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Exam : MB2-716

Title : Microsoft Dynamics 365  
Customization and  
Configuration

**Exam A**

**QUESTION 1**

Which action can you perform by using a business rule?

- A. Subtract \$5.00 from a currency field.
- B. Clear a two options field.

- C. Concatenate two text fields.
- D. Add six days to a date field.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 2

You are creating a set of system views.

Which three options can you configure for the views? Each correct answer presents a complete solution.

- A. read, write, and delete permissions
- B. append, assign, and share permissions
- C. default sort order for results



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- D. the widths of each column
- E. the columns to display

**Correct Answer:** CDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation: [https://technet.microsoft.com/enus/library/dn509578.aspx#BKMK\\_ChoseAndConfigureColumns](https://technet.microsoft.com/enus/library/dn509578.aspx#BKMK_ChoseAndConfigureColumns)

### QUESTION 3

You plan to delete a custom entity from an unmanaged solution. Which of the following statements is true?

- A. You must delete the solution that contains the entity.
- B. You can only delete the entity from managed solutions.
- C. You must delete all records related to the entity from the database.
- D. You must remove any dependencies with other objects.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 4

A sales team member creates a chart.

You need to make the chart available to all members of the sales team.

What should you do?

- A. Download and use the Microsoft Dynamics CRM 2016 Report Authoring Extension.
- B. Ask the team member to export the data used by the chart.
- C. Export the chart XML and import it into system charts.
- D. Ask the team member to share the chart with other sales team members.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

You need to create a hyperlink field to capture the URL for a contact's LinkedIn profile.

Which data type should you use for the field?

- A. single line of text
- B. web
- C. URL
- D. text area

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

You implement Microsoft Dynamics 365 for customers.

A customer reports that their sales support staff is taking too much time updating the probability on opportunities.

You must display an Editable Grid control when users view the Opportunity entity from the web. You must display a read-only grid when users view opportunities on a tablet device.

What should you do?

- A. On the Opportunity entity, clear the Enable for mobile setting.
- B. On the Outlook and Mobile Settings page for the Opportunity entity, configure the Organization data download filter.
- C. On the Opportunity entity, select the Tablet option for the Microsoft Dynamics 365 Read- only Grid setting.
- D. On the Opportunity entity, select the Read-only in mobile setting

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

You need to install the Microsoft Dynamics 365 App for Outlook on your device. What should you do?

- A. In Settings, open Apps for Dynamics 365.
- B. Add your user name to the Microsoft Dynamics 365 App for Outlook eligible user list.
- C. Enable the option to automatically add the app to Outlook.
- D. Download and install the app from Microsoft AppSource.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 8**

You create a new custom entity and add it to the sitemap. System administrators can see the custom entity. Users report that they cannot see the custom entity. You need to ensure that users can see the custom entity. What should you do?



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- A. Publish the sitemap.
- B. Publish the custom entity.
- C. Wait for changes to the security roles to take effect.
- D. Grant appropriate security roles access to the custom entity.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 9**

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

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

Which of the following chart types can be configured as an organization-owned chart but not as a user owned chart?

- A. bar and line
- B. tag or doughnut
- C. line and multi-series
- D. area and funnel

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 11**

To which three data types can you add a custom control? Each correct answer presents a complete solution.

- A. composite
- B. date and time
- C. multiple lines of text
- D. single line text
- E. lookup

**Correct Answer: ACD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

Users need to be able to embed Microsoft Power BI visuals into personal dashboards.

What should you do?

- A. Enable server-based integration with Power BI.
- B. Add Power BI as a report category.
- C. Enable Power BI visualization embedding.
- D. Grant users Power BI reporting permissions.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 13

You need to create a process that prompts users with questions and captures their answers.  
Which process type should you use?

- A. business rule
- B. dialog
- C. custom action
- D. background workflow

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 14

You need to display data is referenced by a lookup field on a form.

Which option should you use?

- A. Quick Find View
- B. Associated View
- C. Quick View D. Public View

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

You assign security roles to an owner team and each user on the team. What effect does the security role that is assigned to the team have on the individual team members?

