

# Microsoft

## Exam Questions mb-200

Microsoft Dynamics 365 Customer Engagement Core



**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 prompt the caseworker when populating the allergies field.

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.

Actions	Answer Area
Add a condition.	
Display an error message.	
Set a default value for the field.	
Configure the Lock/Unlock option.	
Set the Business Required option to <b>true</b> .	
Set the text field visibility to <b>true</b> .	
Add a recommendation.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Actions	Answer Area
Add a condition.	
Display an error message.	
Set a default value for the field.	Set a default value for the field.
Configure the Lock/Unlock option.	
Set the Business Required option to <b>true</b> .	Add a condition.
Set the text field visibility to <b>true</b> .	Set the text field visibility to <b>true</b> .
Add a recommendation.	

**NEW QUESTION 3**

- (Exam Topic 2)

You export a Microsoft Excel workbook from Dynamics 365. The workbook contains 10,000 rows of data. You email the workbook and a description of the data to another user. The user reports that they can only see 500 rows of data. You need to determine why the user cannot view all the data. Why is the user unable view all available data?

- A. You selected the This Page Only option and exported a static worksheet.
- B. You exported a Pivot Table workshee
- C. The user does not have the appropriate security role in Dynamics 365 to see all records.
- D. You ran a report in Dynamics 365 Customer Engagement and then saved the report as an Excel file.

- E. You exported a dynamic workshee
- F. The user does not have the appropriate permissions in Excel to see all records.

**Answer:** A

**NEW QUESTION 4**

- (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>

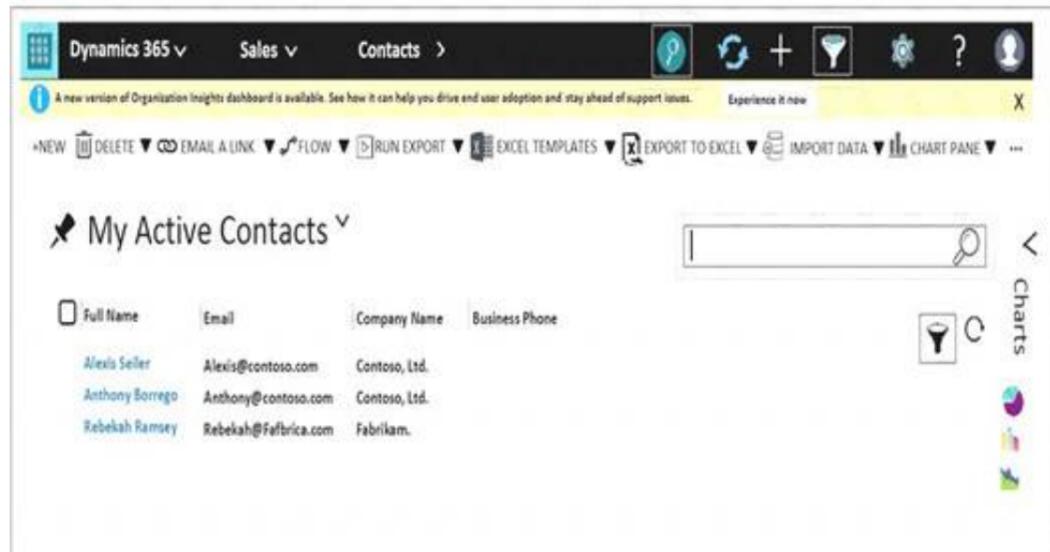
**NEW QUESTION 5**

- (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.

