynamics 365 Sales Insights	Invoicing	Dynamics 365 Sales

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

DRAG DROP -

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	

Correct Answer:

Answer Area

Features	Requirement	Feature
Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	Assistant
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	Talking points

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

DRAG DROP -

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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.

Select and Place:

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Correct Answer:**Answer Area**

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Correct Answer: BD

Reference:

<https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

Community vote distribution

BD (100%)

HOTSPOT -

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system.

What is a lead? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

Correct Answer:

Answer Area

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

Community vote distribution

A (100%)

DRAG DROP -

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- ⇒ View LinkedIn information from within Dynamics 365 Sales.
- ⇒ Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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.

Select and Place:

Answer Area

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

Answer Area

Products	Requirement	Product
Correct Answer: Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
Dynamics 365 Sales Insights		

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>
<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

Which two Dynamics 365 Sales out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

Correct Answer: AB

Reference:

<https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

Community vote distribution

AB (100%)

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company.

What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Correct Answer: B

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

Community vote distribution

B (100%)

HOTSPOT -

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file.

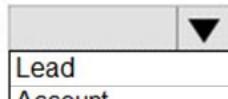
Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

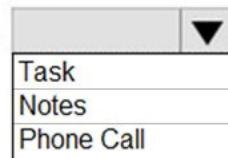
Hot Area:

Answer Area**Requirement Record type**

Store and track customer information.



Attach a file to an activity.

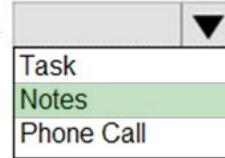
**Answer Area****Requirement Record type**

Store and track customer information.

Correct Answer:



Attach a file to an activity.



Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

DRAG DROP -

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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.

Select and Place:

Answer Area

Export options User group Export option

Dynamic worksheet	GroupA	
Static worksheet	GroupB	
Excel Online		

Answer Area

Export options User group Export option

Correct Answer:

Dynamic worksheet	GroupA	Static worksheet
Static worksheet	GroupB	Excel Online
Excel Online		

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet> <https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract. You want to find other colleagues who have interacted with the potential customer to discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

Correct Answer: D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

Community vote distribution

D (100%)

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

Correct Answer: D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

Community vote distribution

D (100%)

Your company uses Dynamics 365 Sales.
You need to prepare and send a quote to a customer.
What are two possible ways to achieve the goal?
NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

Correct Answer: BC

Reference:

<https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

Community vote distribution

BC (100%)

A company uses Dynamics 365 Sales.
The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.
You need to identify potential decision makers for a sale.
Which LinkedIn Sales Navigator feature should you use?

- A. Top Card
- B. Auto Capture
- C. Related Leads

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

Community vote distribution

C (85%)

A (15%)

A company uses Dynamics 365 Sales.

You disqualify a lead. On a later date, the lead shows interest in buying a product that the company sells.

You need to convert the lead to an opportunity and retain all available history.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Convert the copied lead to an opportunity.
- B. Qualify the closed lead as an opportunity.
- C. Use the Reactivate Lead functionality to reopen the lead.
- D. Qualify the reactivated lead to an opportunity.
- E. Create a copy of the lead with data from the original lead.

Correct Answer: CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/re-open-lead-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

Community vote distribution

CD (100%)

HOTSPOT -

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Configuration option

Services sold to customers

Relationships between multiple items sold as a single SKU

Record type

Units
Products
Price list items

Bundles
Price list
Unit groups

Correct Answer:

Answer Area

Configuration option

Services sold to customers

Relationships between multiple items sold as a single SKU

Record type

Units
Products
Price list items

Bundles
Price list
Unit groups

Box 1: Units -

Create a unit group and add units to that group

Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales.

Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of

products. This helps ensure that your customers receive the most appropriate and complete solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1. Create discount lists to offer your products and services at different prices, depending on the quantity purchased.
2. Define the measurements or quantities your products will be available in.
3. Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.
4. Etc.

Dynamics 365 Sales the product catalog record type services sold to customers

Dynamics 365 Sales the services sold to customers

Box 2: Bundles -

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

HOTSPOT -

You are evaluating activity records in Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area

Statements**Yes****No**

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

Correct Answer:

Answer Area

Statements**Yes****No**

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

Box 1: Yes -

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call -

Outlook fields	Default sync	Settable sync	Customer engagement apps field	Notes
Date Completed	↔	↔, →, ↔,	Actual End	
Due Date	↔	↔, →, ↔, ↔↔	Due Date	See below.
Importance	↔		Priority	Outlook has High Importance, Low Importance.
Notes	↔	↔, →, ↔, ↔↔	Description	Outlook and Exchange can contain things like images and links. Customer engagement apps can only contain multiple lines of text.
Regarding	↔		Regarding	See Notes below.
Start Date	↔	↔, →, ↔, ↔↔	Start Date	
Status	↔		Status	Computed from Activity Status and Status Reason.
Subject	↔	↔, →, ↔, ↔↔	Subject	

Box 2: Yes -

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes -

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1> <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

HOTSPOT -

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area**Statements**

When you qualify a lead, you must manually add the contact **if it does not exist.**

Yes**No**

When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.

