



Microsoft

Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core

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NEW QUESTION 1

- (Exam Topic 1) You need to set up annual surveys. What should you do?

- A. Enable Voice of the Customer.
- B. Use dialogs.
- C. Enable Customer Insights.
- D. Install a custom workflow solution.

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey>

NEW QUESTION 2

- (Exam Topic 1)

You need to move changes to the production environment. What should you do?

- A. Import an unmanaged solution with a default publisher.
- B. Import a managed solution with a default publisher.
- C. Import a managed solution with a custom publisher.
- D. Import an unmanaged solution with a custom publisher.

Answer: C

NEW QUESTION 3

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a business rule for the Case form. The business rule marks some fields as required when the Created On date field does not equal the Modified On date field.

You activate the business rule. The form does not make the specified fields as required when the condition is met

You need to determine the cause of the issue. What is the cause?

- A. the fields to be required are set to Optional at the field properly level
- B. the Created On and Modified On date fields are not included on the form
- C. Created On and Modified On are system fields and cannot be used in business rules
- D. the Created On and Modified On date fields are in a hidden tab on the form

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recommen>

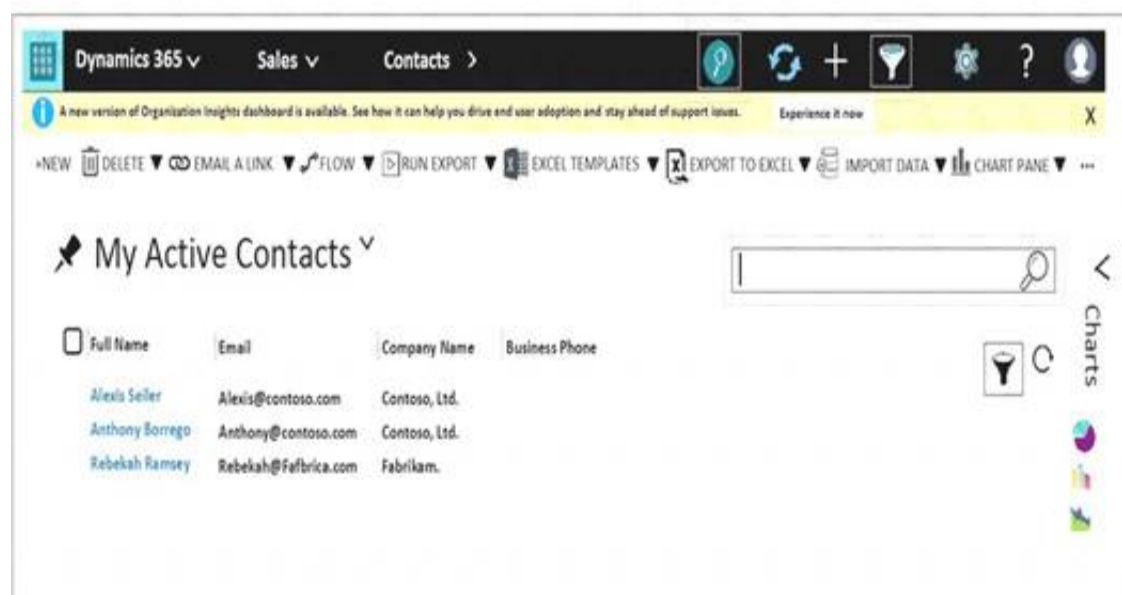
NEW QUESTION 4

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

You enable the Quick Find view to look up First Name, Last Name, Email, and City on the Contact entity. You need to identify where the Quick Find search will be used.

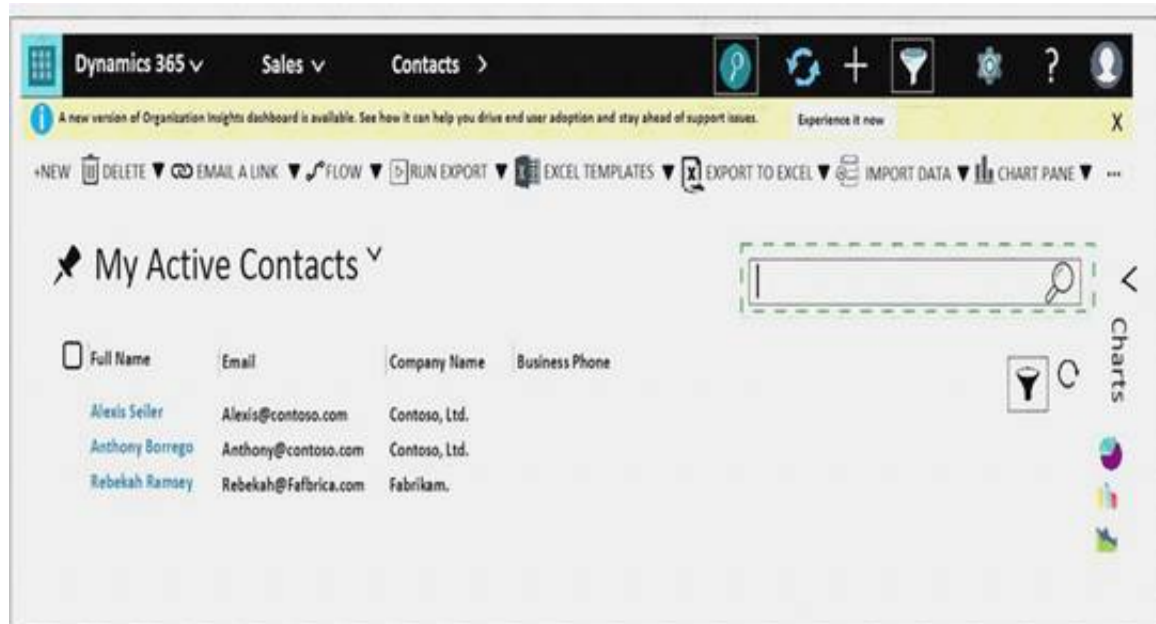
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

