



# MB2-715<sup>Q&As</sup>

Microsoft Dynamics 365 customer engagement Online Deployment

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### QUESTION 1

You work for a large organization that uses Microsoft Dynamics 365.

The organization wants to allow users to install Microsoft Dynamics 365 for Outlook, but users do not have local administrator rights on their computers.

How should Microsoft Dynamics 365 for Outlook be installed for the users who need it?

- A. by using Microsoft System Center Configuration Manager
- B. by configuring a Group Policy on Active Directory
- C. by using the command line on each computer
- D. by using the download link in the Microsoft Dynamics 365 web application

Correct Answer: B

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### QUESTION 2

You are a system administrator responsible for maintaining Microsoft Dynamics 365 at your company.

Management wants a new application built that allows them to manage requests for vendors.

You need to use the app designer to build the new application on Microsoft Dynamics 365.

What are three items that can be configured in the app designer? Each correct answer presents a complete solution.

- A. a site map for the new app
- B. a business rule for the new app
- C. a role to be used by the new app
- D. a dashboard for the new app
- E. a workflow for the new app

Correct Answer: ACE

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### QUESTION 3

You are a systems architect helping a company deploy Microsoft Dynamics 365 Online.

The company currently uses Microsoft Dynamics CRM 2016, which is hosted on-premises. The company needs to migrate the data within that system to Microsoft Dynamics 365.



Which import method should you use to accomplish this goal?

- A. Migrate the data by using the Data Loader service.
- B. Upload CRM SQL backup file using the On-Premises to Online Conversion Service.
- C. Restore the CRM 2016 On-premises database in the Microsoft Dynamics 365 administration center.
- D. Export the data to multiple CSV files.

Correct Answer: D

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#### QUESTION 4

You are an administrator for an organization using Microsoft Dynamics 365 and Microsoft Dynamics 365 for Outlook.

Your users are synchronizing records but want to make a few adjustments on which fields are included in the synchronization.

Who can make this change?

- A. users with system administrator privileges
- B. users with privileges to use the Microsoft Dynamics 365 App for Outlook
- C. users with privileges to sync to Outlook
- D. users with privileges to go offline

Correct Answer: A

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#### QUESTION 5

You are a technical support specialist for a company that is preparing for a Microsoft Dynamics 365 implementation.

You are responsible for preparing images for multiple devices.

Which two instances require the Microsoft Dynamics 365 App for Outlook to track emails? Each correct answer presents a complete solution.

- A. a Windows 10 laptop for users requiring offline functionality for Microsoft Outlook and Microsoft Dynamics 365
- B. Microsoft Outlook running on a laptop that has a Mac operating system
- C. a tablet running Windows 10 for users that utilize Microsoft Outlook 2016 and Microsoft Outlook folders
- D. a Windows 8.1 laptop for users that utilize Microsoft Outlook Web Access

Correct Answer: AC

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### QUESTION 6

You are the system administrator for an organization that has a Microsoft Dynamics 365 deployment hosted in country/region 1.

Your organization just acquired a new company in country/region 2.

You need to ensure that the instance created for the users of the acquired company does not share storage space with all of your current instances.

What should you create to accomplish this goal?

- A. a new production instance in country/region 1 on your existing tenant
- B. a new production instance in a new tenant in country/region 2
- C. a new sandbox instance in country/region 2 on your existing tenant
- D. a new production instance in country/region 2 on your existing tenant

Correct Answer: D

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### QUESTION 7

You are working in an organization that uses multiple Microsoft Dynamics 365 instances.

A large number of users have installed Microsoft Dynamics 365 for Outlook. The users connect to multiple instances from Outlook; however, they only want to synchronize with one particular instance. There is some confusion as to whether

they are synchronizing with the correct instance.

Where should the users review, and possibly change, the synchronizing instance?

- A. in the Configuration Wizard for Microsoft Dynamics 365 for Outlook
- B. in Diagnostics for Microsoft Dynamics 365 for Outlook
- C. in Outlook, in CRM Settings on the File menu
- D. in Outlook, on the CRM tab

Correct Answer: A

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### QUESTION 8

You are an administrator for Microsoft Dynamics 365.

When accessing Microsoft Dynamics 365 in the browser on a phone, a user does not see the same fields as when accessing it on a desktop browser.



What should you do?

- A. In the Main form, ensure the needed sections are enabled for phones.
- B. In the Main form, ensure the needed fields are enabled for phones.
- C. In the security roles, ensure the user has privileges for Microsoft Dynamics 365 for mobile.
- D. In the Mobile Express form, ensure the needed fields have been added to the form.

Correct Answer: A

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#### QUESTION 9

You are a Microsoft Dynamics 365 system administrator.

Your organization has acquired a new company in another region, and you need to deploy a production instance for the company's users.

Which statement is true regarding working with multiple instances?

- A. Available storage is shared across all instances.
- B. All instances must be deployed on the same region.
- C. Users can only access one production instance.
- D. Data from all instances is stored on the same database.

Correct Answer: A

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#### QUESTION 10

You are a system administrator, and your company recently began using Microsoft Dynamics 365. You need to perform a full copy from a training sandbox instance to one of your production instances. What should you do?

- A. Switch the production instance to a sandbox, and perform a full copy from training.
- B. Place the production instance in Administration mode, and perform a full copy from training.
- C. Perform a full copy from the training instance to the production instance.
- D. Switch the training instance to production, and perform a full copy.

Correct Answer: B

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#### QUESTION 11



You 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.

Correct Answer: A

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#### QUESTION 12

Your organization has decided to take advantage of the Microsoft Dynamics 365 for Outlook App.