You **must** save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.

Correct Answer:

Answer Area**Statements**

When you qualify a lead, you must manually add the contact **if it does not exist.**

Yes**No**

When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.

You **must** save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.

Box 1: No -

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Qualify Lead

Convert this lead as qualified and create the following records:

Account	Yes
Contact	Yes
Opportunity	No

OK**Cancel**

Box 2: No -

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you.

Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No -

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

Question #36

Topic 1

A company uses Dynamics 365 Sales with out-of-the-box forms.

Users must view logged phone calls and meetings for contacts.

Which feature includes phone calls and meetings?

- A. Controls
- B. Attachments
- C. Contact information
- D. Timeline

Correct Answer: D

Community vote distribution

D (100%)

Question #37

Topic 1

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.

You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

Correct Answer: A

Export to an Excel dynamic worksheet

Export data to an Office Excel worksheet so users can have the latest Dynamics 365 Customer Engagement (on-premises) information any time they view the worksheet. Imagine the CEO of your company getting the critical information they need without having to navigate Dynamics 365 Customer Engagement (on-premises) but instead, merely opening the Excel link on their desktop. You can export up to 100,000 records at a time.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-dynamic-worksheet?view=op-9-1>

Community vote distribution

D (80%)

A (20%)

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

Correct Answer: D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

Community vote distribution

D (100%)

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

Correct Answer: D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

Community vote distribution

D (100%)

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help.

You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

Community vote distribution

C (100%)

HOTSPOT -

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area**Requirement**

Configure the system to account for the impact of holidays on SLA response time.

Product

Dynamics 365 Sales
Dynamics 365 Customer Service
Dynamics 365 Marketing
Bookings
Resource Management homepage
Universal Resource Scheduling

Schedule a service representative in the correct department and time zone to address the customer issue.

Answer Area**Requirement**

Configure the system to account for the impact of holidays on SLA response time.

Correct Answer:

Product

Dynamics 365 Sales
Dynamics 365 Customer Service
Dynamics 365 Marketing
Bookings
Resource Management homepage
Universal Resource Scheduling

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

HOTSPOT -

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

Correct Answer: AC

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

Community vote distribution

AC (100%)

HOTSPOT -

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

HOTSPOT -

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #f0f0f0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">Power Virtual Agents</div><div style="border-left: 1px solid black; padding-left: 5px;">Dynamics 365 Field Service</div><div style="border-left: 1px solid black; padding-left: 5px;">Customer Service Insights</div></div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #f0f0f0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">SMS – text message</div><div style="border-left: 1px solid black; padding-left: 5px;">Webchat</div></div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #f0f0f0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">Omnichannel for Customer Service</div><div style="border-left: 1px solid black; padding-left: 5px;">Power BI</div><div style="border-left: 1px solid black; padding-left: 5px;">Customer Service Insights</div></div>

Answer Area

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #e0f2e0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">Power Virtual Agents</div><div style="border-left: 1px solid black; padding-left: 5px;">Dynamics 365 Field Service</div><div style="border-left: 1px solid black; padding-left: 5px;">Customer Service Insights</div></div>
Correct Answer: Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #e0f2e0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">SMS – text message</div><div style="border-left: 1px solid black; padding-left: 5px;">Webchat</div></div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #f0f0f0; height: 10px;"></div><div style="border-left: 1px solid black; padding-left: 5px;">Omnichannel for Customer Service</div><div style="border-left: 1px solid black; padding-left: 5px;">Power BI</div><div style="border-left: 1px solid black; padding-left: 5px;">Customer Service Insights</div></div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

DRAG DROP -

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

Correct Answer:

Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

HOTSPOT -

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

Answer Area

Correct Answer: Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

DRAG DROP -

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

- ⇒ Detect and diagnose equipment problems before customers are aware of an issue.
- ⇒ Create cases from social channels and SMS text messages.
- ⇒ Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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.

Select and Place:

Answer Area

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights	Create cases from social channels and SMS text messages.	
Connected Customer Service		
Omnichannel for Customer Service		

Correct Answer:**Answer Area**

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service
Connected Customer Service		
Omnichannel for Customer Service		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

Community vote distribution

B (92%)

8%

HOTSPOT -

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

- A. Power Automate to transfer cases
- B. Service level agreements
- C. Knowledge base management
- D. Customer Service Insights

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

Community vote distribution

C (100%)

HOTSPOT -

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input type="radio"/>

Answer Area

Correct Answer:

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

DRAG DROP -

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature 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.

Select and Place:

Actions	Answer Area
SLA key performance indicator (KPI)	
SLA actions	
Business Hours	
Allow Pause and Resume	
Scenario	Feature
Prevent enforcement of the SLA terms while waiting for additional information from a customer	
Send an email when a case is at risk for non-compliance with an SLA	

Correct Answer:

Actions	Answer Area
SLA key performance indicator (KPI)	
SLA actions	
Business Hours	
Allow Pause and Resume	
Scenario	Feature
Prevent enforcement of the SLA terms while waiting for additional information from a customer	Allow Pause and Resume
Send an email when a case is at risk for non-compliance with an SLA	SLA actions

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

A company uses Dynamics 365 Customer Service.

