



MB-200^{Q&As}

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QUESTION 1

You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team.

Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- A. Dynamics administration center
- B. Manage Roles
- C. Dynamics 365 home
- D. Security Roles

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles>

QUESTION 2

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 Notes list to search for the word run.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 3

You configure EMEA as a new Production instance. The EMEA instance must use the same configuration as the North



America instance. The EMEA instance must not include any data from North America.

You need to configure the EMEA instance by using the Dynamics 365 administration center.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Perform a minimal copy of the North America instance to the EMEA instance.	
Reset the EMEA instance.	
Set the EMEA instance to a Sandbox instance type.	
Perform a full copy of the EMEA instance to the North America instance.	
Set the EMEA instance to a Production instance type.	

Correct Answer:

Actions	Answer Area
	Set the EMEA instance to a Sandbox instance type.
Reset the EMEA instance.	Perform a minimal copy of the North America instance to the EMEA instance.
	Set the EMEA instance to a Production instance type.
Perform a full copy of the EMEA instance to the North America instance.	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/copy-instance>

QUESTION 4

You need to make the Child Attendance report available. What should you do?

- A. Transfer the Child Attendance report by using a third-party tool.
- B. Open the Child Attendance report from the sandbox and change the data source to production.



C. Add attendance log to the related record types.

D. Add the report to a solution and export the solution. Next, import the exported solution into production.

Correct Answer: D

QUESTION 5

A company identifies a new opportunity.

Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales.

You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data.

Which tool should you use?

A. Microsoft OneDrive for Business

B. Microsoft Skype for Business

C. Microsoft Office 365 Delve

D. Yammer

E. Microsoft Office 365 Groups

Correct Answer: E

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups>

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