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<u>Passing Score</u>: 800
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**MB-900**

**Microsoft Dynamics 365 Fundamentals**

**Version 1.0**

**Sections**
1. Understand Dynamics 365
2. Understand cloud concepts
3. Understand deployments and releases
4. Understand licensing, onboarding, and support

**Exam A**

**QUESTION 1**
DRAG DROP

Match each tool to its task.

**NOTE:** Each correct match is worth one point.

**Select and Place:**

| Tools |
| --- |
| Microsoft PowerBI |
| Microsoft Visual Studio |
| Microsoft PowerApps |

**Answer Area**

| Task | Tool |
| --- | --- |
| Configure dashboards. | tool |
| Manage test automation. | tool |
| Deploy models. | tool |
| Integrate data sources. | tool |

**Correct Answer:**

| Tools |
| --- |
| Microsoft PowerBI |
| Microsoft Visual Studio |
| Microsoft PowerApps |

**Answer Area**

| Task | Tool |
| --- | --- |
| Configure dashboards. | Microsoft PowerBI |
| Manage test automation. | Microsoft Visual Studio |
| Deploy models. | Microsoft Visual Studio |
| Integrate data sources. | Microsoft PowerApps |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
**QUESTION 2**
DRAG DROP

You need to create a new Dynamics 365 application that limits users to viewing only customer accounts.

Which four 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**

| Go to the Office 365 admin center. |
| Create a new PowerApp app. |
| Add components to the app. |
| Save the app. |
| Publish the app. |
| Add flows to the app. |

**Answer area**

**Correct Answer:**

**Actions**

| Go to the Office 365 admin center. |
| Create a new PowerApp app. |
| Add components to the app. |
| Save the app. |
| Publish the app. |
| Add flows to the app. |

**Answer area**

| Create a new PowerApp app. |
| Add components to the app. |
| Save the app. |
| Publish the app. |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
**QUESTION 3**
DRAG DROP

A company wants to automate functions performed by some of its departments.

You need to select the appropriate Dynamics 365 application for each function.

Which applications should you select?

To answer, drag the appropriate applications to the correct functions. Each application may be used once, more than once, or not at all. You may need to drag the split bat between panes or scroll to view content.

**NOTE:** Each correct selection is worth one point.

**Select and Place:**

**Applications**

Dynamics 365 for Sales

Dynamics 365 for Customer Service

Dynamics 365 for Field Service

Dynamics 365 for Marketing

**Answer Area**

**Function**

Support takes incoming calls for defective products and assigns them to the correct groups.

Business development managers need to track progress on potential clients.

A system sends emails and product literature to current and potential customers.

A system enables technicians to check which supplies are on their trucks as well as which supplies are at the main location.

**Application**

**Correct Answer:**

**Applications**

Dynamics 365 for Sales

Dynamics 365 for Customer Service

Dynamics 365 for Field Service

Dynamics 365 for Marketing

**Answer Area**

**Function**

Support takes incoming calls for defective products and assigns them to the correct groups.

Business development managers need to track progress on potential clients.

A system sends emails and product literature to current and potential customers.

A system enables technicians to check which supplies are on their trucks as well as which supplies are at the main location.

**Application**

Dynamics 365 for Customer Service

Dynamics 365 for Sales

Dynamics 365 for Marketing

Dynamics 365 for Field Service

**Section: Understand Dynamics 365**
**Explanation**
**Explanation/Reference:**

**QUESTION 4**
You need to select a Dynamics 365 for Customer Engagement application to help your organization effectively track, manage, and deliver project-based services.

Which application should you select?

A. Customer Service
B. Field Service
C. Project Service automation
D. Sales

**Correct Answer:** C
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/project-service/overview

**QUESTION 5**
HOTSPOT

You are determining whether to deploy Dynamics 365 for Retail or Dynamics 365 for Finance and Operations.

You need to identify the capabilities of each application.