The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case.

Which statement describes what happens when a case item is released from the queue?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.
- B. The case is removed from all queues.
- C. The case is removed from the agent's personal queue and returned to the original support queue.

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues>

Community vote distribution

C (100%)

DRAG DROP -

A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses.

You need to create a glossary for employees.

Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

Select and Place:

Answer Area**Definitions****Item**

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service-level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Definitions**Answer Area****Item**

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service-level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Correct Answer:

Details related to inquiries or issues reported by a customer.

Mechanism for categorizing and prioritizing records.

Description and performance measurement of services to be delivered.

Information that can be used to respond to customer inquiries or issues.

Reference:

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

DRAG DROP -

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

Correct Answer:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	Power Automate
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central
Power Automate		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

HOTSPOT -

You plan to implement Dynamics 365 Customer Service.

For each of the following statements, select Yes if then statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
-----------	-----	----

You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.

Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.

Answer Area

Statement	Yes	No
-----------	-----	----

Correct Answer:

You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.

Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

DRAG DROP -

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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.

Select and Place:

Answer Area

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	
Unified Service Desk		
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	

Correct Answer:**Answer Area**

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk		
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

HOTSPOT -

A company implements cases in Dynamics 365 Customer Service.

You need to select the features that meet the requirements for a case.

Which feature should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Feature
Automatically open a new case	<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Convert To functionality <input type="checkbox"/> Record creation and update rules <input type="checkbox"/> Routing rules </div>
Manage response time for a case	<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Entitlements <input type="checkbox"/> Queues <input type="checkbox"/> Service-level agreements </div>
Guide an agent through stages to resolve a case	<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Business process flows <input type="checkbox"/> Queues <input type="checkbox"/> Tasks </div>

Correct Answer:

Answer Area

Requirement	Feature
Automatically open a new case	<div style="border: 1px solid black; padding: 5px;"> <input checked="" type="checkbox"/> Convert To functionality <input checked="" type="checkbox"/> Record creation and update rules <input type="checkbox"/> Routing rules </div>
Manage response time for a case	<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Entitlements <input type="checkbox"/> Queues <input checked="" type="checkbox"/> Service-level agreements </div>
Guide an agent through stages to resolve a case	<div style="border: 1px solid black; padding: 5px;"> <input checked="" type="checkbox"/> Business process flows <input type="checkbox"/> Queues <input type="checkbox"/> Tasks </div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter>

[https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1](https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-case-sla)

HOTSPOT -

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No -

You can search for knowledge content in external sources.

Business value -

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on.

The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes -

You can insert knowledge articles into an email.

Business value -

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.

Feature details -

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an agent can search and select a knowledge article to include in the email.

Box 3: No -

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/search-knowledge-content-external-sources> <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email> <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter>

Question #61

Topic 1

Customers submit suggestions, questions, and cases to a company by using the following channels:

- ↪ Submitting a case in a customer service portal.
- ↪ Emailing a support mailbox.
- ↪ Calling a telephone number.

The company has two departments. Each department has a defined list of agents. The company distributes all submissions to the correct department.

You need to show the agents how the submissions are stored.

Which format is used for the submissions?

- A. Work orders
- B. Queues
- C. Work items
- D. Activities

Correct Answer: B

Cases are added to a queue.

Select Add to Queue to add a case to a queue.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

Community vote distribution

B (100%)

A company is using Dynamics 365 Customer Service for case management.
The company must use entitlements to enforce limitations on customer ticket creation.
You need to design the entitlement terms.
Which two metrics should you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Hours of service
- C. Number of cases
- D. Initial response time

Correct Answer: AC

Define what kind of support your customers are eligible for by creating entitlements in Dynamics 365 Customer Service. With entitlements, you specify the support term based on number of hours or number of cases. The customer's support level can vary based on the product or service that the customer has purchased.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

Community vote distribution

AC (100%)

A company uses Dynamics 365 Field Service.
The maintenance manager wants to be able to add a list of questions to work orders to ensure that field technicians follow the same steps when servicing customer equipment.
You need to explain to the manager which features are available to meet the requirement.
Which feature should you use?

- A. Connected Field Service
- B. Inspections
- C. Microsoft Customer Voice
- D. Scheduling

Correct Answer: B

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

Community vote distribution

B (100%)

HOTSPOT -

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets.	<input type="radio"/>	<input type="radio"/>
You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets.	<input type="radio"/>	<input type="radio"/>
You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order.

You need to identify the next step in the process.

What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.
- C. Generate an invoice.
- D. Review and close the work order.