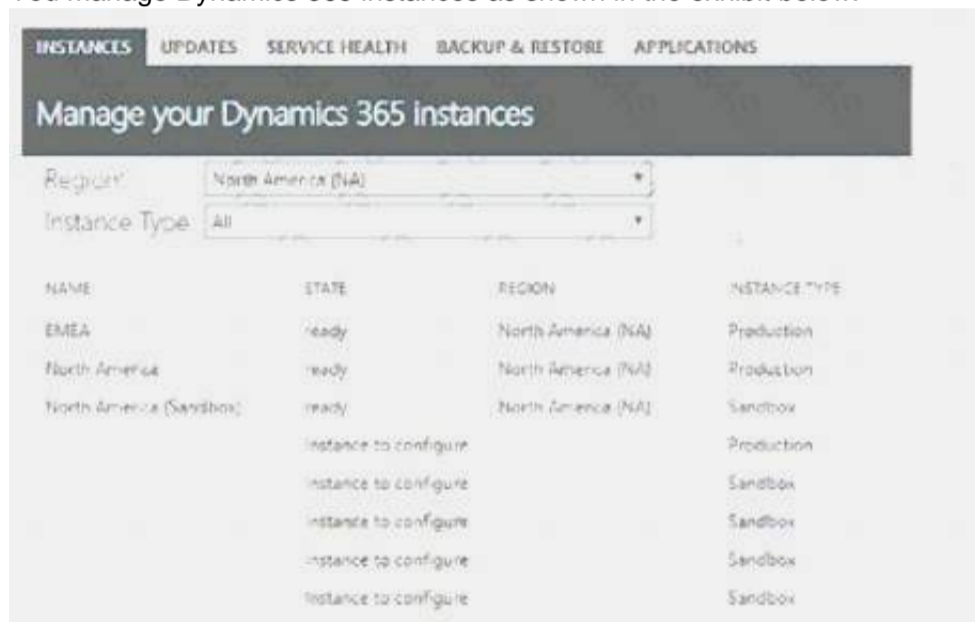
Explanation:



NEW QUESTION 5

- (Exam Topic 2)

You manage Dynamics 365 instances as shown in the exhibit below.



You configure EMEA as a new Production instance. The EMEA instance must use the same configurations as the North America instance. The EMEA instance must not include any data from North America.

You need to configure the EMEA instance by using the Dynamics 365 administration center.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/copy-instance>

NEW QUESTION 6

- (Exam Topic 2)

You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	<input type="checkbox"/> Configure mobile settings set on the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Action needed
Users cannot see case records on mobile devices.	<input type="checkbox"/> Configure mobile settings set on the case entity level. <input checked="" type="checkbox"/> Configure mobile settings at the field level within the case form. <input checked="" type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input checked="" type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	<input checked="" type="checkbox"/> Configure mobile settings set at the case entity level. <input checked="" type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.

NEW QUESTION 7

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator for a help desk.

Help desk representatives need to send emails to all contacts that are associated with cases. The emails must provide the status for the case, use similar formatting, and include the following information:

- Contact name
- Case number
- Case title
- Case status
- Representative name

You need to create an email template for the system.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Add data values under the Contact entity related to the account.	
Convert the template to a personal template.	
Add data values from the Case entity.	
Publish the template.	
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

