



MB-600^{Q&As}

Microsoft Dynamics 365 + Power Platform Solution Architect

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QUESTION 1

HOTSPOT

You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.

The company plans to implement Dynamics 365 to meet the following business requirements:

1.
A monthly newsletter must be sent directly from the system.
2.
Cases and opportunities must be automatically scheduled to the most available and best qualified resources.
3.
Resource requirements must be automatically forecasted for service requests in the pipeline.

You need to recommend an out-of-the-box solution for each business requirement.

Which out-of-the-box solution should you recommend? To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Business requirement	Solution
A monthly customer newsletter must be sent directly from the system.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Sales</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Field Service</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Project Service Automation</div>
Cases and opportunities must be automatically scheduled to the most available and best qualified resources.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Sales</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Field Service</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Project Service Automation</div>

Correct Answer:



Answer Area

Business requirement

A monthly customer newsletter must be sent directly from the system.

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

Solution

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

QUESTION 2

You are a Dynamics 365 Customer Service consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

1.

All support issues must come in by email, need to be logged, and assigned to the support group

2.

Accounts must synchronize with the parent company Oracle database

3.

Reports must be sent to the executives on a weekly basis

4.

No custom code will be used in the system

You need to recommend the components that should be configured.

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

NOTE: Each correct selection is worth one point.

A. Microsoft Azure Service Bus

B. Common Data Services



- C. Microsoft Forms Pro
- D. Power BI
- E. server-side synchronization

Correct Answer: BD

QUESTION 3

You need to recommend a solution that provides a seamless customer experience. What should you recommend?

- A. Business Process Flows
- B. Power Automate
- C. workflows
- D. task flows

Correct Answer: A

QUESTION 4

HOTSPOT

You need to recommend a solution to meet each requirement.

Which source should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Feature

Source

Live help

	▼
Microsoft AppSource	
Out-of-the-box Dynamics 365	
Custom connector	
Microsoft Power Automate	

Homework

	▼
Microsoft Power Automate	
Workflow	
Microsoft AppSource	
Out-of-the-box Dynamics 365	

Registration email

	▼
Workflow	
Microsoft AppSource	
Develop a plug-in	
Custom Connector	

Correct Answer:



Answer Area

Feature	Source
Live help	<ul style="list-style-type: none">Microsoft AppSourceOut-of-the-box Dynamics 365Custom connectorMicrosoft Power Automate
Homework	<ul style="list-style-type: none">Microsoft Power AutomateWorkflowMicrosoft AppSourceOut-of-the-box Dynamics 365
Registration email	<ul style="list-style-type: none">WorkflowMicrosoft AppSourceDevelop a plug-inCustom Connector

1.
The system must have a live help function that uses chat (CafeX). (CafeX is available from AppSource)
2.
Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365. (Dynamics supports SharePoint integration out of the box)
3.
Once an inmate is registered, an email needs to be sent to the inmate. (configure a workflow to automatically send the email)

QUESTION 5

HOTSPOT

A toy manufacturer is testing its processes in Dynamics 365 Sales and notices the following issues:

1.
The drop-down list of toy colors is different for different entities. They should be static and always the same.



2.
Too many decimal places are in the Quantity field. The field should have two decimal places instead of four.
3.
The Order Date field includes Date and Time but should include only Date.
- You need to recommend how to fix the fields.
- What 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

Issue	Resolution
Colors should be the same across entities.	<ul style="list-style-type: none">Create an entity with the colors and create a new lookup field.Create an entity with the colors and update the existing field to a lookup.Create a global option set. Then create a new field by using the global option set.Create a global option set. Then update the existing field to use the global option set.
Quantity field should have two decimal places instead of four.	<ul style="list-style-type: none">Update the precision.Update the field type.Create a new field because the precision cannot be changed.Create a new field because the field type cannot be changed.
Order Date should consist of only the date.	<ul style="list-style-type: none">Update the format.Update the behavior.Create a new field because the format cannot be changed.Create a new field because the behavior cannot be changed.

Correct Answer:



Answer Area

Issue	Resolution
Colors should be the same across entities.	<ul style="list-style-type: none"> Create an entity with the colors and create a new lookup field. Create an entity with the colors and update the existing field to a lookup. Create a global option set. Then create a new field by using the global option set. Create a global option set. Then update the existing field to use the global option set.
Quantity field should have two decimal places instead of four.	<ul style="list-style-type: none"> Update the precision. Update the field type. Create a new field because the precision cannot be changed. Create a new field because the field type cannot be changed.
Order Date should consist of only the date.	<ul style="list-style-type: none"> Update the format. Update the behavior. Create a new field because the format cannot be changed. Create a new field because the behavior cannot be changed.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/behavior-format-date-time-field>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-global-option-sets>

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