Correct Answer: B

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/create-work-order>

Community vote distribution

B (100%)

HOTSPOT -

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

Which app 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

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<input type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	<input type="checkbox"/> Dynamics 365 Field Service Mobile App <input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Customer Service

Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations. Correct Answer:	<input checked="" type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	<input checked="" type="checkbox"/> Dynamics 365 Field Service Mobile App <input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Customer Service

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry> <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order.

A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open " In progress
- B. Open " Unscheduled
- C. Traveling
- D. Open " Scheduled

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

Community vote distribution

A (100%)

HOTSPOT -

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You should navigate to the  to see the technician locations on a map.

- Site Map
- Schedule Board
- Schedule Assistant

Answer Area

Correct Answer: You should navigate to the  to see the technician locations on a map.

- Site Map
- Schedule Board
- Schedule Assistant

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

HOTSPOT -

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service.

You need to recommend the features that the company should implement to meet business requirements.

Which features 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

Function	Feature				
Assign a work order to a field engineer for next Tuesday at noon.	<table border="1"><tr><td>Universal Resource Scheduling</td></tr><tr><td>Work Orders</td></tr><tr><td>Connected Field Services</td></tr><tr><td>Geofencing</td></tr></table>	Universal Resource Scheduling	Work Orders	Connected Field Services	Geofencing
Universal Resource Scheduling					
Work Orders					
Connected Field Services					
Geofencing					
Synchronize offline data when the app starts.	<table border="1"><tr><td>Geofencing</td></tr><tr><td>Field Service Mobile</td></tr><tr><td>Integrations</td></tr><tr><td>Connected Field Services</td></tr></table>	Geofencing	Field Service Mobile	Integrations	Connected Field Services
Geofencing					
Field Service Mobile					
Integrations					
Connected Field Services					
Monitor air-conditioning equipment to identify mechanical issues	<table border="1"><tr><td>Field Service Mobile</td></tr><tr><td>Work Orders</td></tr><tr><td>Connected Field Services</td></tr><tr><td>Bookable resources</td></tr></table>	Field Service Mobile	Work Orders	Connected Field Services	Bookable resources
Field Service Mobile					
Work Orders					
Connected Field Services					
Bookable resources					

Answer Area

Function	Feature				
Assign a work order to a field engineer for next Tuesday at noon.	<table border="1"><tr><td>Universal Resource Scheduling</td></tr><tr><td>Work Orders</td></tr><tr><td>Connected Field Services</td></tr><tr><td>Geofencing</td></tr></table>	Universal Resource Scheduling	Work Orders	Connected Field Services	Geofencing
Universal Resource Scheduling					
Work Orders					
Connected Field Services					
Geofencing					
Correct Answer: Synchronize offline data when the app starts.	<table border="1"><tr><td>Geofencing</td></tr><tr><td>Field Service Mobile</td></tr><tr><td>Integrations</td></tr><tr><td>Connected Field Services</td></tr></table>	Geofencing	Field Service Mobile	Integrations	Connected Field Services
Geofencing					
Field Service Mobile					
Integrations					
Connected Field Services					
Monitor air-conditioning equipment to identify mechanical issues	<table border="1"><tr><td>Field Service Mobile</td></tr><tr><td>Work Orders</td></tr><tr><td>Connected Field Services</td></tr><tr><td>Bookable resources</td></tr></table>	Field Service Mobile	Work Orders	Connected Field Services	Bookable resources
Field Service Mobile					
Work Orders					
Connected Field Services					
Bookable resources					

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order> <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

HOTSPOT -

A company plans to implement Connected Field Service.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input checked="" type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

A company has a large number of technicians that work in the field.

You need to ensure that Dynamics 365 Field Service can automatically schedule work to minimize travel time for technicians.

What should you implement?

- A. Resource scheduling optimization
- B. Unified routing for table records
- C. Schedule board
- D. Universal Resource Scheduling

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview>

Community vote distribution

A (75%)

D (25%)

DRAG DROP -

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

Answer Area

Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	Work orders
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
Asset management	Track customer equipment.	Asset management
Preventive maintenance	Automatically generate recurring maintenance appointments.	Preventive maintenance

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

HOTSPOT -

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input type="radio"/>	<input checked="" type="radio"/>
You can manage warranties.	<input checked="" type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input checked="" type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders> <https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

HOTSPOT -

A company plans to implement Dynamics 365 Field Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs.

Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

Correct Answer: CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

Community vote distribution

CD (93%)

7%

HOTSPOT -

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	<input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Return merchandise authorization

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs. Correct Answer:	<input type="checkbox"/> Return to vendor <input checked="" type="checkbox"/> Asset management <input type="checkbox"/> Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	<input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input checked="" type="checkbox"/> Return merchandise authorization

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

DRAG DROP -

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

Correct Answer:**Answer Area**

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	Universal Resource Scheduling
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	Resource scheduling optimization
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	Connected Field Service

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

HOTSPOT -

A company maintains a group of commercial buildings. The company implements Dynamics 365 Field Service.

A new employee is hired. The employee holds several advanced certifications for maintaining specific types of industrial air filtration units.