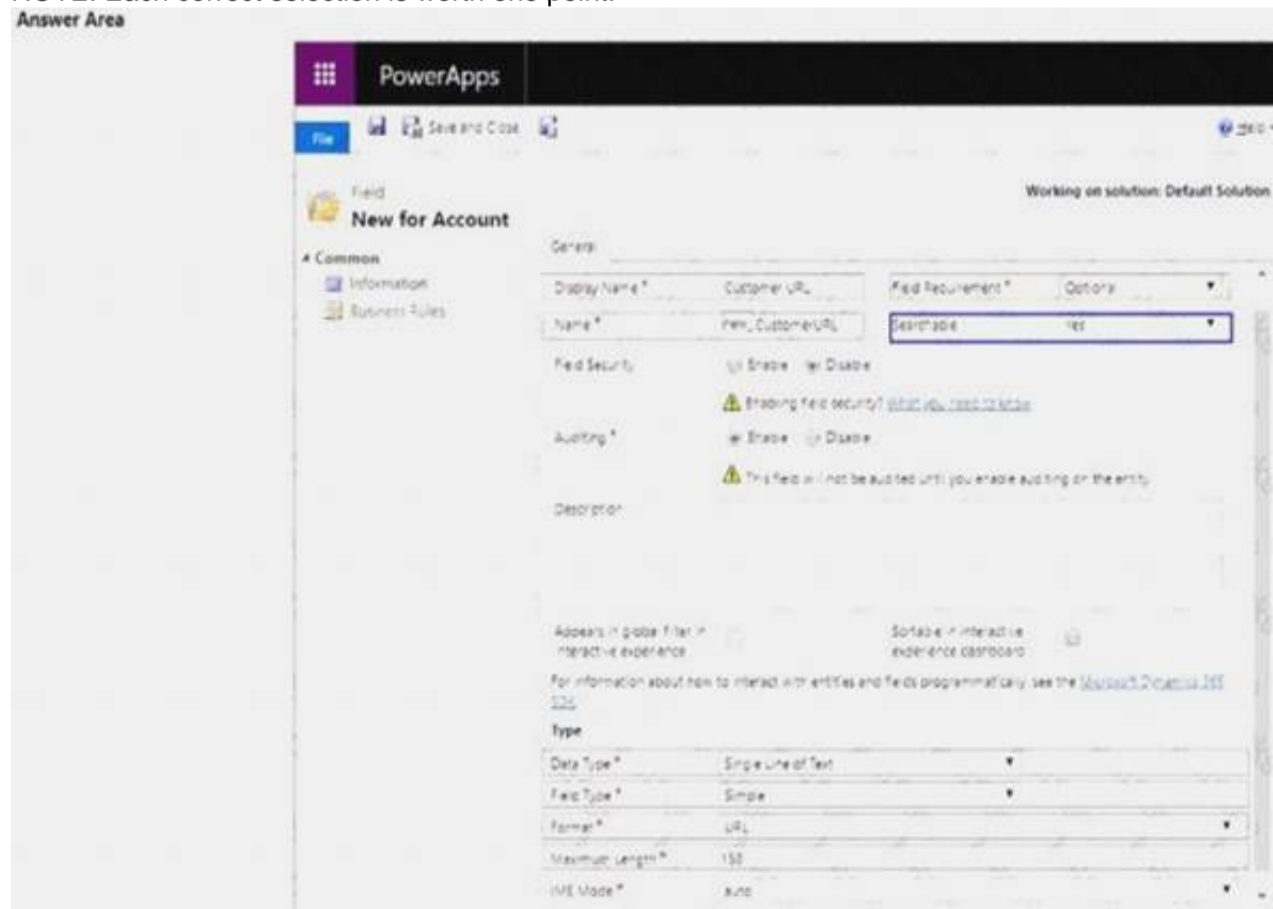
Actions	Answer Area
Add data values under the Contact entity related to the account.	Create an email template for the case.
Convert the template to a personal template.	Add data values from the Case entity.
Add data values from the Case entity.	Add data values under the Contact entity related to the account.
Publish the template.	Save the template.
Save the template.	
Add data values under the Account entity.	
Send a direct email from the Case view to desired cases.	
Create an email template for the case.	

NEW QUESTION 8

- (Exam Topic 2)

You are the system administrator for Dynamics 365. You add a custom URL field for the Account entity. You need to make changes to a custom field. Which four fields can you change after the initial change? To answer, select the appropriate options in the answer area.