What should you do to ensure the app is automatically added to the Outlook account of all eligible users?

- A. Use Group Policy in Active Directory and automatically install the app for the eligible users.
- B. In Microsoft Dynamics 365 Settings > Microsoft Dynamics 365 App for Outlook, add the app to all eligible users.
- C. In Microsoft Dynamics 365f go to App Source, search for the Microsoft Dynamics 365 App for Outlook, and install it from App Source.
- D. Assign all eligible users proper privileges to use the app in Microsoft Dynamics 365 and instruct them where to download and install the app.

Correct Answer: C

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#### QUESTION 13

You are a Microsoft Dynamics 365 system administrator.

You need to configure Microsoft Dynamics 365 and Microsoft Exchange Online to work together so that users can automatically track incoming email messages.

Which three steps should you perform? Each correct answer presents part of the solution.

- A. Configure mailboxes and approve email.
- B. Use correlation to track email conversations.
- C. Configure the email server profile.
- D. Configure appointments, contacts, and tasks on a Microsoft Dynamics 365 mailbox record.



E. Configure incoming email to server-side synchronization or Email Router.

Correct Answer: ABE

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#### QUESTION 14

You are the technology director for a company that is preparing to implement Microsoft Dynamics 365.

Since sales staff are allowed to bring their own devices to work, you are preparing a list of supported mobile devices that meet the minimum requirements of Microsoft Dynamics 365.

Which two mobile device environments should be included in you? Each correct answer presents a complete solution.

- A. a tablet with 1 GB of memory running Windows 8.1
- B. a 7-inch iPad Mini that has 8 GB of memory and uses Safari
- C. a Windows 10 phone that uses the Microsoft Dynamics 365 app
- D. a tablet with 2 GB of memory running Windows 7

Correct Answer: B

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#### QUESTION 15

You are an administrator for an organization that uses Microsoft Dynamics 365 and Microsoft Dynamics for Outlook.

Some of your users have indicated that their personal notes for their contacts in Outlook appear in Microsoft Dynamics 365 for everyone to read.

How should you ensure that personal notes in Outlook are not shared in Microsoft Dynamics 365?

- A. As the system administrator, configure the Synchronization Fields settings to not include the Notes field in Outlook,
- B. Instruct the users to configure their Synchronization Fields settings to not include the Notes field in Outlook.
- C. instruct the users to configure their Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the notes field in Outlook.
- D. As the system administrator, configure the Synchronization Fields settings to only do a one-way sync from Microsoft Dynamics 365 to the Notes field in Outlook-

Correct Answer: B

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#### QUESTION 16

Your organization has all staff on an E5 Microsoft Office 365 SKU and an Enterprise Plan 1 for Microsoft Dynamics



365.

You need to integrate Microsoft Office 365 Groups with Microsoft Dynamics 365 so that staff can view documents in a shared workspace.

What are two requirements for performing this integration? Each correct answer presents part of the solution.

- A. Each user must have Exchange Mailbox.
- B. OneNote integration must be enabled.
- C. Server-based Microsoft SharePoint integration must be enabled.
- D. Microsoft OneDrive for Business integration must be enabled.

Correct Answer: AB

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#### QUESTION 17

You are the network administrator for your company.

Management wants to deploy Microsoft Dynamics 365 for the sales division. The company has more than 2 million records, currently stored on-premises, that need to be migrated to Microsoft Dynamics 365. The technology director wants you

to utilize the Data Loader service for the migration process for the fastest possible migration.

What is a prerequisite for running the Data Loader service in this instance?

- A. The data must be cleansed before using the Import Data Wizard to migrate it to the cloud.
- B. Third-party tools must be installed in order to migrate the data with the Data Loader service.
- C. The data set must reside in Azure on the same data center that hosts the company's Microsoft Dynamics 365 instance.
- D. The data must first be converted to CSV files before uploading it with the Import Data Wizard.

Correct Answer: A

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#### QUESTION 18

Microsoft Dynamics 365 and Skype for Business are implemented at your company.

You recently became system administrator, and you notice that the Skype for Business presence is not displaying in Microsoft Dynamics 365.

What should you do in Microsoft Dynamics 365 to resolve this issue?

- A. Enable country/region code prefixing.





- B. Select the provider for Click-to-Call.
- C. Change user settings for the security roles.
- D. Enable presence for the system.

Correct Answer: B

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#### QUESTION 19

Which 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

Correct Answer: AB

Explanation: <https://ax.help.dynamics.com/en/wiki/browser-requirements/>

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#### QUESTION 20

You are a network administrator for a company that is preparing for a Microsoft Dynamics 365 implementation.

Your users use both Windows and Mac laptops. Management wants users to be able to use Microsoft Dynamics 365 for Outlook.

What is a requirement for the Office for Mac users?

- A. They must use the Microsoft Dynamics 365 App for Outlook.
- B. They must have the Opera Web Browser installed.
- C. They must have Google Chrome installed.
- D. They must have the latest Firefox installed.

Correct Answer: A

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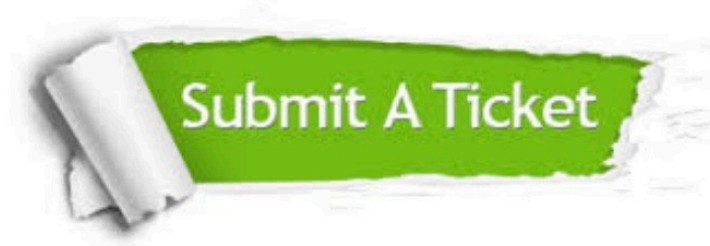
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