Demo Questions

Microsoft MB-600 Exam

Microsoft Power Apps + Dynamics 365 Solution Architect (beta)

Thank you for downloading MB-600 Exam PDF

Question #1 *Topic 1*

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.
You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.
Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.
Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: *A*

Question #2 *Topic 1*

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.
The SLA states the following:

☞ Support must be provided 24 hours per day, seven days a week.

☞ Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

Which two tools should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

Correct Answer: *AD*

Question #3_Topic 1_

HOTSPOT -

A company has the following workforce roles and responsibilities:

Role	Responsibilities
Salesperson	Create and update leads, opportunities, quotes, orders, and invoices on mobile devices.
Administrative assistant	Update contact information, calendar invitations, and announcements. Edit dashboards. Long time and expenses to a project.
Customer service agent	Start support chats, respond to customer surveys, and create and update knowledge management.
Sales manager	Edit products, price lists, and sales literature. View contacts, leads, opportunities, quotes, orders, and invoices.
Unit director	View dashboards, record relationships, and invoices. Export data to Microsoft Excel. Use advanced find.

You need to recommend the lowest-cost license type.

Which license types should you recommend? To answer, select the appropriate license in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Role	Dynamics 365 license
Salesperson	▼ Full / Team / Device / App
Administrative assistant	▼ Full / Team / Device / App
Customer service agent	▼ Full / Team / Device / App
Sales manager	▼ Full / Team / Device / App
Unit director	▼

Answer Area

Role	Dynamics 365 license
Salesperson	Full / Team / Device / **App**
Administrative assistant	**Full** / Team / Device / App
Customer service agent	Full / Team / Device / **App**
Sales manager	**Full** / Team / Device / App

Correct Answer: Unit director

Question #4 *Topic 1*

DRAG DROP -

An organization is implementing Dynamics 365 Customer Service.

The sales team wants to be able to customize some of the settings used in the business process flows.

You need to identify whether a business process flow will support the customizations.

Which customizations will work correctly? To answer, drag the appropriate tool to the correct data type. Each tool 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

Validity	Customization	Validity
True	Hide required form items in a process flow.	
False	Use a value from a business rule in a process flow.	

Answer Area

Validity	Customization	Validity
True	Hide required form items in a process flow.	False
False	Use a value from a business rule in a process flow.	True

Correct Answer:

Question #5 *Topic 1*

HOTSPOT -

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Suggested solutions
Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.	▼ Microsoft Azure SQL for storage. Power BI for reporting All legacy data imported to Dynamics 365 Power Apps dataflows for integration
Users need to interact with the data and relate it to new records.	▼ Microsoft Azure SQL for storage: Power BI for reporting Microsoft Azure SQL for storage: virtual entities for interaction All legacy data imported to Dynamics 365
Data needs to be retained for executive reporting purposes only.	▼ Microsoft Azure SQL for storage: Power BI for reporting Microsoft Azure SQL for storage: virtual entities for interaction All legacy data imported to Dynamics 365 Power Apps dataflows for integration

Correct Answer:

Answer Area

Scenario	Suggested solutions
Legacy data is for reference only. Data needs to display on Dynamics 365 forms. No interaction with the records is needed.	▼ Microsoft Azure SQL for storage. Power BI for reporting All legacy data imported to Dynamics 365 **Power Apps dataflows for integration**
Users need to interact with the data and relate it to new records.	▼ Microsoft Azure SQL for storage: Power BI for reporting Microsoft Azure SQL for storage: virtual entities for interaction **All legacy data imported to Dynamics 365**
Data needs to be retained for executive reporting purposes only.	▼ **Microsoft Azure SQL for storage: Power BI for reporting** Microsoft Azure SQL for storage: virtual entities for interaction All legacy data imported to Dynamics 365 Power Apps dataflows for integration