You need to add the new employee as a resource in the system.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option						
Specify the certification type	<table border="1"><tr><td>Rating value</td><td>▼</td></tr><tr><td>Category</td><td></td></tr><tr><td>Skill</td><td></td></tr></table>	Rating value	▼	Category		Skill	
Rating value	▼						
Category							
Skill							
Specify the certification level	<table border="1"><tr><td>Rating value</td><td>▼</td></tr><tr><td>Category</td><td></td></tr><tr><td>Skill</td><td></td></tr></table>	Rating value	▼	Category		Skill	
Rating value	▼						
Category							
Skill							

Answer Area

Requirement	Option						
Specify the certification type	<table border="1"><tr><td>Rating value</td><td>▼</td></tr><tr><td>Category</td><td></td></tr><tr><td>Skill</td><td></td></tr></table>	Rating value	▼	Category		Skill	
Rating value	▼						
Category							
Skill							
Correct Answer:	<table border="1"><tr><td>Rating value</td><td>▼</td></tr><tr><td>Category</td><td></td></tr><tr><td>Skill</td><td></td></tr></table>	Rating value	▼	Category		Skill	
Rating value	▼						
Category							
Skill							
Specify the certification level	<table border="1"><tr><td>Rating value</td><td>▼</td></tr><tr><td>Category</td><td></td></tr><tr><td>Skill</td><td></td></tr></table>	Rating value	▼	Category		Skill	
Rating value	▼						
Category							
Skill							

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources> <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-characteristics>

HOTSPOT -

An air-conditioning repair company uses Dynamics 365 Field Service. Customers and users report several issues.

What should you use to resolve each issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area**Issue**

One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.

Feature

<input type="checkbox"/>
Bookable Resource
Universal Resource Scheduling
Field Service Mobile

A customer wants to ensure that their air-conditioning system is repaired quickly even if it breaks down while they are away from home.

<input type="checkbox"/>
Connected Field Service
Schedule Board
Field Service Mobile
Geocoding

Correct Answer:

Answer Area**Issue**

One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.

Feature

<input checked="" type="checkbox"/>
Bookable Resource
Universal Resource Scheduling
Field Service Mobile

A customer wants to ensure that their air-conditioning system is repaired quickly even if it breaks down while they are away from home.

<input checked="" type="checkbox"/>
Connected Field Service
Schedule Board
Field Service Mobile
Geocoding

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

A company is implementing Dynamics 365 Project Operations to manage projects for customers.

You are training project managers on how to enter statements of work into the new system.

You need to ensure that the number of hours and the hourly rate for each item are entered.

Where must the project managers enter the required information?

- A. Project contracts
- B. Project stages
- C. Project accounting
- D. Resource management
- E. Project tracking

Correct Answer: AB

Community vote distribution

A (100%)

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer.

Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

Correct Answer: AC

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

You work for a job placement agency that uses Dynamics 365 Project Operations. A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Correct Answer: CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

HOTSPOT -

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

Answer Area

Correct Answer: You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations. You need to track information about electricians' qualifications, professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Proficiency model

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

DRAG DROP -

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app.

You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality 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.

Select and Place:

Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

Answer Area

Functionalities	Scenario	Functionality
Correct Answer: Recall	Update the hours.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

HOTSPOT -

You are a project manager for a company that uses Dynamics 365 Project Operations.

You need to determine whether a specific resource has availability to work on a project.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can use the Schedule Board to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: You can use the Schedule Board to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input checked="" type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-book-resources-scheduleboard>

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resource-reconciliation-overview>

A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

Correct Answer: AB

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

HOTSPOT -

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

- Monthly bookkeeping services that take four hours
- Yearly tax filings with variable hours that are based on a client's needs for one year
- Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area**Work type****Service type**

Monthly bookkeeping services that take four hours.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Yearly tax filings with variable hours that are based on a client's needs for one year.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reimbursements for unplanned government filing fees.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Answer Area**Work type****Service type**

Monthly bookkeeping services that take four hours.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Correct Answer: Yearly tax filings with variable hours that are based on a client's needs for one year.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reimbursements for unplanned government filing fees.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

A customer creates a new project in Dynamics 365 Project Operations.

The customer needs to add project work items.

You need to specify the duration of the work.

Where should you specify the duration of the work?

- A. Estimates
- B. Summary
- C. Tasks
- D. Resource assignments

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/project-management/create-wbs>

HOTSPOT -

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	<input type="radio"/>	<input type="radio"/>
Automatic invoice schedules are specified on project contracts	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	<input checked="" type="radio"/>	<input type="radio"/>
Automatic invoice schedules are specified on project contracts	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/pro/sales/contracts-key-concepts-sales> <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/invoice-schedules-contract-line>

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Customer Voice
- B. Power BI
- C. Power Automate

Correct Answer: B

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

DRAG DROP -

A company implements Dynamics 365 Sales.

Users are unsure how to perform various tasks.

You need to recommend features to help the company configure the system.

What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

Answer Area

Correct Answer:	Features	Requirement	Feature
	charts	Schedule follow-up appointments.	activities
	views	Display all appointments and sales orders for a day on a single page.	dashboards
	dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	views
	activities		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

You need to update inventory data for a company's warehouse.

