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Microsoft Dynamics 365 + Power Platform Solution Architect

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QUESTION 1

A company that is implementing Dynamics 365 Sales commonly experiences high turnover.

The company requests security roles that are optimized for adding and removing large numbers of users daily.

Large groups of users share common access privilege needs.

Complex entity access scenarios must be able to be added and removed in bulk.

You need to recommend a feature that will meet the needs of the company.

Which feature should you recommend?

A. User access management

B. Team privileges

C. Hierarchy security

D. Field-level security

Correct Answer: B

QUESTION 2

A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updates total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

Which two options should you recommend? Each answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Implement a business process flow to replace the existing workflows.

B. Convert the asynchronous workflows to a synchronous plug-in.

C. Consolidate asynchronous workflows into a single real-time workflow.

D. Consolidate multiple asynchronous workflows into a single asynchronous workflow.

Correct Answer: CD

QUESTION 3

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.	▼ Dynamics 365 Sales Dynamics 365 Field Service Dynamics 365 Project Service Automation
Cases and opportunities must be automatically scheduled to the most available and best qualified resources.	▼ Dynamics 365 Sales Dynamics 365 Field Service Dynamics 365 Project Service Automation

Correct Answer:

Answer Area

Business requirement	Solution
A monthly customer newsletter must be sent directly from the system.	▼ Dynamics 365 Sales / Dynamics 365 Field Service / Dynamics 365 Project Service Automation
Cases and opportunities must be automatically scheduled to the most available and best qualified resources.	▼ Dynamics 365 Sales / Dynamics 365 Field Service / Dynamics 365 Project Service Automation

For "A monthly customer newsletter must be sent directly from the system." the selected answer is **Dynamics 365 Sales**.

For "Cases and opportunities must be automatically scheduled to the most available and best qualified resources." the selected answer is **Dynamics 365 Field Service**.

QUESTION 4

A client is preparing to go live with a Dynamics 365 Sales implementation that uses Microsoft Azure Active Directory (Azure AD) group to manage security. The chief compliance officer (CCO) requires that all solutions meet the following requirements:

1.

 Undergo security testing to verify they are secure.

2.

 Address the needs of users with disabilities.

You need to recommend additional tests to be performed.

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

NOTE: Each correct selection is worth one point.

A. Perform bounds testing by using a user account assigned to the custom security role directly.

B. Perform accessibility testing in the same model-driven apps the users will be using.

C. Perform penetration testing on the Azure AD tenant.

D. Perform user acceptance tests for all security user stories.

Correct Answer: BC

QUESTION 5

HOTSPOT

A client maintains many versions of Microsoft Dynamics CRM and Dynamics 365 Customer Engagement (on-premises). The client plans to migrate solutions between source systems and target systems.
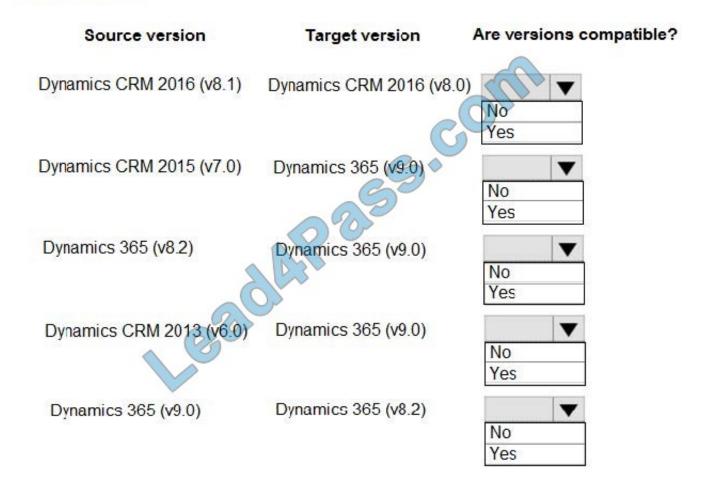
You need to identify which versions of Dynamics CRM and Dynamics 365 are compatible for solution migration.

For which source and target combination can you migrate solutions? To answer, select the appropriate option in the answer area.

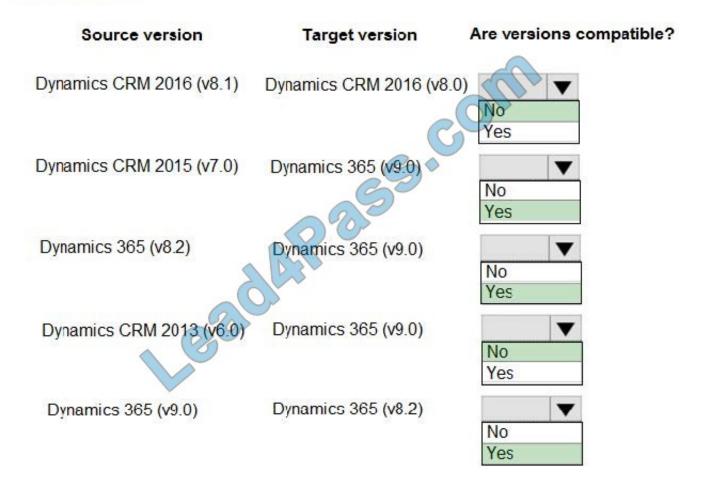NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	No / Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	No / Yes
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	No / Yes
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	No / Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	No / Yes

