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Download:<https://drive.google.com/drive/folders/1ovomvyBZXeTcKFyEvJQNUDVHF32so9cL?usp=sharing>QUESTION 1You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user. The user reports that they can only see 500 rows of data. You need to determine why the user cannot view all the data. Why is the user unable to view all available data?A. You exported a static worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.B. You exported a PivotTable worksheet. The user does not have the appropriate security role in Dynamics 365 to see all records.C. You created a chart in Dynamics 365 Customer Engagement and exported the chart.D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

Answer: DQUESTION 2You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity. You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner. You need to configure the relationship behavior type. What should you use?A. ParentalB. RestrictC. ReferentialD. Referential, Restrict Delete**Answer: A**Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships#relationship-behavior>QUESTION 3

Note: This question is part of a 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. You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages. Users report that the system is less responsive than in the past. You need to improve system performance. Solution: Select optimize for log items that have optimizations available and that have a positive operational impact percentage. Does the solution meet the goal?A. YesB. No**Answer: B**QUESTION 4

Note: This question is part of a 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. You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages. Users report that the system is less responsive than in the past. You need to improve system performance. Solution: Select optimize for log items to remove Microsoft SQL Server indexes which may not be used and that slow performance. Does the solution meet the goal?A. YesB. No**Answer: B**QUESTION 5

Note: This question is part of a 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. You are a Dynamics 365 for Customer Service system administrator. You use the Data Performance tool. There are 14 items in the All Data Performance Logs view. Some log items detail positive operational impact percentages while others detail negative operational percentages. Users report that the system is less responsive than in the past. You need to improve system performance. Solution: Select optimize for log items that have optimizations available and an operational impact of zero percent. Does the solution meet the goal?A. YesB. No**Answer: A**QUESTION 6

You are a Dynamics 365 for Customer Service developer. You create a custom entity and add custom fields to the case entity. You must create a solution to include only the custom entity and case entity changes. The solution must allow import and export without errors. You need to create the solution. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.A. Add an existing unused entity to the solution. Rename the entity to the custom entity. Add fields needed for the case entity.B. Create a case entity in the new solution and add the custom fields to the new case entity.C. Create the custom entity and custom fields in the case entity within the default solution.D. Create the custom entity in the new solution and add the appropriate fields, forms, and views.E. Create a new solution and add the entity named Case to the solution. Add the custom fields to the case entity.**Answer: DE**QUESTION 7

You are a Dynamics 365 for Customer Service developer. You import a solution that was exported from the Sandbox

instance into the Production instance. You receive errors during import. You need to identify and resolve the errors. What should you do? A. Put in a service request to turn tracing on the servers. B. Download the log file and review the log file for errors. Fix the cause of the errors and reimport the solution. C. Export the solution from the Sandbox instance and re-import the solution into the Production instance. D. Open the solution.zip file and read the solution.xml file. Delete the lines in the file that cause the import errors. **Answer: B**

QUESTION 8 You are a Dynamics 365 for Customer Service system administrator for a Sandbox and a Production instance. A user forgets to sign out from a shared device connected to a Production instance. A second user makes changes to records using the credentials of the first user. You need to implement user session timeouts to prevent this type of issue from recurring. Where should you configure this feature? A. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant B. each user in Microsoft 365 admin center C. each user in Dynamics 365 D. each Dynamics 365 instance **Answer: D**

QUESTION 9 You are a Dynamics 365 for Customer Service developer. You need to configure a new solution. What should you configure in the new solution? A. Prefix "new_" B. Package type C. Publisher D. Installed date **Answer: C**

QUESTION 10 You are a Dynamics 365 for Customer Service system administrator. Users report that a subgrid from the Onsite Goals custom entity takes a very long time to load on the Account records page. You need to improve the query load time and optimize the Onsite Goals entity. Which action should you perform? A. In an Internet browser, in the browser options, set the option to retain browser history. B. In the Data Perform view, use the Optimize functions. C. In System Jobs, resume paused system jobs. D. In the Dynamics 365 Diagnostic tool, run the diagnostic test. **Answer: B**

QUESTION 11 You are a Dynamics 365 for Customer Service system administrator. You set up server-side synchronization. You plan to deploy the Dynamics 365 App for Outlook after users have received training. Users do not have administrator rights. You need to identify which method you would use to deploy Dynamics 365 App for the trained users. Which method will accomplish this goal? A. Push the App for Outlook to all eligible users from the Dynamics 365 administration center. B. Have users install themselves directly from the Dynamics 365 Settings area. C. Have users install themselves from the personal Settings area. D. Push the App for Outlook to only select users from Dynamics 365 Settings area. E. Push the App for Outlook manually or automatically to all eligible users from Dynamics 365 Settings area. **Answer: D**

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