- A. The permissions for the user are used instead of those of the team.
- B. The user is granted the least restrictive permissions of the two roles.
- C. The permissions for the team are used instead of those of the user.
- D. The user is granted the most restrictive permissions of the two roles.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 16**

Which two components can you export as part of a solution? Each correct answer presents a complete solution.

- A. business units
- B. themes
- C. web resources
- D. connection roles

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**



You need to provide users that have the Sales manager security role access to multiple business process flows (BPFs). Which two statements regarding role driven BPFs are true?

- A. Users can select a default BPF for all records.
- B. If a user does not have access to the current process that is applied to a record, options will be disabled.
- C. Set Order defines the order in which BPFs are viewed.
- D. You must use teams to control which groups of users have access to a BPF.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 18

You have a Microsoft Dynamics 365 tenant. You plan to implement Microsoft Office 365 Groups.

You need to ensure that all Office 365 Group features are available. Which three actions should you perform? Each correct answer presents part of the solution.

- A. Configure a Microsoft Exchange Online mailbox for each Microsoft Dynamics 365 user.
- B. Enable the ISV Extensions security privilege.
- C. Configure Yammer to work with Microsoft Dynamics 365.
- D. Enable server-based Microsoft SharePoint in Microsoft Dynamics 365.
- E. Configure the Microsoft SharePoint List component

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://technet.microsoft.com/en-us/library/dn896591.aspx>

#### QUESTION 19

ION NO: 20

You need to enable auditing for the account entity.

Which two actions should you perform? Each correct answer presents part of the solution.

- A. Start auditing.
- B. Enable change tracking.
- C. Enable auditing for common entities.
- D. Enable auditing for user access.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### QUESTION 20

Which form type is used by the Microsoft Dynamics 365 for tablets app?

- A. Mobile
- B. Main
- C. Mobile - Express
- D. Turbo

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://technet.microsoft.com/en-us/library/dn531128.aspx>

#### QUESTION 21

You add a new entity named Parts to Microsoft Dynamics 365. You need to grant all users that have the Salesperson security role read access to the Parts entity.

Which tab of the Security Role page should you use?

- A. Business Management
- B. Missing Entities
- C. Custom Entities
- D. Customization

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 22

You need to use Theme settings to customize the Microsoft Dynamics 365 user interface for a customer. Which three actions can you perform? Each correct answer presents a complete solution.

- A. Export a theme as part of a solution.
- B. Adjust accent colors including hover and selection colors.
- C. Change the logo and navigation colors.
- D. Change icon colors.
- E. Provide entity-specific coloring.



**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 23

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 24

You create an asynchronous workflow that runs on demand. Which statement is true?

- A. The workflow will run in the security context of the user who is designated in the Execute As setting.
- B. The workflow will run in the security context of the system evaluating all conditions and taking all actions configured.
- C. The workflow will run in the security context of the workflow owner.
- D. The workflow will run in the security context of the user who triggered it.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### QUESTION 25

Your company rents tools and machines to customers. You create a custom entity named Equipment to track the tools and machines. You need to show the hierarchical relationships between various pieces of equipment. How should you configure the relationship?

- A. Ensure that you enable Connections for the entity.
- B. Set up a parental 1:N relationship between Accounts and Equipment.
- C. Create a self-referential relationship and configure hierarchy settings.
- D. Set up a N:N relationship between Accounts and Equipment.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

You have a Microsoft Dynamics 365 environment. You plan to configure folder-level tracking. Which two statements are true? Each correct answer presents a complete solution.

- A. Folder-level tracking is available for mailboxes that implement delegate access.
- B. Each user can create a maximum of 25 folders in their inbox.
- C. Folder level-tracking works with the Microsoft Dynamics 365 email router.
- D. You cannot change the regarding object unless you remove the email from tracked folders.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://technet.microsoft.com/en-us/library/dn946907.aspx>

**QUESTION 27**

Which two series aggregate functions are only available on numeric field data types? Each correct answer presents part of the solution.