Correct Answer:

Answer Area

Source version	Target version	Are versions compatible?
Dynamics CRM 2016 (v8.1)	Dynamics CRM 2016 (v8.0)	**No** ▼ / Yes
Dynamics CRM 2015 (v7.0)	Dynamics 365 (v9.0)	No / **Yes** ▼
Dynamics 365 (v8.2)	Dynamics 365 (v9.0)	No / **Yes** ▼
Dynamics CRM 2013 (v6.0)	Dynamics 365 (v9.0)	**No** ▼ / Yes
Dynamics 365 (v9.0)	Dynamics 365 (v8.2)	No / **Yes** ▼

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/introduction-solutions

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QUESTION 6

You are the solution architect on a Dynamics 365 Customer Service implementation. The organization requires the following for the implementation:

1.

 Define the key non-functional requirements for the customer services team.

2.

 Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. business rules to identify top customers

B. usability of business process flows

C. customer accounts administration

D. time-to-load forms

E. solution regulatory compliance

Correct Answer: BDE

QUESTION 7

HOTSPOT

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

1.

Notify the sales managers when an Opportunity changes sales stage.

2.

Notify the sales managers when the pipeline drops below 2.5M USD.

3.

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which solution combination 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

Requirement	Technology
Notify the sales manager when an Opportunity changes sales stage.	Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Microsoft Power Automate, data alerts, and Microsoft Office 365 connector
Notify the sales managers when the pipeline drops below 2.5M USD.	Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector Power BI, Power Apps, Microsoft Power Automate, and CDS connector
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.	Power BI, Power Apps, CDS connector, and Microsoft Office 365 Outlook connection Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector Power BI, Power Apps, Microsoft Power Automate, and CDS connector

Correct Answer:

Answer Area

Requirement	Technology
Notify the sales manager when an Opportunity changes sales stage.	Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector **Microsoft Power Automate, CDS connector, and Microsoft Office 365 users** Microsoft Power Automate, data alerts, and Microsoft Office 365 connector
Notify the sales managers when the pipeline drops below 2.5M USD.	Microsoft Power Automate, CDS connector, and Microsoft Office 365 Outlook connector **Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users** Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector Power BI, Power Apps, Microsoft Power Automate, and CDS connector
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.	Power BI, Power Apps, CDS connector, and Microsoft Office 365 Outlook connection Data alerts, Microsoft Power Automate, CDS connector, and Microsoft Office 365 users Data alerts, Microsoft Power Automate, and Microsoft Office 365 connector **Power BI, Power Apps, Microsoft Power Automate, and CDS connector**

QUESTION 8

You are doing a trial run of the go-live data import.

You need to fix the initial issues that arise when importing the new data.

What could be the issue?

A. Duplicate detection is turned on.

B. The Report Wizard configuration is incorrect.

C. Excel is set up as a pivot table.

D. The data mapping is incorrect.

Correct Answer: D

1.

Inmate names come in with last names in the first name column.

2.

Registration numbers come incorrectly.

3.

Inmates report seeing different registration forms.

QUESTION 9

A company plans to implement Dynamics 365 Sales. The company stores data about book locations in the fields, room, and shelf.

The company must import legacy data into the new system. Legacy data must be modified to match the current system design.

You need to recommend a solution to combine the room and shelf fields into a single field on import.

Which tool should you recommend?

A. Data Import Wizard

B. web services

C. Microsoft Excel Online

D. import from CSV

Correct Answer: A

QUESTION 10

DRAG DROP

You are designing a business continuity strategy for a client who is using Dynamics 365 Sales.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

In which order should you recommend the actions be performed? 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

If the second call is successful, the application continues normally.
The application redirects calls to the established backup datacenter.
The application redirects calls to an on-premises server.
The application receives an exception after attempting the service call.
The application automatically tries the call again.
The application makes a service call to the datacenter.

Answer Area

Correct Answer:

Actions

The application redirects calls to an on-premises server.

Answer Area

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application redirects calls to the established backup datacenter.

The application automatically tries the call again.

If the second call is successful, the application continues normally.

QUESTION 11

A client is using Dynamics 365 Sales and Power BI with stringent security on read access to accounts.

You need to ensure that users will be unable to view restricted accounts in Power BI.

What should you recommend?

A. Share the reports in Power BI to the same Microsoft Azure Active Directory (Azure AD) groups used in Dynamics 365 Sales.

B. Embed the Power BI reports in Dynamics 365 Sales instead of sharing them by using Power BI to retain security.

C. Set up the Data Export Service and use DirectQuery for reporting to include security roles.

D. Add row-level security (RLS) roles to the DataSet in Power BI that matches the privileges assigned in Dynamics 365 Sales.

Correct Answer: D

QUESTION 12

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs. The SLA states the following:

1.

 Support must be provided 24 hours per day, seven days a week.

2.

 Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

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

NOTE: Each correct selection is worth one point.

A. enhanced SLAs with Timer Control

B. First Response by KPI

C. enhanced SLA upgrade

D. Resolve by KPI

Correct Answer: AD

QUESTION 13

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Quotes and Orders need to push and receive data in real-time from SAP.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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