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Microsoft Dynamics 365 Fundamentals

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

Exam A

QUESTION 1
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 2
You are an administrator in Dynamics 365 for Customer Engagement apps. You need to create solution components using customization tools.

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 3
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 4

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 5

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:

QUESTION 6
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 7
You review your current open cases in Dynamics 365 for Customer Service.

When should you use parent/child cases?

A. for cases for a customer who left a company and now works for a different company
B. for cases from the same company
C. for cases for two different customers with two different issues
D. for cases for two different companies with the same company name

Correct Answer: B
Section: Understand Dynamics 365
Explanation

Explanation/Reference:

QUESTION 8

This question requires that you evaluate the underlined text to determine whether it is correct.

A user who can access records in Dynamics 365 for Customer Service Hub is able to access the same records in the mobile app <u>automatically</u>.

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 is needed
B. if the user's security role includes the Dynamics 365 for mobile privilege
C. and the records can be edited
D. but the records are read-only

Correct Answer: B
Section: Understand Dynamics 365
Explanation

Explanation/Reference:

QUESTION 9
You need to implement Microsoft Business Applications along with the Microsoft Power platform.

Which three Microsoft Azure services are part of the Power platform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Azure Active Directory
B. Microsoft PowerApps
C. Azure Machine Learning
D. Microsoft Flow
E. Microsoft Power BI

Correct Answer: BDE
Section: Understand Dynamics 365
Explanation

Explanation/Reference:

QUESTION 10
DRAG DROP

You need to use the appropriate applications to meet requirements.

Which applications should you use? To answer, drag the appropriate applications to the correct requirements. Each application 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:

Answer Area

Applications	Requirement	Application
Retail	Organize your fixed assets, ensure correct periodic depreciation, and keep track of maintenance costs.	
Talent	Operate a wide range of business processes, such as merchandising, inventory, and channel-management capabilities.	
Business Central		
Finance and Operations	Administer organizational structures.	
	Define store-specific process and discounts that apply to products that are available.	

Correct Answer:

Answer Area

Applications	Requirement	Application
Retail	Organize your fixed assets, ensure correct periodic depreciation, and keep track of maintenance costs.	Business Central
Talent		
Business Central	Operate a wide range of business processes, such as merchandising, inventory, and channel-management capabilities.	Retail
Finance and Operations		
	Administer organizational structures.	Finance and Operations
	Define store-specific process and discounts that apply to products that are available.	Retail

Section: Understand Dynamics 365
Explanation

Explanation/Reference:

QUESTION 11
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 12
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 13
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 14
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 15
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 16
You run Dynamics 365 and line-of-business applications on-premises. Self-hosting costs are becoming prohibitive. Due to compliance regulations, Dynamic 365 Finance and Operations data must remain on-premises.

You migrate all managed solutions and Dynamics 365 Customer Engagement data to Dynamics 365 in the cloud.

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

Which type of cloud service model is being used?

A. Microsoft Azure Virtual Machine deployment
B. platform as a service (PaaS)
C. hybrid deployment

D. software as a service (SaaS)

Correct Answer: C
Section: Understand cloud concepts
Explanation

Explanation/Reference:

QUESTION 17
A company is preparing to implement a cloud-based environment.
You need to inform management about the different types of cloud.

Which three service components are available for infrastructure as a service (IaaS)? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. network security
B. operating systems
C. data center
D. servers and storage
E. hosted applications

Correct Answer: BCD
Section: Understand cloud concepts
Explanation

Explanation/Reference:

QUESTION 18
You need to identify the benefits of Microsoft Azure cloud-based installations.

What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. disaster recovery planning
B. ability to easily scale for increased growth

C. business continuity

D. ability to adhere to static cost requirements

Correct Answer: BC
Section: Understand cloud concepts
Explanation

Explanation/Reference:
QUESTION 19
You are a system administrator integrating Microsoft SharePoint on-premises and Dynamics 365 Customer Engagement in the cloud.

Which technology should you use for this type of integration?

A. private cloud

B. software as a service (SaaS)

C. public cloud

D. hybrid cloud

E. infrastructure as a service (IaaS)

Correct Answer: D
Section: Understand cloud concepts
Explanation

Explanation/Reference:

QUESTION 20
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 21
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 22
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 23
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 24
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:

QUESTION 25
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 26
A company needs to follow General Data Protection Regulation (GDPR) document compliance requirements for its European operations.

You need to identify which Dynamics 365 application has built-in privacy-by-design methodologies.

Which application meets the goal?

A. Dynamics 365 for Retail
B. Dynamics 365 for Customer Service
C. Dynamics 365 for Finance and Operations
D. Dynamics 365 for Business Central

Correct Answer: D

Section: Understand deployments and releases
Explanation

Explanation/Reference:
References: https://dynamics.microsoft.com/en-gb/business-central/capabilities/

QUESTION 27
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. general availability
D. finance and operations team
E. feature teams

Correct Answer: C
Section: Understand deployments and releases Explanation

Explanation/Reference:

QUESTION 28
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 29
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:

https://vceplus.com/