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Question 1

Question Type: MultipleChoice

You are using the Dynamics 365 Sales mobile app. You need to identify the actions you can perform with the app.

Solution: Create documents.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 2

Question Type: MultipleChoice

You are using the Dynamics 365 Sales mobile app. You need to identify the actions you can perform with the app.

Solution: Create notes.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

A

Question 3

Question Type: MultipleChoice

You are using the Dynamics 365 Sales mobile app. You need to identify the actions you can perform with the app.

Solution: Receive push notifications.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

A

Question 4

Question Type: MultipleChoice

You are configuring sales accelerator for a retail business. The company uses four tables: Lead, Quote, Product and a custom merchandise table. The default main form is used for all tables.

The company plans to implement the Up Next widget for sellers on all applicable tables. You need to configure the widget so it is displayed correctly for sellers. Solution: Add the widget to the custom merchandise table form.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 5

Question Type: MultipleChoice

You are configuring sales accelerator for a retail business. The company uses four tables: Lead, Quote, Product and a custom merchandise table. The default main form is used for all tables.

The company plans to implement the Up Next widget for sellers on all applicable tables.

You need to configure the widget so it is displayed correctly for sellers.

Solution: Add Lead to workspace settings and add the widget to the Lead table form.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 6

Question Type: MultipleChoice

Contoso, Ltd., plans to configure 100 sequences.

The company operates several sub-brands across the following geographical locations:

* Contoso Pharmaceuticals

* North America

* Europe, Middle East, and Africa (EMEA)

* Asia

* Contoso Suites

* South America

* Europe, Middle East, and Africa (EMEA)

You need to ensure all sequences that relate to Contoso Pharmaceuticals business in Asia are easily discoverable and structured hierarchically. What should you do?

Options:

A- Create a nested tag.

B- Edit the name.

C- Edit the description.

D- Create a tag.

Answer:

A

Question 7

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

Sellers frequently encounter issues with duplicate records in the system, based on an individual's full name and email address. The sellers require a low-code solution to proactively warn a seller about a duplicate record when a lead is qualified.

You need to recommend a solution.

What should you recommend?

Options:

- A-** Update the leads with the same email address duplicate detection rule.
- B-** Create a new duplicate detection rule for leads.
- C-** Create a new duplicate detection rule for contacts.
- D-** Create a duplicate detection plug-in.

Answer:

B

Question 8

Question Type: MultipleChoice

You need to help the salespeople manage their calls. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

Options:

- A- Enable conversation intelligence.
- B- Upgrade salesperson licenses.
- C- Set up Microsoft Teams dialer.
- D- Implement Viva Sales.

Answer:

A, C

Question 9

Question Type: Hotspot

You need to set up the default mailbox configuration. What should you select for each field? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Synchronization methods

Answer:

The selected settings will be applied to mailboxes of all newly created users and queues

Server Profile

Microsoft Exchange Online

Incoming Email

Server-Side Synchronization or Email Router

Question 10

Question Type: Hotspot

You need to help the salesperson manage customer email interactions.

What should you do?

Reset Answer

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Incoming Email

- Server-Side Synchronization or Email Router
- None
- Forward Mailbox
- Microsoft Dynamics 365 for Outlook
- Server-Side Synchronization or Email Router

Outgoing Email

- Server-Side Synchronization or Email Router
- None
- Microsoft Dynamics 365 for Outlook
- Server-Side Synchronization or Email Router
- Microsoft Dynamics 365 for Outlook

Appointments, Contacts, and Tasks

- Microsoft Dynamics 365 for Outlook
- None
- Server-Side Synchronization
- Microsoft Dynamics 365 for Outlook

Reset Answer

Answer Area

Requirement

Enable the feature to track email interactions.

Answer:

Identify where email interaction history is tracked on the record.

Action

- Turn on email engagement.
- Turn on auto capture.
- Turn on email engagement.
- Select Enable attachments on the record.
- Select Creating a new activity on the record.
- Locate the Recipient Activity area.
- Locate the Timeline.
- Locate the Email Engagement area.
- Locate the Recipient Activity area.

Question 11

Question Type: DragDrop

Salespeople must learn how the Dynamics 365 Sales mobile app operates.

You need to explain how the mobile app can be used to complete common daily tasks.

Which feature should be used for each task? To answer, drag the appropriate features to the correct tasks. Each feature 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.

Features

Up next

Recent contacts

Recent records

Release

Answer Area

Task

Review details about the most recent external meeting you attended today.

Review upcoming closing opportunities.

Access a quote you created today.

Feature

Question 12

Question Type: MultipleChoice

A company is implementing the Dynamics 365 Sales mobile app.

The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.

Which feature should you use?

Options:

- A- Plug-in
- B- Classic Dataverse workflow
- C- Cloud flow

Answer:

C

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