Which two record types can you use to update the inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Agreement
- B. Warehouse
- C. Inventory adjustment
- D. Return merchandise authorization (RMA)

Correct Answer: CD

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals.

The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record.

Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company.

Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

Correct Answer: D

Reference:

<https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

HOTSPOT -

A customer purchases Microsoft 365 and Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input checked="" type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input checked="" type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

DRAG DROP -

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales.

Match each tool to the reporting requirements.

Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	
Power BI		
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	
Plug-in		

Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	Microsoft Excel
Power BI		
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	Dynamics 365 Sales dashboard
Plug-in		

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week.

You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Correct Answer: D

You would have to create separate bookings for each of the working days.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

You have a chart that displays a summary of accounts by industry.

You need a chart that groups the account data by city instead of by industry. You must be able to access the chart at a later date.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

Correct Answer: BD

HOTSPOT -

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input checked="" type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input checked="" type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

DRAG DROP -

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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.

Select and Place:

Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	
Knowledge Articles		

Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates.

You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

Correct Answer: BD

Reference:

<https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

DRAG DROP -

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

- ☞ Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.
- ☞ Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.

Which features should you recommend?

To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Answer Area

Features	Requirement	Feature
Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	
Report	Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	
View		

Answer Area

	Features	Requirement	Feature
Correct Answer:	Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	Dashboard
	Report	Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	
	View		View

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

A company wants an application that meets the following requirements:

- ☞ Display the latest news about the company.
- ☞ Recommend leads to sales team members.

You need to identify an application to meet the requirements.

What should you recommend?

- A. LinkedIn Campaign Manager
- B. Dynamics 365 Sales Insights
- C. LinkedIn Sales Manager
- D. Dynamics 365 Customer Service

Correct Answer: A

Reference:

<https://www.linkedin.com/help/linkedin/answer/a420420/get-started-with-campaign-manager?lang=en>

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

Which three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. SharePoint Online
- B. Microsoft Teams
- C. Power BI
- D. OneDrive for Business
- E. Power Automate

Correct Answer: ABD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-install-app>

HOTSPOT -

You are investigating the reporting capabilities for Dynamics 365 applications.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
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Each Dynamics 365 application contains unique data that is accessible
only from reports embedded within those applications

The Dynamics 365 Report wizard can be used to create reports by
using the data from Dynamics 365 applications

Correct Answer:

Answer Area

Statement	Yes	No
-----------	-----	----

Each Dynamics 365 application contains unique data that is accessible
only from reports embedded within those applications

The Dynamics 365 Report wizard can be used to create reports by
using the data from Dynamics 365 applications

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/customize-organize-reports?view=op-9-1>

A company plans to use Dynamics 365 Sales out-of-the-box functionality.

The company wants to use leads to track potential business. Salespeople want an automatic record creation process after qualifying leads.

You need to identify which records are automatically created.

Which three record types are automatically created? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Contact
- B. Quote
- C. Project
- D. Account
- E. Opportunity

Correct Answer: ADE

A company uses social media for marketing.

The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.

You need to determine the supported social media activities.

Which action is supported?

- A. Analyze the sentiment of posts about a company
- B. Get notified when a company is mentioned
- C. Automatically follow another account when a specified condition is met
- D. Schedule a post to be published in the future

Correct Answer: D

Sales representatives need a view of all of their customers and the statistics that relate to these customers.

You need to identify how to create visuals for sales representatives to analyze and compare the data for multiple accounts.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Import Excel data
- B. Create charts
- C. Create reports in the report wizard
- D. Embed Power BI reports in a system dashboard
- E. Create custom forms

Correct Answer: BCD

DRAG DROP -

A company plans to replace its existing software with Microsoft products.

You need to recommend an app to accomplish each task.

Which app should you recommend? To answer, drag the appropriate applications to the correct links. Each feature 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.

Select and Place:

Apps**Dynamics 365 Customer Voice****Dynamics 365 Customer Insights****Dynamics 365 Sales Insights****Answer Area****Task**

Send a survey

Identify customers in multiple types
of data sources**App****Correct Answer:****Apps****Dynamics 365 Customer Voice****Dynamics 365 Customer Insights****Dynamics 365 Sales Insights****Answer Area****Task**

Send a survey

Identify customers in multiple types
of data sources**App****Dynamics 365 Customer Voice****Dynamics 365 Customer Insights**

HOTSPOT

You are creating segments in Dynamics 365 Marketing.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can set up dynamic segments to include contacts, leads, and accounts.	<input type="radio"/>	<input type="radio"/>
When you are using a static segment, you must manually pick the members to be included or select by query.	<input type="radio"/>	<input type="radio"/>
The scope of a segment determines if the segment is dynamic or static.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
Correct Answer: You can set up dynamic segments to include contacts, leads, and accounts.	<input checked="" type="checkbox"/>	<input type="radio"/>
When you are using a static segment, you must manually pick the members to be included or select by query.	<input type="radio"/>	<input checked="" type="checkbox"/>
The scope of a segment determines if the segment is dynamic or static.	<input type="radio"/>	<input checked="" type="checkbox"/>

HOTSPOT

A company plans to use Microsoft Dynamics 365 Marketing. You need to describe app event functionality.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Payment gateways can be configured to work with an event website.	<input type="radio"/>	<input type="radio"/>
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
Attendees can book hotel rooms through an event website.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Payment gateways can be configured to work with an event website.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	<input checked="" type="radio"/>	<input type="radio"/>
Attendees can book hotel rooms through an event website.	<input checked="" type="radio"/>	<input type="radio"/>

An online retail company uses Dynamics 365 Marketing.