Which capabilities does each application support? To answer, select the appropriate options in the answer area.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

| Capability | Supported product or products |
|---|---|
| Receive app model updates seamlessly without recompiling or merging with customizations. | Dynamics 365 for Retail only / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations |
| Receive retail channel component updates seamlessly without merging with customizations. | Dynamics 365 for Retail only / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations |
| Deploy a solution scoped to provide retail functionality only, including after deployment. | Dynamics 365 for Retail only / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations |

**Correct Answer:**

## Answer Area

| Capability | Supported product or products |
|---|---|
| Receive app model updates seamlessly without recompiling or merging with customizations. | Dynamics 365 for Retail only ✓ / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations |
| Receive retail channel component updates seamlessly without merging with customizations. | Dynamics 365 for Retail only / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations ✓ |
| Deploy a solution scoped to provide retail functionality only, including after deployment. | Dynamics 365 for Retail only / Dynamics 365 for Finance and Operations only / Dynamics 365 for Retail and Dynamics 365 for Finance and Operations ✓ |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/de-de/dynamics365/unified-operations/retail/dev-itpro/choose-deployment

**QUESTION 6** You are an administrator in Dynamics 365 for Customer Engagement apps. You need to create solution components using customization tools.

Which two components can be included in a solution? Each correct answer presents a complete solution.

**NOTE**: Each correct selection is worth one point.

A. audit logs
B. sitemap
C. team
D. business unit
E. global option sets

**Correct Answer:** BE
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 7**
DRAG DROP

A company is implementing Dynamics 365 for Customer Engagement. A new deployment is being prepared with some code modifications.

You need to determine which components are loaded with the solution type.

Which components should you use? To answer, drag the appropriate components to the correct solutions. Each component 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:**

| Components | | Answer Area | | |
|---|---|---|---|---|
| relationships | | **Solution** | | **Component** |
| sitemap | | schema | | Component |
| assemblies | | process | | Component |
| security roles | | user interface | | Component |

**Correct Answer:**

| Components | | Answer Area | | |
|---|---|---|---|---|
| relationships | | **Solution** | | **Component** |
| sitemap | | schema | | relationships |
| assemblies | | process | | assemblies |
| security roles | | user interface | | sitemap |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 8**
HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| PowerApps can run only on mobile devices. | ○ | ○ |
| Common Data Service for Apps is an entity within PowerApps. | ○ | ○ |
| Using sample apps is one way to start creating PowerApps. | ○ | ○ |

**Correct Answer:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| PowerApps can run only on mobile devices. | ○ | ● |
| Common Data Service for Apps is an entity within PowerApps. | ○ | ● |
| Using sample apps is one way to start creating PowerApps. | ● | ○ |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 9**
DRAG DROP

Match each application to its definition.

To answer, drag the appropriate application from the column on the left to its definition on the right. Each application may be used once, more than once, or not at all.

**NOTE:** Each correct selection is worth one point.

**Select and Place:**

## Applications

Dynamics 365 for Finance and Operations

Dynamics 365 for Talent

Dynamics 365 Business Central

Dynamics 365 for Sales

## Answer Area

### Definition

Manages accounting, purchasing, sales, manufacturing, and retail operations in a single, out-of-the-box application.

Contains a fully embedded warehouse-management system.

Provides cost-effective accounting, sales, and purchasing functionality for smaller organizations of less than 20 users.

**Correct Answer:**

## Applications

Dynamics 365 for Finance and Operations

Dynamics 365 for Talent

Dynamics 365 Business Central

Dynamics 365 for Sales

## Answer Area

### Definition

Manages accounting, purchasing, sales, manufacturing, and retail operations in a single, out-of-the-box application.

Contains a fully embedded warehouse-management system.

Provides cost-effective accounting, sales, and purchasing functionality for smaller organizations of less than 20 users.

Dynamics 365 for Finance and Operations

Dynamics 365 for Finance and Operations

Dynamics 365 Business Central

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 10**
HOTSPOT

A company implements Dynamics 365 for Finance and Operations.