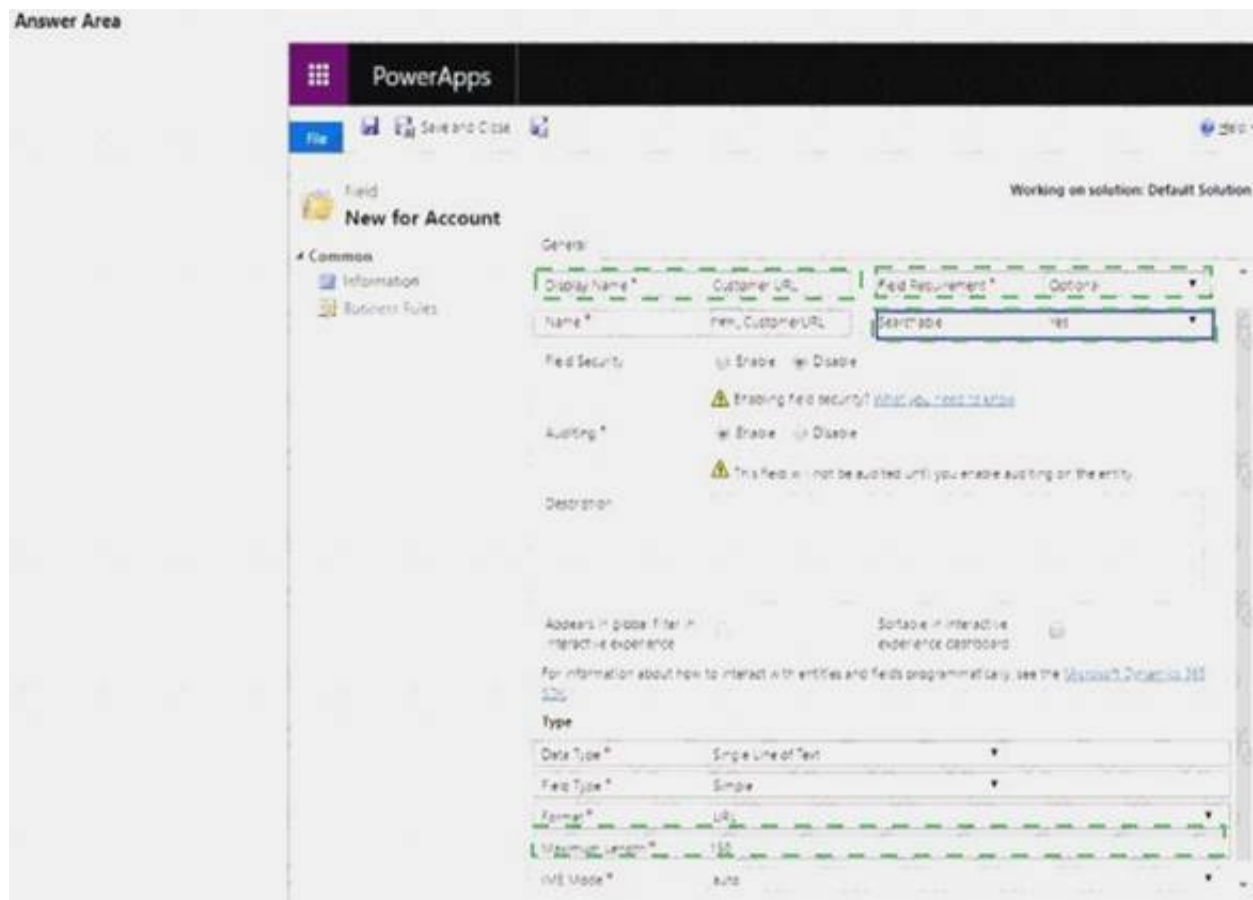
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 9

- (Exam Topic 2)

You are a Dynamics 365 system administrator.

You create a custom entity named Stores in a development Sandbox instance. You populate the custom entity with 185 store locations.

You need to migrate the custom entity and data to a Production instance.

What should you do? To answer, drag the appropriate actions to the correct tasks. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes 01 scroll to view content.

NOTE: Each correct selection is worth one point.

Actions	Task	Action
Export to Microsoft Excel and use the Data Import wizard.	Migrate the Stores entity.	action
Use an unmanaged solution.	Migrate store data.	action
Perform a full copy.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Task	Action
Export to Microsoft Excel and use the Data Import wizard.	Migrate the Stores entity.	Export to Microsoft Excel and use the Data Import wizard.
Use an unmanaged solution.	Migrate store data.	Export to Microsoft Excel and use the Data Import wizard.
Perform a full copy.		

NEW QUESTION 10

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. A user experiences slow performance when using Dynamics 365. You need to check the latency of the environment.

What should you do?

- A. Use the organization Insights tool.
- B. View the Health section of Microsoft Office 365 Admin portal.
- C. View the Power platform Admin center.
- D. Run the Dynamics 365 Diagnostics tool.

Answer: D

Explanation:

<https://community.dynamics.com/365/customerservice/t/763/t/285347>

NEW QUESTION 10

- (Exam Topic 2)

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note. You need to find the note.

Solution: Use Relevance Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 14

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator. You install the Gamification solution for Dynamics 365.

Users must be granted the minimum privileges required to perform tasks. You need to assign minimal security roles to users.

Which security roles should you use? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

Answer Area

Task	Role
Configure a connection between Gamification and Dynamics 365.	<input checked="" type="checkbox"/> Game Manager <input type="checkbox"/> Microsoft 365 Global Administrator <input type="checkbox"/> Dynamics 365 System Administrator
Manage security roles.	<input type="checkbox"/> Game Manager <input type="checkbox"/> Commissioner <input type="checkbox"/> Dynamics 365 System Administrator
Create games and KPIs.	<input type="checkbox"/> Game Manager <input type="checkbox"/> Commissioner <input type="checkbox"/> User
Follow active players statistics.	<input type="checkbox"/> User <input type="checkbox"/> Game Manager <input type="checkbox"/> Teams Member
Import players and fans from Dynamics 365.	<input type="checkbox"/> Dynamics 365 System Administrator <input type="checkbox"/> Commissioner <input type="checkbox"/> Game Manager

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/gamification/understand-security-roles>

NEW QUESTION 18

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use. The form must provide the ability to:

- Lock a field on a form.
- Trigger business logic based on a field value.
- Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Components	Requirement	Component
<input type="checkbox"/> Actions <input type="checkbox"/> Conditions <input type="checkbox"/> Recommendation	Lock a form field.	<input type="text"/>
	Trigger business logic based on a field value.	<input type="text"/>
	Leverage existing business information to enhance data entry.	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Components	Requirement	Component
Actions	Lock a form field.	Conditions
Conditions	Trigger business logic based on a field value.	Actions
Recommendation	Leverage existing business information to enhance data entry.	Recommendation

NEW QUESTION 22

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 27

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

You must use Microsoft Flow to create an opportunity from a Microsoft Excel workbook. You need to ensure Flow will trigger on the Opportunity entity.