Customers abandon carts with items after shopping on the company's website. The marketing manager must send an email to these customers to ask if they want to complete the purchase.

You need to select a feature to send the mail.

Which feature should you use?

- A. Segment-based journey
- B. Trigger-based journey
- C. Power Automate desktop flow
- D. Email campaign
- E. Customer interactions timeline

Correct Answer: C

HOTSPOT

A company uses Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Discount lists are a feature in the product catalog.	<input type="radio"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input type="radio"/>
Product bundles can be part of product families.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
Correct Answer: Discount lists are a feature in the product catalog.	<input checked="" type="checkbox"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input checked="" type="checkbox"/>
Product bundles can be part of product families.	<input checked="" type="checkbox"/>	<input type="radio"/>

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
Correct Answer: Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input checked="" type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input checked="" type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input checked="" type="radio"/>	<input type="radio"/>

HOTSPOT

An online drone retailer uses Dynamics 365 Customer Service. The company uses Customer Service Hub and cases to manage their product warranty and return policies.

Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

You need to configure the system.

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

Answer Area

Parameter	Setting
Allocation type	<input type="checkbox"/> Number of cases <input type="checkbox"/> Hours <input type="checkbox"/> 360
End date	<input type="checkbox"/> Purchase date + 360 <input type="checkbox"/> Purchase date + 30
Total term	<input type="checkbox"/> 2 <input type="checkbox"/> 30 <input type="checkbox"/> 100 <input type="checkbox"/> 360

Answer Area

Parameter	Setting
Allocation type	<input checked="" type="checkbox"/> Number of cases <input type="checkbox"/> Hours <input type="checkbox"/> 360
End date	<input checked="" type="checkbox"/> Purchase date + 360 <input type="checkbox"/> Purchase date + 30
Total term	<input checked="" type="checkbox"/> 2 <input type="checkbox"/> 30 <input type="checkbox"/> 100 <input type="checkbox"/> 360

A repair company offers five types of service-level agreements (SLAs). Customers can choose an SLA when they purchase a service contract. You define routing and assignment rules to support the SLAs.

A service manager observes that outstanding service requests are not being automatically assigned by the routing rules.

You need to resolve the issue.

What should you do?

- A. Configure queue item views.
- B. Configure the queue.
- C. Create five new queues.
- D. Create a view for the outstanding requests.

Correct Answer: C

DRAG DROP

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues.

Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.

Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule 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 Area

Rule Types	Need	Rule Type
Prioritization	Updating the priority column on a case based on existing information.	
Skill-based routing	Assignment order when agents have capacity available.	
Work classification		

Answer Area

Need	Rule Type
Updating the priority column on a case based on existing information.	Prioritization
Assignment order when agents have capacity available.	Skill-based routing

DRAG DROP

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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.

Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process.	
Dual-write	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
LinkedIn Sales Navigator	Acquire relevant account information from Dynamics 365 Finance	
Knowledge Articles		

NOTE: Each correct selection is worth one point.

Answer Area

	Requirement	Solution
Correct Answer:	Ensure that all employees can participate in the lead qualification process.	Microsoft Teams
	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
	Acquire relevant account information from Dynamics 365 Finance	Dual-write

The CEO of a company asks you to provide basic reporting for Dynamics 365 Sales.

The solution must have lists of records and visuals and must also support data from multiple, unrelated tables.

You need to determine how to construct the report.

What should you use?

- A. Microsoft Excel PivotTable
- B. Dynamic worksheet in Microsoft Excel
- C. Dashboard
- D. View

Correct Answer: C

HOTSPOT

-

You are examining the functionality of views in Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Views can be created only by users who have access to customize the system.	<input type="radio"/>	<input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input type="radio"/>
Views can be configured so that records are editable inline.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
Views can be created only by users who have access to customize the system.	<input checked="" type="checkbox"/>	<input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input checked="" type="checkbox"/>
Views can be configured so that records are editable inline.	<input checked="" type="checkbox"/>	<input type="radio"/>

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
------------	-----	----

Knowledge articles are available to all users once they are created.

Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.

Knowledge articles can have multiple versions.

Answer Area

Statements	Yes	No
------------	-----	----

Correct Answer: Knowledge articles are available to all users once they are created.

Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.

Knowledge articles can have multiple versions.

DRAG DROP

A company that provides house cleaning services uses Dynamics 365 Customer Service.

