

## Microsoft

**MB-400 Exam**

**Microsoft Dynamics 365**

# Questions & Answers

(Demo Version - Limited Content)

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# Version: 8.0

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**Question: 1**

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You need to modify Microsoft flow to resolve CustomerCs issue. What should you do?

- A. Add a data operation that specifies the false conditions.
- B. Add a configure run that is set to Is successful.
- C. Add a timeout setting to the approval flow.
- D. Add b condition containing approval hierarchy.

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**Answer: C**

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Explanation:

Scenario: CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Imagine having a process where you want to give someone a couple of days to reply to an approval. If that someone doesn't respond in time, you want to assign a new approval to another person or group of people. To achieve this you can set the timeout in the action settings.

Reference:

<https://www.o365dude.com/2018/06/02/timeout-flow-approvals/>

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**Question: 2**

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You need to reduce response time for the information email on the website.  
What should you create?

- A. A flow that create a notification in Microsoft Teams
- B. A power Apps app that displays the number of emails received in a dashboard
- C. A flow that creates a SharePoint item for each email response
- D. Logic app that moves all emails received to Azure Blob storage.

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**Answer: A**

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Explanation:

Scenario:

Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

- Microsoft Teams is used for all collaboration.

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**Question: 3**

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HOTSPOT

You need to select the visualization component.

What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Component
Mailing list opt-in/opt-out	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span style="background-color: #f0f0f0; border: 1px solid #ccc; padding: 2px 10px;"></span> <span style="font-size: 0.8em;">▼</span> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Flip switch</p> <p>Linear gauge</p> <p>Radial knob</p> <p>Linear slider</p> </div> </div>
Number of store visits	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span style="background-color: #f0f0f0; border: 1px solid #ccc; padding: 2px 10px;"></span> <span style="font-size: 0.8em;">▼</span> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Linear gauge</p> <p>Flip switch</p> <p>Pen control</p> <p>Input mask</p> </div> </div>
Purpose of visit	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span style="background-color: #f0f0f0; border: 1px solid #ccc; padding: 2px 10px;"></span> <span style="font-size: 0.8em;">▼</span> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Linear gauge</p> <p>Flip switch</p> <p>Radial knob</p> <p>Option set</p> </div> </div>

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**Answer:**

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Requirement	Component
Mailing list opt-in/opt-out	
Number of store visits	
Purpose of visit	

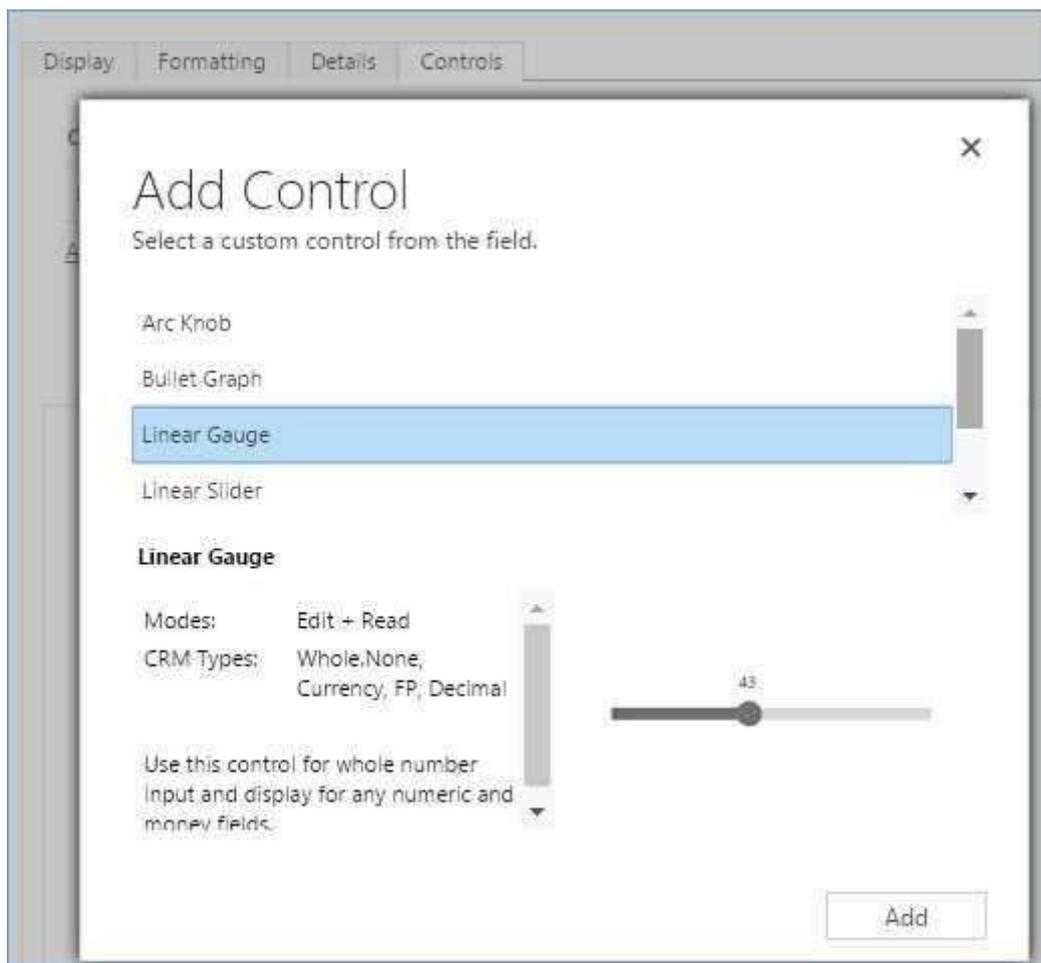
Explanation:

Box 1: Flip switch

The Field Type to use Flip Switch would be 'Two options'.

If you go by UI perspective, Flip switch control- Yes/No (Boolean) options would give the nice field look in the web, mobile app and Tablet. Instead of using check boxes and radio buttons, this control adds a visual effect like the On/Off switch way.

Box 2: Linear gauge



### Box 3: Option Set

Option sets are the ideal choice for offering users a list of defined options for a field selection.

Reference:

<https://www.inogic.com/blog/2018/04/controls-in-dynamics-365-for-mobile-app-flip-switch/>

<https://community.dynamics.com/365/sales/b/crminogic/posts/new-controls-for-phones-and-tablets-in-dynamics-crm-2016-update-1>

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### Question: 4

DRAG DROP

You need to resolve the performance issue with the Total Billed customer plug-in.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Run the total billed customer time query.	
Attach the debugger to total billed customer time.	
Correct the failing plug-in code and compile.	
Unregister the old version of the plug-in and reregister the new version of the plug-in.	
Register and deploy the plug-in assembly.	

**Answer:**

- Attach the debugger to total billed customer time.
- Run the total billed customer time query.
- Correct the failing plug-in code and compile.
- Register and deploy the plug-in assembly.
- Unregister the old version of the plug-in and reregister the new version of the plug-in.

Explanation:

Scenario: User1 reports that performance is slow when viewing total billed customer time. A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives' visits, phone calls, email correspondence, and repair time compared with hours spent.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/register-deploy-plugins>

**Question: 5**

You need to create the model-driven app for referral. Which function should you add?

- A. Flow
- B. Workflow
- C. Business rule

- D. Chart
- E. Subgrid

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**Answer: C**

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Scenario: When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.

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