You need to determine which tasks are available by default in the mobile app.

For each of the following statements, select Yes if the task is available. Otherwise, select No.

**NOTE**: Each correct selection is worth one point.

**Hot Area:**

Answer Area

| Task | Yes | No |
|---|---|---|
| Create purchase orders. | ○ | ○ |
| Create sales orders. | ○ | ○ |
| Approve invoices. | ○ | ○ |
| Approve expense reports. | ○ | ○ |

**Correct Answer:**

Answer Area

| Task | Yes | No |
|---|---|---|
| Create purchase orders. | ◉ | ○ |
| Create sales orders. | ◉ | ○ |
| Approve invoices. | ○ | ◉ |
| Approve expense reports. | ○ | ◉ |

**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 11** This question requires that you evaluate the underlined test to determine
if it is correct.

The Customer Service Hub app is available on desktop browser and on a mobile device. It can be used for managing cases and knowledge articles.

Review the underlined text. If it makes the statement correct, select "No change is needed". If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change needed
B. optimizes viewing for desktop browsers only

C. is available on a desktop browser for case management, but not for managing knowledge articles
D. does not provide the ability to add an activity to a case on a mobile device

**Correct Answer:** A
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 12** You need to use Microsoft Flow to perform data-management tasks when users interact with records in Dynamics 365.

Which three types of triggers can you use? Each correct answer presents a complete solution.

**NOTE**: Each correct selection is worth one point.

A. on demand
B. when a record is created
C. on request
D. when a record is updated
E. when a record is deleted

**Correct Answer:** BDE
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**

**QUESTION 13** A company wants to automatically send a company-wide email every Sunday to remind employees to submit expenses.

You need to configure the Microsoft Flow type that requires the least amount of user interaction and the highest level of consistency.

Which Flow type should you configure?

A. solution-aware
B. automated
C. scheduled
D. business process
E. button

**Correct Answer:** C
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/flow/run-scheduled-tasks

**QUESTION 14** You need to enable users to export and import data that is in bank and payroll files in Dynamics 365 for Business Central.

What should you set up?

A. RapidStart Services
B. payroll-transaction import

C. Data Exchange Framework

D. data encryption

**Correct Answer:** C
**Section: Understand Dynamics 365**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-gb/dynamics365/business-central/admin-setup-and-administration

**QUESTION 15**
DRAG DROP

What are the benefits of using cloud computing? To answer, drag the appropriate release types to the correct benefits. Each release type 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:**

| Release types | | Answer Area | |
|---|---|---|---|
| public | | **Benefit** | **Release type** |
| private | | is convenient for phasing approach during cloud migration | Release type |
| hybrid | | ensures availability against failure of services without additional configuration | Release type |
| | | has unshared resources with higher level of security and control | Release type |

**Correct Answer:**

## Release types

| public |
| --- |
| private |
| hybrid |

## Answer Area

| Benefit | Release type |
| --- | --- |
| is convenient for phasing approach during cloud migration | hybrid |
| ensures availability against failure of services without additional configuration | public |
| has unshared resources with higher level of security and control | private |

**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 16**
DRAG DROP

Match each term to its definition.

To answer, drag the appropriate term from the column on the left to its definition on the right. Each term may be used once, more than once, or not at all.

**NOTE:** Each correct match is worth one point.

**Select and Place:**

## Terms

| software as a service (SaaS) |
| --- |
| platform as a service (PaaS) |
| infrastructure as a service (IaaS) |

## Answer Area

| Definition | Term |
| --- | --- |
| supports the complete web application lifecycle | |
| an instant computing infrastructure, provisioned and managed over the internet | |
| a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider | |

**Correct Answer:**

## Terms

| software as a service (SaaS) |
| --- |

| platform as a service (PaaS) |
| --- |

| infrastructure as a service (IaaS) |
| --- |

## Answer Area

### Definition

supports the complete web application lifecycle

an instant computing infrastructure, provisioned and managed over the internet

a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider

### Term

| platform as a service (PaaS) |
| --- |

| infrastructure as a service (IaaS) |
| --- |

| software as a service (SaaS) |
| --- |

**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 17**
You run Dynamics 365 on-premises. Self-hosting costs are becoming prohibitive. You migrate all managed solutions and data to Dynamics 365 online and decommission all on-premises infrastructure.