- A. Count: Non-empty
- B. Count: All
- C. Avg



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- D. Max

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

You are implementing a new business process flow (BPF) in Microsoft Dynamics 365. You specify a name and the primary intent for the BPF, and define the stages and conditions.

You need to configure the composition.

Which two options can you configure? Each correct answer presents a complete solution.

- A. Dialogs
- B. Workflows
- C. Steps
- D. Actions

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

You have a business process named Know Your Customer. Employees use this business process to capture key information about customers.

You must implement a business process flow (BPF) in Microsoft Dynamics 365 that represents this business process. You specify the name for the BPF as well as the stage names, entities, and stage category that the BPF will use. You need to complete the BPF implementation.

Which three additional components can you configure? Each correct answer presents part of the solution.

- A. Step Required
- B. Check Conditions
- C. Wait Conditions
- D. Step Display Names
- E. Data Fields

**Correct Answer:** ADE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

You create a business rule for the Account entity.

The business rule must run when you import account records. Which two conditions must be true? Each correct answer presents a complete solution.

- A. The scope was set to Account.
- B. The scope was set to Entity.
- C. A business rule snapshot was successful.
- D. A business rule is active.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-business-rules-and-recommendations-to-apply-logic-in-a-form.aspx>

### QUESTION 31

Which statement regarding alternate keys is true?

- A. You can define only one alternate key per entity.
- B. Alternate keys are enforced when creating records through the user interface, and during data imports.
- C. You can use date and time fields as part of an alternate key.
- D. Alternate keys provide a warning if there is a matching record, but still allow the record to be saved.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://msdn.microsoft.com/library/fb4a93d6-590b-4913-96f7-25d351dc52ab.aspx>

### QUESTION 32

You create a business rule for the Case entity and set the scope to Case. Which action will cause the business rule to run?

- A. The form loads.
- B. An asynchronous workflow updates the record.
- C. An asynchronous workflow creates a record.
- D. The record is saved.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-business-rules-and-recommendations-to-apply-logic-in-a-form.aspxFsa>

### QUESTION 33

A group of users must be able to associate a time zone with a record. You need to implement the required functionality by using native Microsoft Dynamics 365 features.

Which field type should you use?

- A. option set
- B. multiple lines of text
- C. whole number
- D. lookup

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



### QUESTION 34

When a business process flow (BPF) enters a specific stage, you need to run a workflow. Which two actions should you perform? Each correct answer presents part of the solution.

- A. Add a global workflow composition component.
- B. Select an on-demand workflow to run.
- C. Add a stage specific workflow composition component.
- D. Select a step to run.

**Correct Answer:** BC

**Section:** (none)

**Explanation**



**Explanation/Reference:**

<https://www.microsoft.com/en-US/Dynamics/crm-customer-center/create-a-business-process-flow.aspx>

**QUESTION 35**

You create a custom entity. Records are created by users through the user interface, and through a backend Integration. You must combine two fields to populate a new field that will replace the name field on the entity. You need to ensure that the new field displays a result immediately after a new record is saved. What should you use?

- A. a background workflow
- B. JavaScript code on the record form
- C. a form-scoped business rule
- D. a calculated field

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

You use access teams to assign security permissions. Which of the following statements is true?

- A. Permissions are defined by an access team template that is associated with each record.
- B. Permissions are defined by an access team template that spans multiple entities.
- C. Permissions are defined by the security role that is assigned to the access team.
- D. Permissions are defined by one of the access team templates for the entity.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

You are creating a field for a form. You need to ensure that users can ??? Which data type should you

- A. regarding
- B. customer
- C. lookup
- D. option set

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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### QUESTION 38

Which two statements are exclusive to managed solutions and not unmanaged solutions? Each correct answer presents part of the solution.

- A. You cannot export the solution.
- B. When you remove the solution, all components items included in the solution are removed.
- C. You must define entity assets for every entity that you add to the solution.
- D. You must select a publisher for the solution

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 39

You are a subject matter expert for an insurance company. You have a complex business method that is used for settling and releasing claims. You need to create a process in Microsoft Dynamics 365 to assist team members with the claims settlement process. You must limit this process to team members that have a specific security role.