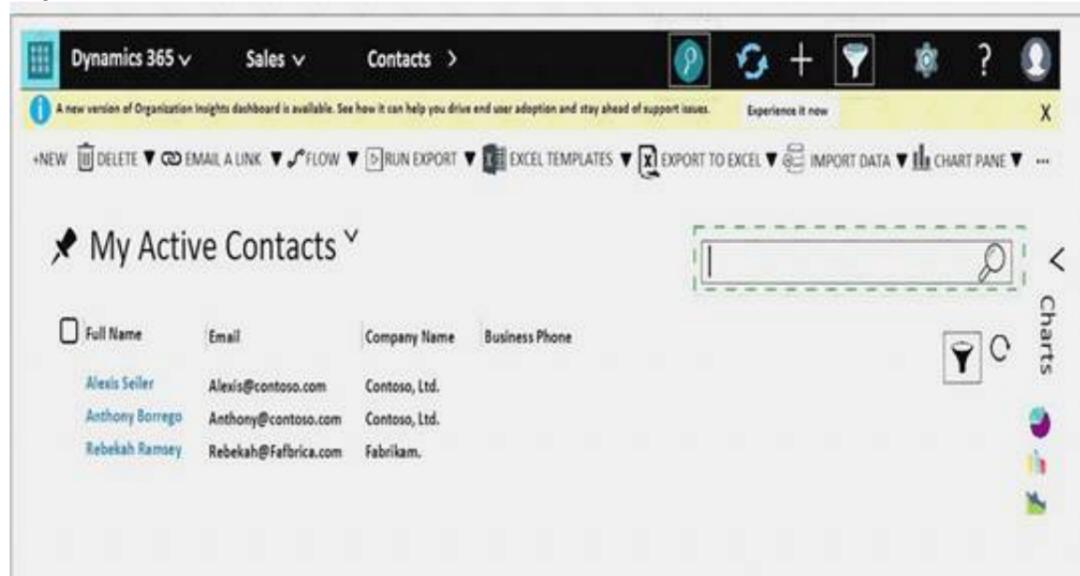
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

**Answer:** A

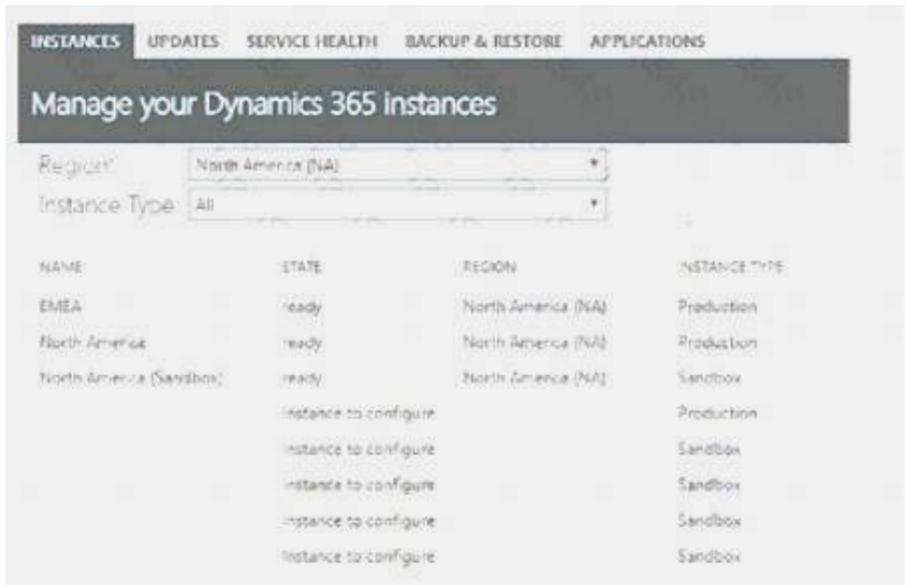
**Explanation:**



**NEW QUESTION 6**

- (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.

Actions	Answer area
Perform a full copy of the EMEA instance to the North America instance.	
Reset the EMEA instance.	
Perform a minimal copy of the North America instance to the EMEA instance.	
Set the EMEA instance to a Production instance type.	
Set the EMEA instance to a Sandbox instance type.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 7**

- (Exam Topic 2)

You are a Dynamics 365 help desk administrator

You need to create a dashboard that displays information on help desk cases that are handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Component type
Add a tag chart by using opened cases.	System chart Personal chart Area chart
Add a stacked column chart shared with your team.	System chart Personal chart Area chart
Add a Microsoft Power BI visualization.	System chart Personal chart Area chart
Add a chart from a view that a user creates.	System chart Personal chart Area chart
Add a doughnut chart that shows cases by owner.	System chart Personal chart Area chart