You need to determine which type of cloud service model is being used.

Which type of cloud service model is being used?

A. infrastructure as a service (IaaS)
B. platform as a service (PaaS)
C. hybrid deployment
D. software as a service (SaaS)

**Correct Answer:** D
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 18**
You run Dynamics 365 on-premises. To save on hosting costs, you virtualize all servers and migrate them to Microsoft Azure.

You need to determine the types of cloud services being provided.

Which two types of cloud services are being provided? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.

A. infrastructure as a service (IaaS)
B. hybrid deployment
C. software as a service (SaaS)
D. platform as a service (PaaS)

**Correct Answer:** AB
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 19**
You need to identify which applications can be deployed as software as a service (SaaS) in the Microsoft cloud.

Which two applications can be deployed? Each correct answer presents a complete solution.

**NOTE**: Each correct selection is worth one point.

A. Dynamics 365 for Finance and Operations
B. Dynamics GP
C. Microsoft Excel
D. Dynamics CRM 2016

**Correct Answer:** AC
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**


**QUESTION 20**
DRAG DROP

Match each Microsoft Azure service to its category. To answer, drag the appropriate category from the column on the left to its Azure service on the right. Each category may be used once, more than once, or not at all.

**NOTE**: Each correct selection is worth one point.

**Select and Place:**

**Categories**

| software as a service (SaaS) |
| platform as a service (PaaS) |
| infrastructure as a service (IaaS) |
| database as a service (DBaaS) |

**Answer Area**

| Azure service | Category |
| --- | --- |
| storage | Category |
| development framework | Category |
| web-based email service | Category |
| virtual machine | Category |

**Correct Answer:**

## Categories

- software as a service (SaaS)
- platform as a service (PaaS)
- infrastructure as a service (IaaS)
- database as a service (DBaaS)

## Answer Area

| Azure service | Category |
|---|---|
| storage | platform as a service (PaaS) |
| development framework | platform as a service (PaaS) |
| web-based email service | software as a service (SaaS) |
| virtual machine | infrastructure as a service (IaaS) |

**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 21**
You run Dynamics 365 in the cloud. You make customizations using Microsoft Azure Blob storage for storing documents, Azure Logic Apps for integration, and Azure IoT Hub to collect customer sensor data.

You need to determine the type of cloud service model being used by the customizations.

Which cloud service model is being used?

A. software as a service (SaaS)
B. platform as a service (PaaS)
C. infrastructure as a service (IaaS)
D. hybrid deployment

**Correct Answer:** B
**Section: Understand cloud concepts**
**Explanation**

**Explanation/Reference:**

**QUESTION 22**
Which two Microsoft Azure functionalities are used with Dynamics 365? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.

A. Microsoft Flow
B. Lifecycle Services
C. Azure Sphere
D. Azure Web Apps
E. Azure Active Directory

**Correct Answer:** BE
**Section: Understand cloud concepts**

**Explanation**

**Explanation/Reference:**

**QUESTION 23** You are a system administrator for an organization that has Dynamics 365 for Sales and Dynamics 365 for
Customer Service.

A user who logs in to the Microsoft 365 portal sees only Dynamics 365 for Sales. You need to enable the user to see Dynamics 365 for Customer Service.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.

