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QUESTION 1

You are a Dynamics 365 for Customer Service administrator.

A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.

You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.

Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Select and Place:

Security models	Answer Area	Security model			
<div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Manager hierarchy</div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Position hierarchy</div> <div style="border: 1px solid blue; padding: 5px;">Role-based security</div>	<table border="1"> <thead> <tr> <th>Role</th> </tr> </thead> <tbody> <tr> <td>Sales Vice President</td> </tr> <tr> <td>Sales Managers</td> </tr> </tbody> </table>	Role	Sales Vice President	Sales Managers	<div style="border: 2px solid red; height: 30px; margin-bottom: 5px;"></div> <div style="border: 2px solid red; height: 30px;"></div>
Role					
Sales Vice President					
Sales Managers					

Correct Answer:

Security models	Answer Area	Security model			
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Role					
Sales Vice President					
Sales Managers					

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 are a Dynamics 365 for Customer Service consultant.

You need to configure classifications for different customer scenarios.

How should you create the classifications? To answer, drag the appropriate options to the correct scenarios. Each 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:

Options

- Lookup
- Option Set
- Global Option Set

Answer Area

Scenario

- Salespeople must update classifications frequently.
- Classifications are static and must be used to classify both products and territories.
- Classifications are static and must be used to classify products only.

Options

Correct Answer:



Options

Three empty rectangular input boxes for selecting options.

Answer Area

Scenario

Salespeople must update classifications frequently.

Classifications are static and must be used to classify both products and territories.

Classifications are static and must be used to classify products only.

Options

Lookup

Global Option Set

Option Set

QUESTION 4

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	<ul style="list-style-type: none"> Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	<ul style="list-style-type: none"> Roles Groups Access rights

Correct Answer:



Answer Area

Application area	Security function
Microsoft 365 admin center	<ul style="list-style-type: none">RolesGroupsLicensesAccess rights
Dynamics 365 Sandbox instance	<ul style="list-style-type: none">RolesGroupsAccess rights

QUESTION 5

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.

You are a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B



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