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer Area	Requirement	Component type
	Add a tag chart by using opened cases.	System chart   Personal chart Area chart
	Add a stacked column chart shared with your team.	System chart Personal chart Area chart
	Add a Microsoft Power BI visualization.	System chart   Personal chart Area chart
	Add a chart from a view that a user creates.	System chart Personal chart Area chart
	Add a doughnut chart that shows cases by owner.	System chart Personal chart Area chart

**NEW QUESTION 8**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Application area	Security function
Microsoft 365 admin center	<input type="text"/> Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	<input type="text"/> Roles Groups Access rights

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Application area	Security function
Microsoft 365 admin center	<input type="text"/> Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	<input type="text"/> Roles Groups Access rights

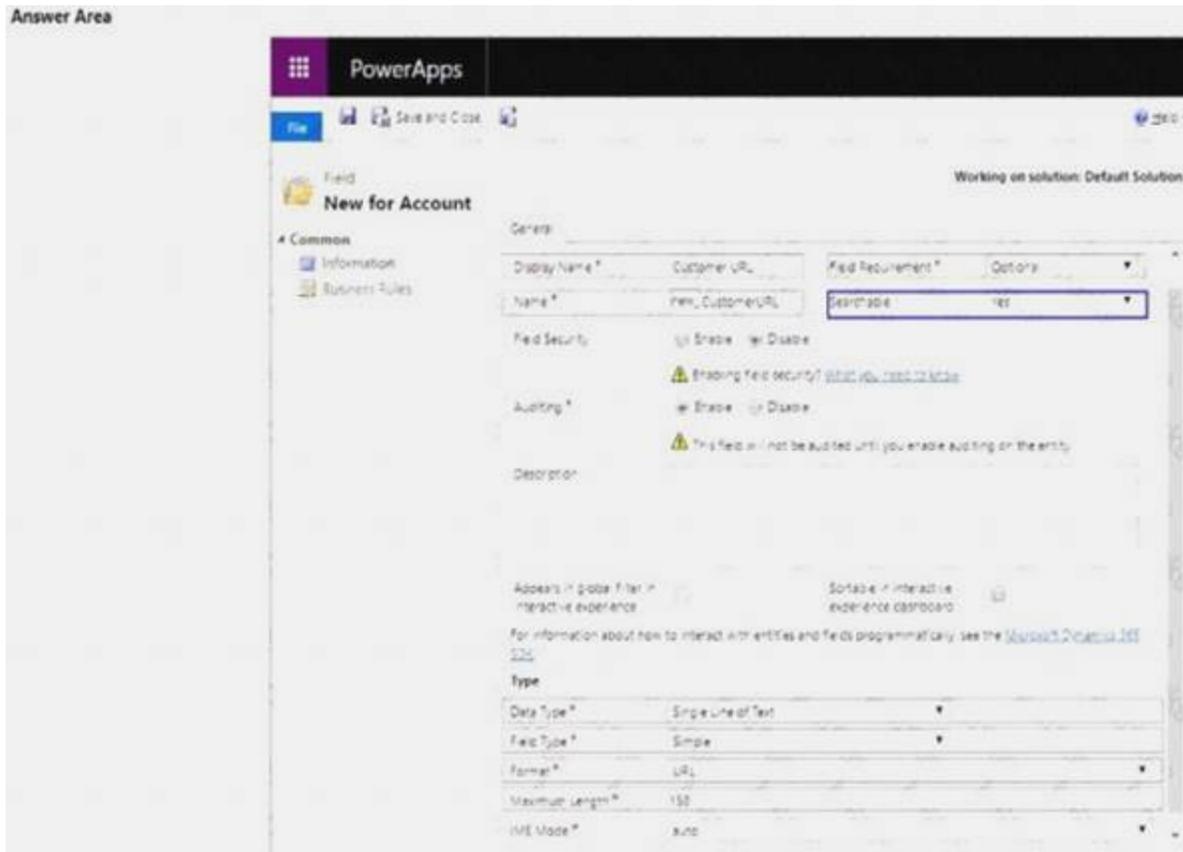
**NEW QUESTION 9**

- (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.