What should you implement?

- A. business process flow (BPF)
- B. workflows
- C. custom actions
  
- D. dialogs

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 40

You are implementing a new business process.

The system must send a notification to the manager 24 hours after an opportunity is created based on the date of the next best action.

Which type of workflow should you implement?

- A. synchronous workflow
- B. asynchronous workflow
- C. Microsoft Dynamics 365 dialogs
- D. business process flow (BPF)

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 41

Which statement regarding ordering of items in the mobile navigation menu is

- A. Menu item placement is governed by mobile offline settings.
- B. Menu item placement is based on the site map.
- C. Most recently used entities appear first.

D. Menu items are displayed in alphabetical order.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 42

You need to grant users the ability to read all accounts in Microsoft Dynamics 365. Which access level should you apply to the Read permission for the Account entity?

- A. Organization
- B. System
- C. All
- D. Global

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### QUESTION 43

You are implementing Microsoft Dynamics 365 for a medical center. You need to implement the Connection functionality of Microsoft Dynamics 365 to display family relationships between patients. What should you do?

- A. Create a new entity named Connection Role that allows staff to connect the Contact records for family members.
- B. Configure a 1:N relationship between the Contact entity and Relationship entity.
- C. Create a new Activity entity to describe the relationship.
- D. Specify the Connection Roles that describe the relationship.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

You create a Publisher and add entities to a solution. What are two outcomes of this action? Each correct answer presents a complete solution.

- A. The name for existing custom entities that you add to a solution use the prefix that indicates the publisher.
- B. A new section dedicated to the publisher is added to the sitemap.
- C. Option sets that you create as part of the solution use the prefix that indicates the publisher.
- D. The name for custom entities that you create as part of the solution use the prefix that indicates the publisher.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

You are implementing a Lead to Quote business process. The process will update the Lead, Account Contact, and Quote entities. You need to create a business process flow (BPF) that spans the entities. What should you do?

- A. For each stage, specify the step.
- B. Add a workflow.
- C. Use a composition.
- D. Add a stage and specify the properties for each entity.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

You administer a Microsoft Dynamics 365 environment for a company. You need to prevent one specific employee from synchronizing data by using Microsoft Dynamics 365 for Outlook without preventing the employee from using Microsoft Dynamics 365 for Outlook. What should you do?

- A. Set the Web Mail Merge settings to None Selected for the individual's security role.
- B. Set the Sync to Outlook settings to None Selected for the individual's security role.
- C. Set the Dynamics 365 Address Book settings to None Selected for the individual's security role.
- D. Set the Use Dynamics 365 App for Outlook to None Selected for the individual's security role.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 47**

What is the character limit for a Single Line of Text field?

- A. 1,000 B. 2,000
- C. 4,000
- D. 10,000

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 48**

You need to create a business rule for the account entity that runs both client and server side.

Which business rule scope should you use?

- A. All Forms
- B. Account
- C. Account for Interactive Experience
- D. Entity

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

What is the total number of If-Else conditions that you can add to a business rule?



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- A. 5
- B. 7
- C. 10
- D. 15

**Correct Answer: C**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 50**

Which two of the following are valid security role permissions? Each correct answer presents a complete solution.

- A. Deactivate
- B. Share
- C. Edit
- D. Append

**Correct Answer: BD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

<https://technet.microsoft.com/en-us/library/dn531090.aspx>

#### QUESTION 51

You need to add the status reason Duplicate to the status value Cancelled for the case entity.

What should you do?

- A. Add the value to the Cancelled list of the Status field.
- B. Add the value to the Cancelled list of the Status Reason field.
- C. Using status reason transitions, add the value to the Cancelled status.
- D. Using status reason transitions, add the value to the Cancelled status reason.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 52

Which three actions can you perform by using business rules? Each correct answer presents a complete solution.

- A. Display an error message at the field level.
- B. Set a default field value.
- C. Set the active business process flow (BPF) stage.
- D. Display an error message at the form level.
- E. Clear a field value.