The company wants to set up service scheduling. The company needs to gather the following information:

- Cities in which services are offered.
- Personnel and equipment needed to perform services.
- Availability of personnel.

You need to recommend configuration options.

Which configuration option should you recommend? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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 Area

Configurations	Requirement	Configuration
Organizational units	List of cities	
Resources	Personnel	
Resource groups	Personnel availability	
Work hours		

Answer Area

	Requirement	Configuration
Correct Answer:	List of cities	Organizational units
	Personnel	Resource groups
	Personnel availability	Work hours

HOTSPOT

A company uses Dynamics 365 Customer Service.

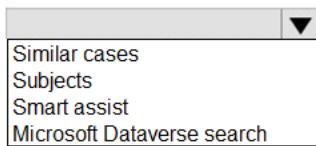
A customer service agent needs to understand how knowledge search works.

How should you explain this feature?

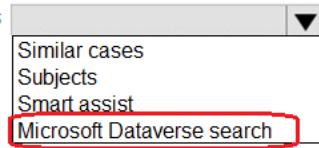
Select the answer that correctly completes the sentence.

Answer Area

The Knowledge search feature uses

**Answer Area**

Correct Answer: The Knowledge search feature uses



HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
The schedule assistant gives preference to specific resources over requirements.	<input type="radio"/>	<input type="radio"/>
Requirements trigger the creation of work orders.	<input type="radio"/>	<input type="radio"/>
Booking alerts display on the Field Service (Dynamics 365) mobile app.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
Correct Answer: The schedule assistant gives preference to specific resources over requirements.	<input checked="" type="radio"/>	<input type="radio"/>
Requirements trigger the creation of work orders.	<input type="radio"/>	<input checked="" type="radio"/>
Booking alerts display on the Field Service (Dynamics 365) mobile app.	<input checked="" type="radio"/>	<input type="radio"/>

HOTSPOT

A company is evaluating Dynamics 365 Field Service.

The company must be able to manage technicians that perform onsite repairs at client offices.

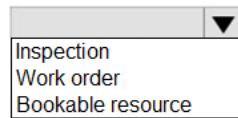
You need to understand which product features are available to meet the requirements.

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

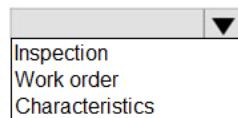
NOTE: Each correct selection is worth one point.

Answer Area**Requirement Feature**

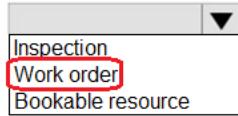
Relate an account to a pending job.



Diagnose a problem by using a list of questions.

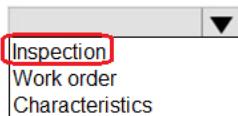
**Answer Area****Requirement Feature**

Relate an account to a pending job.



Correct Answer:

Diagnose a problem by using a list of questions.



HOTSPOT

A company uses Dynamics 365 Field Service.

Employees need to schedule bookings while viewing work order details.

Which feature should you recommend?

Select the answer that correctly completes the sentence.

Answer Area

To schedule, use the  feature.

- Quick scheduling
- Schedule board
- Schedule assistant
- Booking requirements

Answer Area

Correct Answer: To schedule, use the  feature.

- Quick scheduling**
- Schedule board
- Schedule assistant
- Booking requirements

HOTSPOT

You are using Dynamics 365 Field Service inspections.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statement	Yes	No
Inspections can be completed without internet access.	<input type="radio"/>	<input type="radio"/>
Inspections require new tables and columns.	<input type="radio"/>	<input type="radio"/>
Images can be added to an inspection.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Inspections can be completed without internet access.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections require new tables and columns.	<input type="radio"/>	<input checked="" type="radio"/>
Images can be added to an inspection.	<input checked="" type="radio"/>	<input type="radio"/>

A company uses Dynamics 365 Field Service. The company sends employees to customer sites for repairs. Work orders are created for repairs. No customizations have been made.

A work order status must be automatically changed to the correct stage with resources are booked.

Which three bookable resource statuses should you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open-Unscheduled
- B. On Break
- C. Closed-Posted
- D. Traveling
- E. Scheduled

Correct Answer: ACE

HOTSPOT

A company implements Dynamics 365 Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Microsoft Excel templates can be used to update row information.	<input type="radio"/>	<input type="radio"/>
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Data can be exported only by using a system view.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: Microsoft Excel templates can be used to update row information.	<input checked="" type="radio"/>	<input type="radio"/>
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
Data can be exported only by using a system view.	<input type="radio"/>	<input checked="" type="radio"/>

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service.

The management team wants to understand the benefits of the Dynamics 365 App for Outlook.

You need to explain the available features.

Which two features should you explain?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Track an email from Outlook to an existing sales order in Dynamics 365 Sales.
- B. Create a Dynamics 365 email template.
- C. Synchronize an appointment created in Dynamics 365 Sales to Outlook.
- D. Synchronize a custom field in the contact table to a user-defined field in Outlook.

Correct Answer: AD

