

Demo Questions

Microsoft MB-220 Exam

Microsoft Dynamics 365 Customer Engagement Core (beta)

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Question #1 Topic 1

You 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

Correct Answer: C

Question #2 Topic 1

A 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

Correct Answer: E

References:

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

Question #3 Topic 1

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.

Correct Answer: D

References:

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

Question #4 Topic 1

You are a Dynamics 365 for Customer Service system administrator.
You need to implement a Dynamics 365 portal that allows customers to perform the following tasks:

- ☞ Post product experience information to forums.
- ☞ Enter issues in an online support center.
- Enter ideas for future products.

▪
Which type of portal should you implement?

- A. Partner
- B. Customer Self-Service
- C. Employee Self-Service
- D. Community
- E. Custom

Correct Answer: B

Question #5 Topic 1

DRAG DROP -

You have a Dynamics 365 for Customer Service tenant that has one Sandbox instance and multiple Production instances.

You need to import changes from the Sandbox instance to each of the Production instances with different requirements.

Which types of solutions should you use? To answer, drag the appropriate solution types to the correct requirements. Each solution 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.

Select and Place:

Solution types	Answer Area	
managed	Requirement	Solution type
unmanaged	Include changes as part of the default solution.	<input type="text"/>
	Remove changes by uninstalling the solution.	<input type="text"/>
	Ensure ability to maintain customizations of needed.	<input type="text"/>
	Prevent others from making changes to the solution.	<input type="text"/>

Correct Answer:

Solution types

managed

unmanaged

Answer Area

Requirement

Include changes as part of the default solution.

Remove changes by uninstalling the solution.

Ensure ability to maintain customizations of needed.

Prevent others from making changes to the solution.

Solution type

unmanaged

managed

unmanaged

managed