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<https://drive.google.com/open?id=16xkQMBoI9zKgiTjikIOoyOHJh2I42hfw> NEW 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 Answer: C Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/project-service/overview> NEW QUESTION 2 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. Choose two.)

A. audit logs B. sitemap C. team D. business unit E. global option sets Answer: BE NEW QUESTION 3 This question requires that you evaluate the underlined text to determine if it is correct. 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. 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.

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 Answer: A NEW 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. Choose three.) A. on demand B. when a record is created C. on request D. when a record is updated E. when a record is deleted Answer: BDE NEW QUESTION 5 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) Answer: D NEW QUESTION 6 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. Choose two.)

A. Dynamics 365 for Finance and Operations B. Dynamics GP

C. Microsoft Excel D. Dynamics CRM 2016 Answer: AC NEW QUESTION 7 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 Answer: C Explanation:

<https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide> NEW QUESTION

8 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 Answer: C Explanation:

<https://docs.microsoft.com/en-us/office365/securitycompliance/meet-data-protection-and-regulatory-reqs-using-microsoft-cloud>

NEW QUESTION 9 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.) **Answer Area**

Capability	Deployment model
Intelligence and analytics are limited to authoring and publishing Microsoft Power BI reports only.	<input type="button" value="cloud only"/> <input type="button" value="on-premises only"/> <input type="button" value="cloud and on-premises"/>
Updates and health monitoring are provided through Dynamics 365 Lifecycle Services (LCS).	<input type="button" value="cloud only"/> <input type="button" value="on-premises only"/> <input type="button" value="cloud and on-premises"/>
Licensing is provided on a subscription basis.	<input type="button" value="cloud only"/> <input type="button" value="on-premises only"/> <input type="button" value="cloud and on-premises"/>

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Answer: **Answer Area**

Capability	Deployment model
Intelligence and analytics are limited to authoring and publishing Microsoft Power BI reports only.	<input checked="" type="button" value="cloud only"/> <input type="button" value="on-premises only"/> <input type="button" value="cloud and on-premises"/>
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NEW QUESTION 10 Drag and Drop Match each response time to its level for Dynamics 365. (To answer, drag the appropriate level from the column on the left to its response time on the right. Each level may be used once, more than once, or not at all.)

Levels
Subscription
Enhanced
Professional
Premier

Answer:

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

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NEW QUESTION 11 Your 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. Answer: B Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/billing-faqs-dynamics-365-online> NEW QUESTION

12 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. 10 C. 15 D. 20 Answer: A

NEW QUESTION 13 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). Answer: B

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