A. In Dynamics 365 model driven apps, enable the features
B. In PowerApps, create the application
C. Type the URL of the web application for Dynamics 365 for Customer Service
D. Assign the correct security role to the user's ID
E. Add the correct licensing to the user ID in Active Directory

**Correct Answer:** DE
**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**

**QUESTION 24**
HOTSPOT

You are investigating the capabilities of Dynamics 365 Finance and Operations Lifecycle Services (LCS).

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

**NOTE**: Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

| Capabilities include: | Yes | No |
| --- | --- | --- |
| implementation, standardization, and tenant provisioning | ○ | ○ |
| service-level agreement (SLA) monitoring and reporting | ○ | ○ |
| single sign-on and subscription management | ○ | ○ |
| shared identity and billing management | ○ | ○ |

**Correct Answer:**

## Answer Area

| Capabilities include: | Yes | No |
|---|:---:|:---:|
| implementation, standardization, and tenant provisioning | ○ | ● |
| service-level agreement (SLA) monitoring and reporting | ● | ○ |
| single sign-on and subscription management | ○ | ● |
| shared identity and billing management | ○ | ● |

**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/dev-tools/application-stack-server-architecture

**QUESTION 25** A risk-averse company wants to implement Dynamics 365 for Finance and Operations.

You need to recommend the appropriate software release cycle.

Which software release should you recommend?

A. targeted release (Preview)
B. first release (Production)
C. standard release
D. finance and operations team
E. feature teams

**Correct Answer:** C
**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide

**QUESTION 26** Microsoft releases a major update to the Dynamics 365 applications.

You need to acquire a detailed list of new features and improvements in the new release.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

**NOTE:** Each correct selection is worth one point.

A. View the appropriate release notes
B. In Lifecycle Services, visit the Preview feature management section

C. On docs.microsoft.com, view the page titled **What's new in Dynamics 365**

D. In the product's Help, view the section titled **What's new**

**Correct Answer:** CD
**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**

**QUESTION 27**
HOTSPOT

For each of the following statements, select Yes is the statement is true. Otherwise, select No.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

| Statement | Yes | No |
|---|---|---|
| All resources for a Dynamics 365 application are deployed without user intervention. | ○ | ○ |
| You create sandbox and production environments in two different tenants. | ○ | ○ |
| You create sandbox and production environments in two different regions. | ○ | ○ |

**Correct Answer:**

**Answer Area**

| Statement | Yes | No |
|---|---|---|
| All resources for a Dynamics 365 application are deployed without user intervention. | ● | ○ |
| You create sandbox and production environments in two different tenants. | ○ | ● |
| You create sandbox and production environments in two different regions. | ○ | ● |

**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**

**QUESTION 28**
HOTSPOT

You operate a Dynamics 365 for Customer Engagement environment.

You need to determine the security types used to secure different resources.

Which security type is used for each capability? To answer, select the appropriate options in the answer area.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

**Capability**

Group privileges per a user's job responsibilities.

**Security type**

| role-based |
| record-based |
| field-level |

Give access rights to an individual customer.

| role-based |
| record-based |
| field-level |

Provide access to one value on a form.

| role-based |
| record-based |
| field-level |

**Correct Answer:**

## Answer Area

| Capability | Security type |
|---|---|
| Group privileges per a user's job responsibilities. | **role-based** ▼ (role-based / record-based / field-level) |
| Give access rights to an individual customer. | **record-based** ▼ (role-based / record-based / field-level) |
| Provide access to one value on a form. | **field-level** ▼ (role-based / record-based / field-level) |

**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**

**QUESTION 29**
A company needs to assess the current General Data Protection Regulation (GDPR) compliance for its Dynamics 365 and Microsoft 365 Office implementations.

You need to recommend a tool to help manage GDPR compliance activities. You also need to provide a compliance score with managed actions for both the company and Microsoft.

Which tool should you recommend?

A. Microsoft Trust Center
B. Detailed Assessment toolkit
C. Compliance Manager
D. Service Trust Portal
E. control mapping

**Correct Answer:** C
**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/office365/securitycompliance/meet-data-protection-and-regulatory-reqs-using-microsoft-cloud

**QUESTION 30** You need to authenticate users to Dynamics 365 for Customer
Engagement apps.

What are three supported security models for authentication? Each correct answer presents a complete solution.

