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QUESTION 1

You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.

B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer.

C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance.

D. Search AppSource for Voice of the Customer. Import the solution.

E. Add the correct role to each user to allow them to use the Voice of the Customer solution.

Correct Answer: B

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution

QUESTION 2

You need to update the Service Fee field to meet requirements. What should you modify?

A. data type

B. field type

C. precision

D. minimum and maximum values

Correct Answer: C

QUESTION 3

You have the following customers: CustomerA, CustomerB. The customers report the following issues:

Customer	Email environment	Issue description
CustomerA	On-premises Exchange Server	The customer can track received email but cannot send email from Dynamics 365
CustomerB	Exchange Online	The customer cannot send or receive emails from Dynamics 365

You need to resolve the issues.

What should you do? To answer, drag the appropriate actions to the correct customers. Each action 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	
Review the Server-Side Synchronization Dashboard.	Customer	Action
Reinstall the Dynamics 365 App for Microsoft Outlook.	CustomerA	
Configure folder-level tracking.	CustomerB	
Initiate a Test and Enable Mailbox.		

Correct Answer:

Actions	Answer Area	
Review the Server-Side Synchronization Dashboard.	Customer	Action
Reinstall the Dynamics 365 App for Microsoft Outlook.	CustomerA	Review the Server-Side Synchronization Dashboard.
Configure folder-level tracking.	CustomerB	Review the Server-Side Synchronization Dashboard.
Initiate a Test and Enable Mailbox.		

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/connect-exchange-server-on-premises

QUESTION 4

You provide add-on components for Dynamics 365. The deployment requirements for many add-ons are different.

You need to ensure that you meet the deployment requirements for add-ons.

Which solution types should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution 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.

Select and Place:

Solution types

| Managed solution |
| Unmanaged solution |

Answer Area

Requirement	Solution type
Clean removal of unwanted solutions.	
Stop others from editing intellectual property.	
Edit the solution directly.	

Correct Answer:

Solution types

| Managed solution |
| Unmanaged solution |

Answer Area

Requirement	Solution type
Clean removal of unwanted solutions.	Managed solution
Stop others from editing intellectual property.	Managed solution
Edit the solution directly.	Unmanaged solution

QUESTION 5

You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update.

You must assign the cloned solution a new version number using the Microsoft recommended versioning system.

You need to set the version number for the new solution.

Which version number should you set?

A. 2.4.3.7

B. 2.5.0.1

C. 2.5.3.6

D. 3.1.2.7

Correct Answer: B

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates

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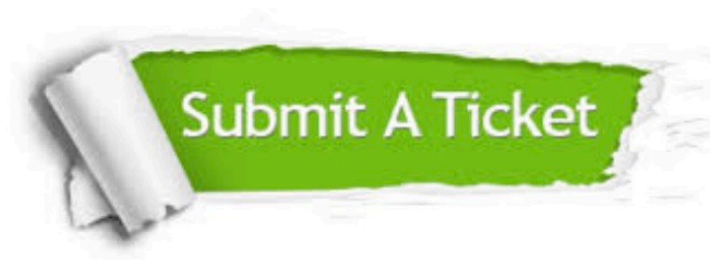Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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