What should you do?

- A. Enable change tracking.
- B. Add the timeline control.
- C. Enable connections.
- D. Enable business process flows.

Answer: C

NEW QUESTION 29

- (Exam Topic 2)

You are a Dynamics 365 Customer Engagement administrator.

A compliance audit identifies two fields in violation of the corporate information security policy. You need to control access to high business impact fields to meet information security policies.

What should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more Than once.

NOTE; Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

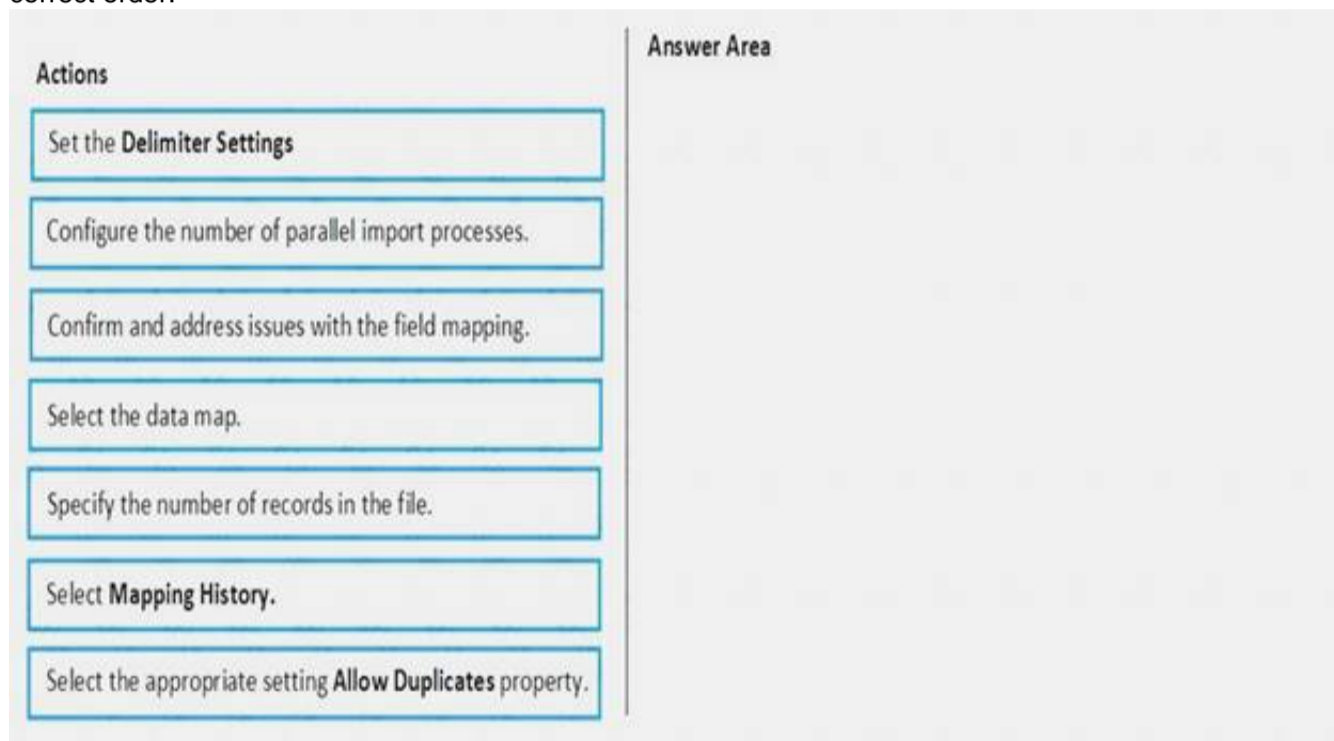
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/security-concepts>

NEW QUESTION 33

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You have a data file that contains a list of accounts which must be important into the system. You need to import the accounts by using the Import Data wizard.

