



MB2-716^{Q&As}

Microsoft Dynamics 365 Customization and Configuration

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**QUESTION 1**

You add a lookup for contacts to the case form.

You need to display the most recent primary phone number for a contact on the case form while minimizing administrative effort.

What should you do?

- A. Use a workflow to copy the phone number to a new field on the case when the contact changes.
- B. Use a quick view form to display the phone number.
- C. Use a web resource to query and display the phone number.
- D. Use field mapping during record creation to copy the phone number to a new field on the case.

Correct Answer: B

QUESTION 2

You need to configure Microsoft OneNote integration for an organization's Microsoft Dynamics 365 case entity. Which two components should you enable? Each correct answer presents part of the solution.

- A. Microsoft Office 365 groups
- B. document management for the entity
- C. Interactive Service Hub
- D. server-based Microsoft SharePoint integration
- E. Microsoft OneDrive integration

Correct Answer: BD

References: <https://www.microsoft.com/en-us/dynamics/crm-customer-center/set-up-onenote-integration-in-dynamics-365.aspx>

QUESTION 3

You are creating a business rule for the account records. The business rule will perform an action if the record has Country set to the United States and City set to either Redmond or San Francisco.

You need to identify the minimum number of condition sets required to implement this logic.

What should you identify?

- A. 1
- B. 2



C. 3

D. 4

Correct Answer: B

QUESTION 4

Which two chart types can you combine with another chart type? Each correct answer presents a complete solution.

A. line

B. pie

C. column

D. funnel

Correct Answer: AC

QUESTION 5

You create a business rule. Which action can you perform?

A. Hide a section.

B. Show an error message when a rule fails to run.

C. Show an error message when a condition is met.

D. Hide a tab.

Correct Answer: C

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