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<https://drive.google.com/open?id=16xkQMBol9zKgiTjikIOoyOHJh2i42hfw> 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 test 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="text" value=""/> <div style="border: 1px solid black; padding: 2px;">                     cloud only                      on-premises only                      cloud and on-premises                 </div>
Updates and health monitoring are provided through Dynamics 365 Lifecycle Services (LCS).	<input type="text" value=""/> <div style="border: 1px solid black; padding: 2px;">                     cloud only                      on-premises only                      cloud and on-premises                 </div>
Licensing is provided on a subscription basis.	<input type="text" value=""/> <div style="border: 1px solid black; padding: 2px;">                     cloud only                      on-premises only                      cloud and on-premises                 </div>

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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 type="text" value=""/> <div style="border: 1px solid black; padding: 2px;"> <span style="background-color: #d9ead3;">cloud only</span>                      on-premises only                      cloud and on-premises                 </div>
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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										
<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Subscription</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Enhanced</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Professional direct</div> <div style="border: 1px solid black; padding: 2px;">Premier</div>	<table border="0"> <thead> <tr> <th style="text-align: left;">Response time</th> <th style="text-align: left;">Level</th> </tr> </thead> <tbody> <tr> <td>next business day</td> <td style="border: 1px solid black; padding: 2px;">Subscription</td> </tr> <tr> <td>less than two hours</td> <td style="border: 1px solid black; padding: 2px;">Enhanced</td> </tr> <tr> <td>less than one hour Tier 2</td> <td style="border: 1px solid black; padding: 2px;">Professional direct</td> </tr> <tr> <td>less than one hour Tier 3</td> <td style="border: 1px solid black; padding: 2px;">Premier</td> </tr> </tbody> </table> <p style="text-align: center;"><a href="http://www.passleader.com">www.passleader.com</a></p>	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
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										

NEW QUESTION 11 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.&#160;&#160;&#160;&#160; Purchase a 30-day subscription. B.&#160;&#160;&#160;&#160; In the administrative portal, choose Extend trial, and then enter your credit card information. C.&#160;&#160;&#160;&#160; Open a support ticket with Microsoft to ask for an extension. D.&#160;&#160;&#160;&#160; 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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