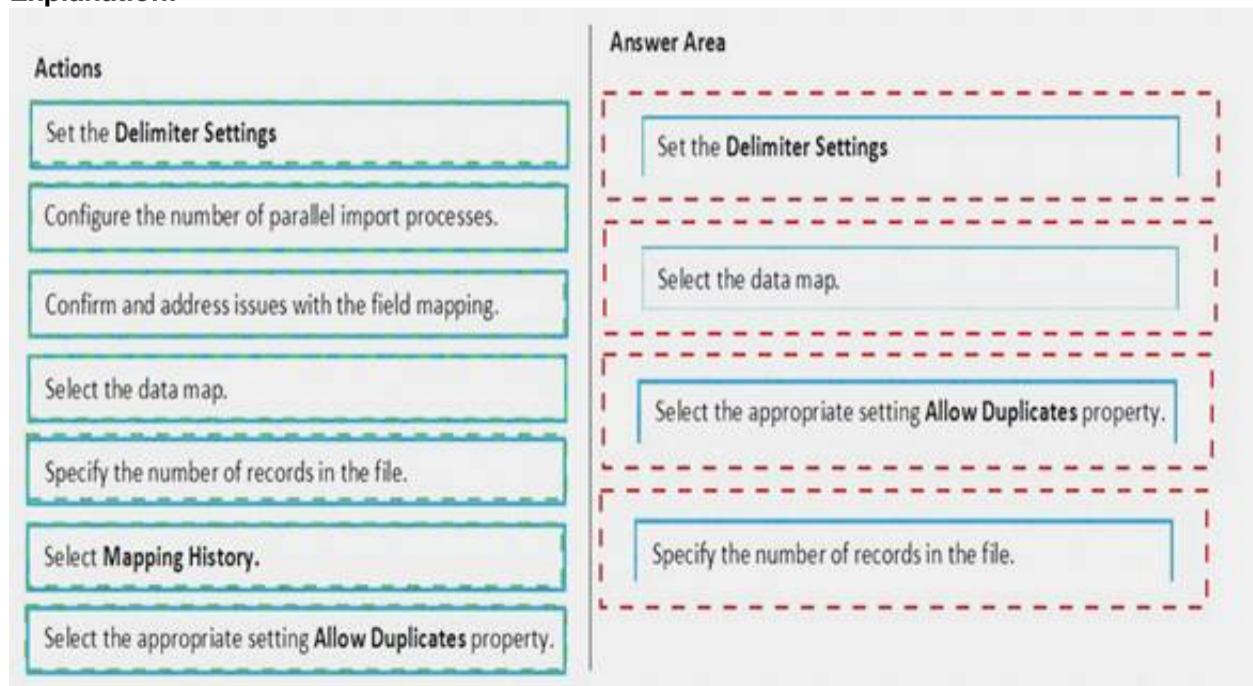
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 38

- (Exam Topic 2)

You create and share a Microsoft Flow button for the Account entity. The button sends a Microsoft Teams meeting invitation from Dynamics. Which users can view the flow button run history?

- A. People with the appropriate role can see all run history.

- B. Every user can view all run history.
- C. System administrators may only view the run history.
- D. Each user can only view their run history.
- E. Only the user who creates the button can view the run history for all users.

Answer: E

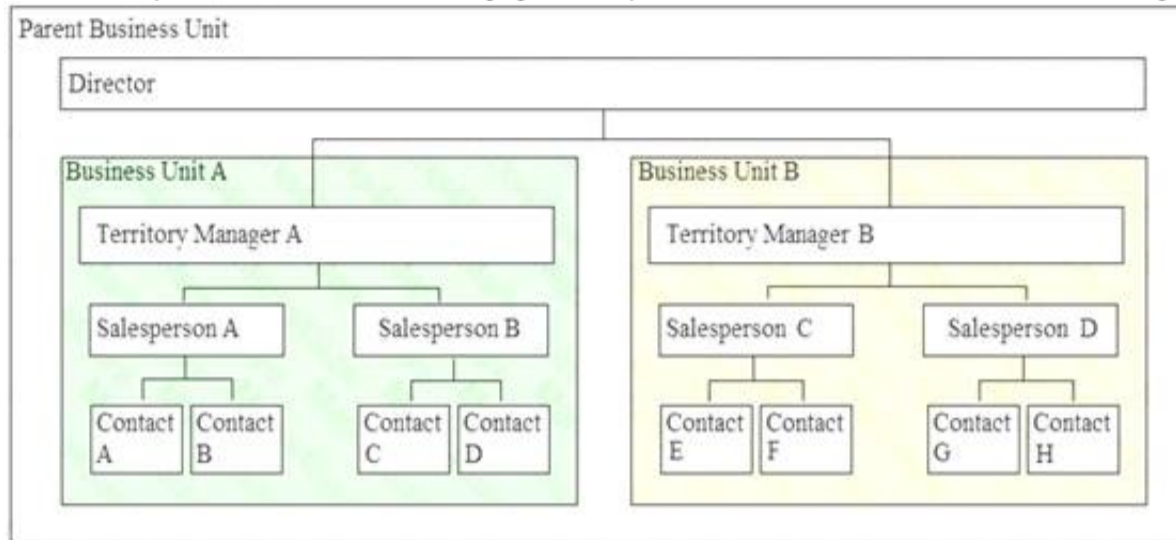
Explanation:

References:
<https://docs.microsoft.com/en-us/flow/share-buttons>

NEW QUESTION 43

- (Exam Topic 2)

You are a Dynamics 365 Customer Engagement system administrator. You have the following security design for a Parent Business Unit:



Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.
 NOTE: Each correct selection is worth one point.

Question

Which security type ensures only Salesperson A can view Contact A?

Answer Choices

▼

- user
- field
- record ownership

Which hierarchy allows Territory Manager B to see information from Salesperson B?

▼

- Parent
- Manager
- Position

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security>

NEW QUESTION 44

- (Exam Topic 2)

You are a Dynamics 365 for Customer Services system administrator. Sales team members access Dynamics 365 by using a tablet device. Sales team members report several issues when they access Dynamics 365. You need to resolve the issues. What should you do? To answer, select the appropriate options in the answer area. NOTE; Each correct selection is worth one point.