**NOTE**: Each correct selection is worth one point.

A. claims-based
B. Active Directory Domain Services
C. OAuth 2.0
D. Active Directory Federation Services
E. Microsoft Azure Active Directory
F. OAuth 1.0

**Correct Answer:** ABC
**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/authenticate-users

**QUESTION 31**
HOTSPOT

You need to determine whether to deploy Dynamics 365 Finance and Operations on-premises or in the cloud.

Which capabilities are handled by which deployment models? To answer, select the appropriate options in the answer area.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

| Capability | Deployment model |
|---|---|
| Intelligence and analytics are limited to authoring and publishing Microsoft Power BI reports only. | [▼] <br> cloud only <br> on-premises only <br> cloud and on-premises |
| Updates and health monitoring are provided through Dynamics 365 Lifecycle Services (LCS). | [▼] <br> cloud only <br> on-premises only <br> cloud and on-premises |
| Licensing is provided on a subscription basis. | [▼] <br> cloud only <br> on-premises only <br> cloud and on-premises |

**Correct Answer:**

## Answer Area

| Capability | Deployment model |
|---|---|
| Intelligence and analytics are limited to authoring and publishing Microsoft Power BI reports only. | ▼ |
| | **cloud only** |
| | on-premises only |
| | cloud and on-premises |
| Updates and health monitoring are provided through Dynamics 365 Lifecycle Services (LCS). | ▼ |
| | cloud only |
| | on-premises only |
| | **cloud and on-premises** |
| Licensing is provided on a subscription basis. | ▼ |
| | **cloud only** |
| | on-premises only |
| | cloud and on-premises |

**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**

**QUESTION 32**
HOTSPOT

A company is preparing to deploy Dynamics 365 for Finance and Operations.

You need to identify which out-of-the-box features are available only in the cloud platform.

Which out-of-the-box features are available? To answer, select the appropriate options in the answer area.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

| Feature | Cloud platform |
|---|---|
| electronic reporting | ▼ |
| | cloud only |
| | cloud and on-premises |
| | on-premises only |
| analytical workspaces | ▼ |
| | cloud only |
| | cloud and on-premises |
| | on-premises only |
| direct deposit | ▼ |
| | cloud only |
| | cloud and on-premises |
| | on-premises only |

**Correct Answer:**

## Answer Area

| Feature | Cloud platform |
|---|---|
| electronic reporting | cloud only<br>**cloud and on-premises**<br>on-premises only |
| analytical workspaces | **cloud only**<br>cloud and on-premises<br>on-premises only |
| direct deposit | **cloud only**<br>cloud and on-premises<br>on-premises only |

**Section: Understand deployments and releases**
**Explanation**

**Explanation/Reference:**


**QUESTION 33**
DRAG DROP

Match each response time to its level for Dynamics 365. To answer, drag the appropriate level from the column on the lest to its response time on the right. Each level may be used once, more than once, or not at all.

**NOTE:** Each correct match is worth one point.

**Select and Place:**

## Levels

| Levels |
|--------|
| Subscription |
| Enhanced |
| Professional direct |
| Premier |

## Answer Area

| Response time | Level |
|---------------|-------|
| next business day | level |
| less than two hours | level |
| less than one hour Tier 2 | level |
| less than one hour Tier 3 | level |

**Correct Answer:**

## Levels

| Levels |
|--------|
| Subscription |
| Enhanced |
| Professional direct |
| Premier |

## Answer Area

| Response time | Level |
|---------------|-------|
| next business day | Subscription |
| less than two hours | Enhanced |
| less than one hour Tier 2 | Professional direct |
| less than one hour Tier 3 | Premier |