**Correct Answer:** BDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 53

You need to ensure that users can save private documents in Microsoft OneDrive for Business folders from within Microsoft Dynamics 365. Which three actions should you perform? Each correct answer presents part of the solution.



- A. Set the Manage User Synchronization Filters option to Origination for the Security Role.
- B. Configure server-based integration for Microsoft Dynamics 365 and Microsoft SharePoint Online.
- C. Install and activate the Microsoft SharePoint List Component.
- D. Ensure that users have Microsoft OneDrive for Business and SharePoint licenses.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://technet.microsoft.com/en-us/library/mt622109.aspx>

#### QUESTION 54

You manage Microsoft Office 365 and Microsoft Dynamics 365 for a company. Some Office 365 users do not have a Microsoft Dynamics 365 license. You need to ensure that all users can see tasks that are associated with a Microsoft Dynamics 365 opportunity record. What should you implement?

- A. Microsoft OneNote integration
- B. Microsoft OneDrive integration
- C. Microsoft SharePoint integration
- D. Microsoft Office 365 groups



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/collaborate-with-your-colleagues-using-office-365-groups.aspx>

#### QUESTION 55

You need to create a custom entity to host records that are owned by salespeople in the Which entity type should you use?

- A. Access Team
- B. Organization
- C. User or Team
- D. Owner

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

Which component can you add to a solution?



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- A. Goals
- B. Queues
- C. Subjects
- D. Processes

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

You export five modified system security roles from a development environment as an unmanaged solution. Your solution into a production environment. Which of the following statements is true regarding the import of the unmanaged solution?

- A. Copies of security roles will be created automatically in the production environment.
- B. The system security roles in production will be overwritten with the settings imported from the solution.
- C. Security roles cannot be imported.
- D. The import will fail because system security roles cannot be overwritten by importing a solution.

**Correct Answer: B**



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

You have an environment that includes Microsoft Dynamics 365 and Exchange Online. Email messages between Microsoft Dynamics and Exchange are synchronizing correctly. You need to ensure that appointments, contacts, and tasks are synchronized. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

- A. Configure the default synchronization method for appointments, contacts, and tasks to use server- side synchronization.
- B. Configure the default synchronization method for appointments, contacts, and tasks to use Microsoft Dynamics 365 for Outlook.
- C. Connect Microsoft Dynamics 365 to POP3/SMTP servers.
- D. Set up the email router.

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 59**

You create a workflow and set the scope to User (default). User A owns the workflow. User B is making bulk changes on records that will trigger the workflow. Which records will this workflow affect?

- A. records owned by users in the same business unit as User B
- B. records owned by User A
- C. records owned by User B
- D. records owned by either User A or User B

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

You are designing a managed solution that will be deployed to another part of the business. Users may want to customize specific parts of the solution after the solution is installed. Which capability represents a managed property that users can configure;'

- A. the ability to change the display name of a system entity
- B. the ability to reassign a system dashboard
- C. the ability to rename a web resource
- D. the ability to add forms to a custom entity

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

El inciso A la propiedad no es configurable, B y C no existen

**QUESTION 61**

You enable folder-level tracking functionality for all users. A user named User1 creates a folder named Dynamics 365 underneath her in box. User1 moves emails into the Dynamics 365 folder. User1 reports that the emails are not being tracked. You need to resolve the issue. What should you do?

- A. Ensure that the Microsoft Dynamics 365 for Outlook client is installed.
- B. Configure server-side synchronization for Microsoft Exchange.
- C. Ensure that Microsoft Exchange rules are created.
- D. Instruct the user to create a folder tracking rule.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 62**

For which of the following scenarios can you delete an entity?

- A. The entity is custom and uses a system\*defined global option set.
- B. The entity is part of a managed solution and no other items are dependent upon the entity.

- C. The entity is part of an unmanaged solution and another unmanaged entity has a lookup field to
- D. The entity is system defined and no other items are dependent upon the entity.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 63**

You plan to integrate data from an external system into Microsoft Dynamics 365. You need to create a Microsoft Dynamics 365 field to use for matching records from the external system. What should you create?

- A. calculated field
- B. global option set
- C. rollup field
- D. alternate key

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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