



# MB-200<sup>Q&As</sup>

Microsoft Power Platform + Dynamics 365 Core

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### QUESTION 1

You are a Dynamics 365 for Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

Application area	Security function
Microsoft 365 admin center	<div style="border: 1px solid black; padding: 5px;"><div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div><ul style="list-style-type: none"><li style="border-bottom: 1px solid black; padding: 2px 5px;">Roles</li><li style="border-bottom: 1px solid black; padding: 2px 5px;">Groups</li><li style="border-bottom: 1px solid black; padding: 2px 5px;">Licenses</li><li style="padding: 2px 5px;">Access rights</li></ul></div>
Dynamics 365 Sandbox instance	<div style="border: 1px solid black; padding: 5px;"><div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div><ul style="list-style-type: none"><li style="border-bottom: 1px solid black; padding: 2px 5px;">Roles</li><li style="border-bottom: 1px solid black; padding: 2px 5px;">Groups</li><li style="padding: 2px 5px;">Access rights</li></ul></div>

Correct Answer:



## Answer Area

Application area	Security function
Microsoft 365 admin center	<ul style="list-style-type: none"><li>Roles</li><li>Groups</li><li>Licenses</li><li>Access rights</li></ul>
Dynamics 365 Sandbox instance	<ul style="list-style-type: none"><li>Roles</li><li>Groups</li><li>Access rights</li></ul>

### QUESTION 2

You are a Dynamics 365 for Customer Service system administrator.

A user experiences slow performance when using Dynamics 365.

You need to check the latency of the environment.

What should you do?

- A. Use the organization Insights tool.
- B. View the Health section of Microsoft Office 365 Admin portal.
- C. View the Power platform Admin center.
- D. Run the Dynamics 365 Diagnostics tool.

Correct Answer: D

References: <https://community.dynamics.com/365/customerservice/f/763/t/285347>

### QUESTION 3

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.



After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Quick Find search on the Contact entity to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Quick Find can only search the current entity. Also, only a relevance search can search the text in notes.

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#### QUESTION 4

You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device.

Sales team members report several issues when they access Dynamics 365.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:



**Answer Area**

Issue	Solution
Customizations made on the form do not display on the devices.	<ul style="list-style-type: none"> <li>Log off and back on.</li> <li>Clear the cache.</li> <li>Restart the tablet.</li> </ul>
The wrong form displays when account records are opened	<ul style="list-style-type: none"> <li>Delete all the forms except the one you want to use.</li> <li>The form is not set as the first form in the entity.</li> <li>Publish all forms.</li> <li>Clear the cache.</li> </ul>
The devices continuously display error messages indicating that you must restart the app.	<ul style="list-style-type: none"> <li>Reinstall the app.</li> <li>Set privileges for the user.</li> <li>Restart the app.</li> <li>Restart the tablet.</li> </ul>

Correct Answer:

**Answer Area**

Issue	Solution
Customizations made on the form do not display on the devices.	<ul style="list-style-type: none"> <li>Log off and back on.</li> <li>Clear the cache.</li> <li>Restart the tablet.</li> </ul>
The wrong form displays when account records are opened	<ul style="list-style-type: none"> <li>Delete all the forms except the one you want to use.</li> <li>The form is not set as the first form in the entity.</li> <li>Publish all forms.</li> <li>Clear the cache.</li> </ul>
The devices continuously display error messages indicating that you must restart the app.	<ul style="list-style-type: none"> <li>Reinstall the app.</li> <li>Set privileges for the user.</li> <li>Restart the app.</li> <li>Restart the tablet.</li> </ul>

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/troubleshooting-things-know-about-phones-tablets>

**QUESTION 5**

You are a Dynamics 365 for Customer Service system administrator. You set up server-side synchronization. You plan to deploy the Dynamics 365 App for Outlook after users have received training.

Users do not have administrator rights.



You need to identify which method you would use to deploy Dynamics 365 App for the trained users.

Which method will accomplish this goal?

- A. Push the App for Outlook to all eligible users from the Dynamics 365 administration center.
- B. Have users install themselves directly from the Dynamics 365 Settings area.
- C. Have users install themselves from the personal Settings area.
- D. Push the App for Outlook to only select users from Dynamics 365 Settings area.
- E. Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area.

Correct Answer: D

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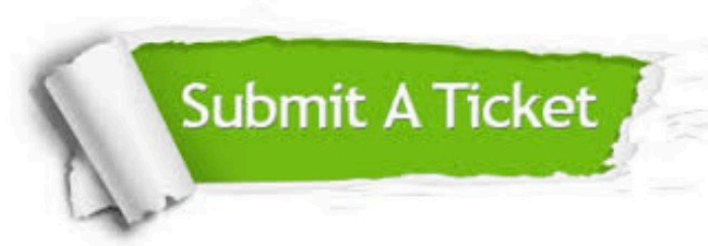
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