Issue	Solution
Customizations made on the form do not display on the devices.	<input type="checkbox"/> Log off and back on. <input type="checkbox"/> Clear the cache. <input type="checkbox"/> Restart the tablet.
The wrong form displays when account records are opened.	<input type="checkbox"/> Delete all the forms except the one you want to use. <input type="checkbox"/> The form is not set as the first form in the entity. <input type="checkbox"/> Publish all forms. <input type="checkbox"/> Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	<input type="checkbox"/> Reinstall the app. <input type="checkbox"/> Set privileges for the user. <input type="checkbox"/> Restart the app. <input type="checkbox"/> Restart the tablet.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Issue	Solution
Customizations made on the form do not display on the devices.	Log off and back on. Clear the cache. Restart the tablet.
The wrong form displays when account records are opened.	Delete all the forms except the one you want to use. The form is not set as the first form in the entity. Publish all forms. Clear the cache.
The devices continuously display error messages indicating that you must restart the app.	Reinstall the app. Set privileges for the user. Restart the app. Restart the tablet.

NEW QUESTION 47

- (Exam Topic 2)

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. Create a case entity in the new solution and add the custom fields to the new case entity.
- B. Create a new solution and add the entity named Case to the solution.
- C. Add the custom fields to the case entity.
- D. Create the custom entity and custom fields in the case entity within the default solution.
- E. Add an existing unused entity to the solution.
- F. Rename the entity to the custom entity.
- G. Add fields needed for the case entity.
- H. Create the custom entity in the new solution and add the appropriate fields, forms, and views.

Answer: BE

NEW QUESTION 52

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator.

The sales team must be able to take photos and record audio notes for use in Dynamics 365. You need to integrate Dynamics 365 with Microsoft OneNote. What should you do first?

- A. Enable Microsoft Office 365 Groups.
- B. Configure security privileges.
- C. Enable Microsoft OneDrive for Business.
- D. Enable server-based Microsoft SharePoint integration.

Answer: D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-indynam>

NEW QUESTION 55

- (Exam Topic 2)

You manage a Dynamics 365 environment. You create a global option set for a custom solution. You observe the following issues with the global option set:

- The default prefix is incorrect
- The option set value is too long.

You need to change the option set value and ensure the correct prefix is used.

Which actions should you perform? To answer, drag the appropriate actions to the correct options. Each action may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view content.

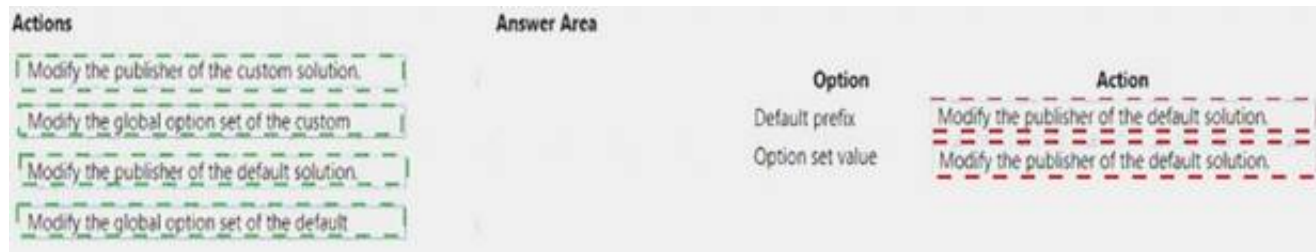
NOTE: Each correct selection is worth one point.

Actions	Option	Action
Modify the publisher of the custom solution.	Default prefix	action
Modify the global option set of the custom	Option set value	action
Modify the publisher of the default solution.		
Modify the global option set of the default		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 57

- (Exam Topic 2)

You 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 365 home
- B. Security Roles
- C. Manage Roles
- D. Dynamics administration center

Answer: C

Explanation:

References:

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

NEW QUESTION 62

- (Exam Topic 2)

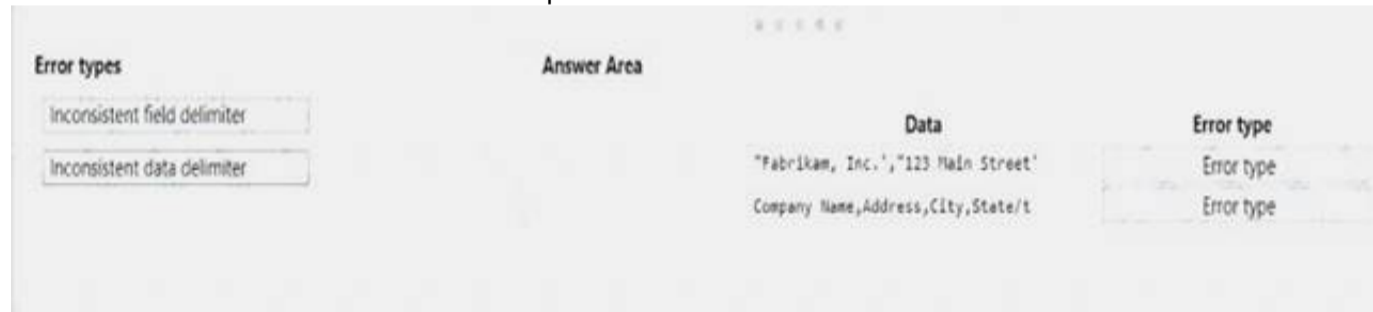
You import data into Dynamics 365 for Customer Service by using the Import Data wizard. Errors occur when you try to import the following data lines:

```
"Fabrikam, Inc.", "123 Main Street"
Company Name,Address,City,State/t
```

You need to identify the cause of the errors.

