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Question 1

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

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

NOTE: Each correct selection is worth one point.

Options:

A- Use Customer Voice to compile results from the existing third-party app.

B- Use Power Automate to automatically send Customer Voice surveys.

C- Create a survey in Dynamics 365 Marketing and create a campaign to send it to out and collect data.

D- Use Customer Voice to collect and analyze survey results.

E- Create surveys in Dynamics 365 Marketing by using Questionnaire.

Question 2

Question Type: **MultipleChoice**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

Options:

A- Dynamics 365 Sales Insights

B- Microsoft Excel

C- Microsoft Outlook

D- Microsoft Teams

A

Question 3

Question Type: **MultipleChoice**

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals.

The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

Options:

A- Timeline attachment

B- Word template

C- Documents tab

Answer:

C

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint- documents-document-locations-in-dynamics-365-apps

Question 4

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses. Which solution should you use?

Options:

A- Microsoft Forms Pro

B- Power BI

C- Power Automate

D- Management Reporter

Answer:

B

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps

Question 5

Question Type: **MultipleChoice**

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

Options:

A- By default, all available currencies can be used.

B- By default, a base currency is available and other currencies can be added as needed.

C- Exchange rates are automatically updated.

D- Exchange rates need to be updated manually.

Answer:

B, D

Explanation:

https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics- 365-crm/

Question 6

You have a chart that displays a summary of accounts by industry.

You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date.

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

NOTE: Each correct selection is worth one point.

Options:

A- Expand the existing chart.

B- Edit the existing chart.

C- Select the city field in the drill-down menu.

D- Create a new chart.

Answer:

B, D

Question 7

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week.

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Which allocation method should you use?

Options:

A- Remaining capacity

B- Percentage capacity

C- Full capacity

D- Front-load hours

Answer:

D

Explanation:

You would have to create separate bookings for each of the working days.

Question 8

Question Type: **MultipleChoice**

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer.

Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

Options:

A- Resource skills

B- Resource roles

C- Proficiency models

D- Service-level agreements

Answer:

A, C

Explanation:

https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency

Question 9

Question Type: **MultipleChoice**

A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Time and Material

B- Fixed Price

C- Expense

D- Not-to-exceed Limit

Answer:

A, B

Explanation:

https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based

Question 10

Question Type: **MultipleChoice**

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians' qualifications professional licenses, and certifications. Which attribute should you use?

Options:

A- Skills

B- Roles

C- Rating values

Answer:

A

Explanation:

https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency- models

Question 11

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

A- Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.

B- Open the client's project Gantt chart and filter by the term expert plumber.

C- Open the Resource Utilization board and filter by the term expert plumber.

D- Open the Schedule board and filter by the term expert plumber.

Answer:

C, D

Explanation:

Question 12

Question Type: **MultipleChoice**

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases. Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Knowledge base with Relevance search

B- Parent and Child case settings

C- Case management with Related Similar cases

D- Routing rule sets

Answer:

A, C

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case