**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**

**QUESTION 34**
HOTSPOT

For each of the following statements, select Yes is the statement is true. Otherwise, select No.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| Anyone can access Microsoft Learn. | ○ | ○ |
| Only Dynamics 365 partners can access eLearning on CustomerSource. | ○ | ○ |
| For Dynamics 365 partners, the primary access point for learning is the Dynamics Learning portal. | ○ | ○ |

**Correct Answer:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| Anyone can access Microsoft Learn. | ● | ○ |
| Only Dynamics 365 partners can access eLearning on CustomerSource. | ○ | ● |
| For Dynamics 365 partners, the primary access point for learning is the Dynamics Learning portal. | ○ | ● |

**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-gb/dynamics365/get-started/training/

**QUESTION 35**
HOTSPOT

For each of the following statements, select Yes is the statement is true. Otherwise, select No.

**NOTE:** Each correct selection is worth one point.

**Hot Area:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| Each Dynamics 365 on-premises server requires a separate license. | ○ | ○ |
| When you purchase user licenses, each Dynamics 365 on-premises user requires his or her own license. | ○ | ○ |
| When you purchase device licenses, each Dynamics 365 on-premises device requires its own license. | ○ | ○ |
| A Dynamics 365 user who accesses a Dynamics 365 on-premises server on a device requires two licenses. | ○ | ○ |

**Correct Answer:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| Each Dynamics 365 on-premises server requires a separate license. | ● | ○ |
| When you purchase user licenses, each Dynamics 365 on-premises user requires his or her own license. | ● | ○ |
| When you purchase device licenses, each Dynamics 365 on-premises device requires its own license. | ● | ○ |
| A Dynamics 365 user who accesses a Dynamics 365 on-premises server on a device requires two licenses. | ○ | ● |

**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**

**QUESTION 36** You company wants to test Dynamics 365 for Customer Engagement. The 30-day trial expires in a few days.

You need to extend the trial period for an additional 30 days.

What should you do?

A. Purchase a 30-day subscription

B. In the administrative portal, choose Extend trial, and then enter your credit card information
C. Open a support ticket with Microsoft to ask for an extension
D. Export your solution, start a new trial, and import the solution

**Correct Answer:** B
**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/billing-faqs-dynamics-365-online

**QUESTION 37** Several company employees need access to Dynamics 365 for Finance and Operations for expense entry purposes only.

You need to add the most restrictive license.

What should you do?

A. Get a User Subscription License (User SL) and give full user access
B. Get Licensed with Dynamics 365 Team Members
C. Get licensed with a Dynamics 365 Application subscription
D. Get a Device Subscription License (Device SL)

**Correct Answer:** B
**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**


**QUESTION 38**
DRAG DROP

Match each application to its Dynamics 365 licensing plan.

To answer, drag the appropriate licensing plan from the column on left to its application on the right. Each licensing plan may be used once, more than once, or not at all.

**NOTE:** Each correct selection is worth one point.

**Select and Place:**

## Licensing plans

| Customer Engagement |
| --- |
| Unified Operations |

## Answer Area

| Application | Licensing plan |
| --- | --- |
| Sales | Licensing plan |
| Retail | Licensing plan |
| Talent | Licensing plan |
| Marketing | Licensing plan |
| Customer Service | Licensing plan |

**Correct Answer:**

## Licensing plans

| Customer Engagement |
| --- |
| Unified Operations |

## Answer Area

| Application | Licensing plan |
| --- | --- |
| Sales | Customer Engagement |
| Retail | Unified Operations |
| Talent | Unified Operations |
| Marketing | Customer Engagement |
| Customer Service | Customer Engagement |

**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**

**QUESTION 39** A university is implementing Dynamics 365 for Customer Engagement.

You need to purchase the minimum number of full licenses.

How many licenses should you purchase?

A. 5
B. 10C. 15
D. 20

**Correct Answer:** A
**Section: Understand licensing, onboarding, and support Explanation**

**Explanation/Reference:**