What error types have occurred? To answer, drag the appropriate error types to the correct data. Each error type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

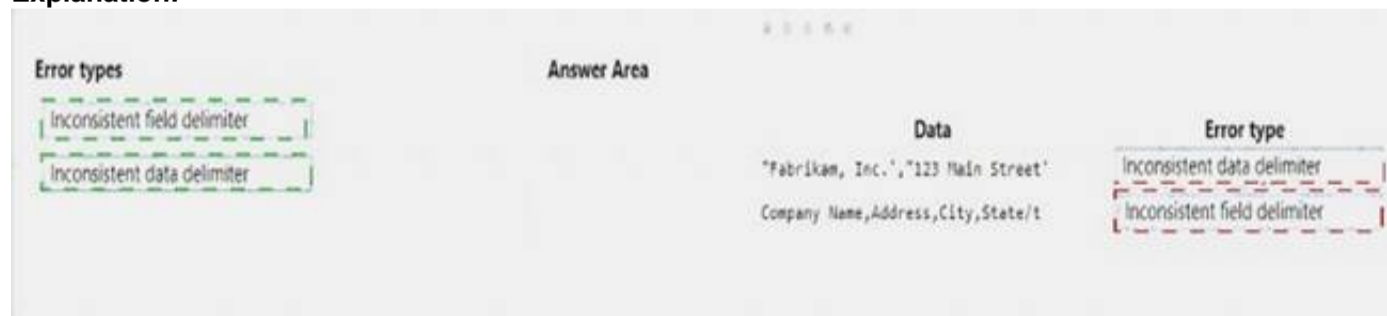
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 63

- (Exam Topic 2)

You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do?

- A. Download Voice of the Customer from the Microsoft website
- B. Import the solution into the Dynamics 365 instance.
- C. Sign in to the Sandbox instance
- D. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance.
- E. Add the correct role to each user to allow them to use the Voice of the Customer solution.
- F. Select the Application tab in the Dynamics 365 admin center
- G. Configure Voice of the Customer.
- H. Search AppSource for Voice of the Customer
- I. Import the solution.

Answer: D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/install-solution>

NEW QUESTION 68

- (Exam Topic 2)

You manage Dynamics 365 for Customer Service Development, Test, and Production instances. You use an unmanaged solution to develop customization and deploy the customization to a Production instance.

Several deployed customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain.

You need to remove the customizations. What should you do?

- A. Change the version number on the unmanaged solution to the previous version.
- B. Manually remove each customization.
- C. Install the previous solution.
- D. Change the publisher settings.

Answer: B

NEW QUESTION 69

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a workflow that requires customization to automate lead follow-up activities.

You need to migrate the production customization to this new Dynamics 365 production instance. You must not migrate any data to the production instance.

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 73

- (Exam Topic 2)

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 developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Create an entity relationship diagram. Model ownership, one-to-one, one-to-many and many-to-many relationships as well as fields per entity that are required.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 76

- (Exam Topic 2)

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 developing a Dynamics 365 app for a bank. The app must display information about loan accounts and the customers assigned to those items.

You need to model the relationships between objects used by the app.

Solution: Access Solution Explorer and take a screenshot of the entities, forms, views, charts, fields, 1:N relationships, N:1 relationships, and N:N relationships.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 79

- (Exam Topic 2)

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.

On a Contact record, a user creates a note that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the note. You need to find the note.

Solution; Use Quick Find search on the Notes list to search for the word run Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 82

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator.

A sales vice president notes she cannot see her direct report sales manager's active accounts. Sales managers note that they cannot see the active campaigns that their peers are using.

You need to configure security for the sales vice president and sales managers to grant access to the data they cannot see.

Which security models should you use? To answer, drag the appropriate security methods to the correct teams. Each security method may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Security models	Answer Area						
<div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Manager hierarchy</div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Position hierarchy</div> <div style="border: 1px solid blue; padding: 5px;">Role-based security</div>	<table border="1"> <thead> <tr> <th>Role</th> <th>Security model</th> </tr> </thead> <tbody> <tr> <td>Sales Vice President</td> <td><div style="border: 1px solid red; height: 20px; width: 100%;"></div></td> </tr> <tr> <td>Sales Managers</td> <td><div style="border: 1px solid red; height: 20px; width: 100%;"></div></td> </tr> </tbody> </table>	Role	Security model	Sales Vice President	<div style="border: 1px solid red; height: 20px; width: 100%;"></div>	Sales Managers	<div style="border: 1px solid red; height: 20px; width: 100%;"></div>
Role	Security model						
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Sales Managers	<div style="border: 1px solid red; height: 20px; width: 100%;"></div>						

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/hierarchy-security>

NEW QUESTION 85

- (Exam Topic 2)

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 Dynamics 365 instance
- B. each user in Microsoft 365 admin center
- C. each user in Dynamics 365
- D. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant

Answer: A

NEW QUESTION 90

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