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QUESTION 12You are a Dynamics 365 for Customer Service system administrator. You receive an email notification that you have reached 80 percent of your Dynamics 365 storage limit. You perform the following actions to free up space:- Delete known items that use large amount of storage.- Perform bulk deletes on suspended system jobs.- Delete audit logs older than six months old.- Delete email attachments older than two years old. The total storage used indicator shows that the storage amount has not changed after you perform the actions. You need to determine why the storage amount has not changed. What is the cause?

A. The current audit log cannot be deleted.
B. Email attachments can only be deleted when the associated email is deleted.
C. The system can take up to 24 hours to update storage information.
D. Suspended workflows are in a waiting state, therefore cannot be deleted.

Answer: C

Explanation: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/free-storage-space>

QUESTION 13You need to deploy a new instance, which will be used to conduct training for users for an indefinite period. You need to be able to deploy full copies of the production environment into this new. What should you do?

A. Create a production instance in a new tenant
B. Create a trial in a new tenant
C. Create a production instance in the same tenant.
D. Create a sandbox instance in the same tenant.

Answer: D

QUESTION 14Which three options are available for configuring Microsoft Dynamics 365 to work with Microsoft Exchange for sending outgoing emails? Each correct answer presents a complete solution.

A. folder-level tracking
B. Microsoft Dynamics 365 for Outlook
C. server-side synchronization
D. Email Router
E. forward mailbox

Answer: BCD

QUESTION 15You need to publish an app that uses the full functionality of the Microsoft Dynamics 365 app designer. Which two components in the app designer allow you to accomplish this goal? Each correct answer presents a complete solution.

A. entity assets
B. user information
C. artifacts
D. synchronization filters

Answer: AC

QUESTION 16Which two operating systems are supported for accessing Microsoft Dynamics when using Google Chrome? Each correct answer presents a complete solution.

A. Windows 8.1
B. Mac OS X 10.10
C. Android 9
D. Android 10

Answer: AD

QUESTION 17You are a network services provider for a small sales organization. The company has no on-premises database for its users and is a complete Bring your own Device (BYOD) environment. You need to create user accounts for the sales staff for Microsoft Dynamics 365. Where should you create these accounts?

A. Active Directory Federated Services
B. Microsoft Office 365 administrator portal.
C. Microsoft Dynamics AX Enterprise Portal.
D. Microsoft Dynamics 365 administrator portal.

Answer: B

QUESTION 18You are an administrator in an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook. A majority of the users want to synchronize all contacts from accounts they follow, rather than just contacts they own. What should you do?

A. Create and distribute a set of synchronization filters that includes all contacts for followed accounts.
B. Instruct each user on how to configure the offline filter.
C. Instruct each user on how to configure the synchronization.
D. Instruct each user on how to configure the synchronized fields.

Answer: A

QUESTION 19You are a Dynamics 365 for Customer Service system administrator. Compliance standards require that entities and fields with Auditing set to On are recorded. You have configured all settings to the default settings and have set Global Auditing to On. You need to verify compliance standards. Which data items will be included in the audit log?

A. Microsoft Office 365 activities
B. all entities and fields
C. entities and fields with auditing enabled
D. user access information only

Answer: C

QUESTION 20A company identifies a new opportunity. Sales associates must collaborate to convert the opportunity to a sale. All associates have access to Microsoft SharePoint, but some associates do not have access to Dynamics 365 for Sales. You need to ensure that users can collaborate on a single platform that directly integrates with Dynamics 365 data. Which tool should you use?

A. Microsoft OneDrive for Business
B. Microsoft Skype for Business
C. Microsoft Office 365 Delve
D. Yammer
E. Microsoft Office 365 Groups

Answer: E

Explanation: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/collaborate-with-colleagues-using-office-365-groups>

QUESTION 21You are a Dynamics 365 for Customer Service system administrator. You create a custom entity named Buildings and add it to the Sales app. When a user views the Buildings form, a field for Location is missing. You create the field, but the user cannot see it. You need to make the Location field visible to the user. What should you do?

A. Add the Location field to the Buildings view.
B. Publish customizations.
C. Change privileges to the user's security role.
D. Create a new Buildings form.

Answer: B

QUESTION 22You are a Dynamics 365 for Customer Service system administrator. You create an app for the sales team. Members of the sales team cannot access the app. You need to ensure that sales team members can access the app. Where

should you configure app permissions?A. Dynamics administration centerB. Manage RolesC. Dynamics 365 homeD. Security RolesAnswer: BExplanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles>

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