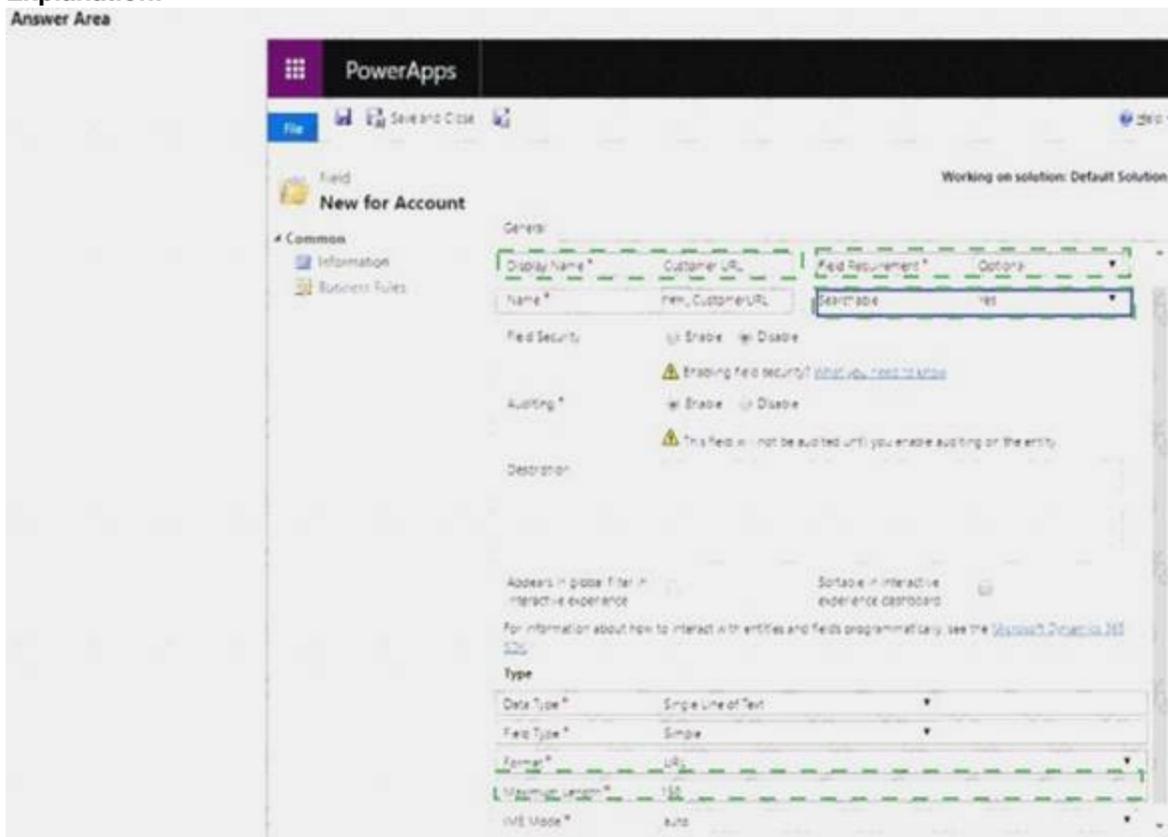
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



**NEW QUESTION 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.

You are a Dynamics 365 for Customer Service administrator for Contoso, Ltd. A user named Elizabeth Rice signs in to Dynamics 365 by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the user name. Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**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. 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: Generate entity diagrams by using the metadata diagram tool. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 15**

- (Exam Topic 2)

A hospital uses Dynamics 365 Customer Engagement. The scheduling department schedules doctors for surgeries. You need to configure relationships between doctor and patient records.

From the doctor entity, which relationship types should you use? To answer, drag the relationship types for the correct scenarios. Each relationship 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.

Relationship types	Scenario	Relationship type
N : N	A doctor with multiple patients	<input type="text"/>
1 : N	Operating rooms and doctors	<input type="text"/>
N : 1		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship>

**NEW QUESTION 16**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator for a company.

The vice president of sales must be able to read account data for her business unit and other business units that report to her.

You need to configure the minimum level of access for the read privilege on the Account entity. Which access level should you assign?

- A. Organization
- B. User
- C. Parent Child Business Unit
- D. Business Unit

**Answer:** C

**NEW QUESTION 18**

- (Exam Topic 2)

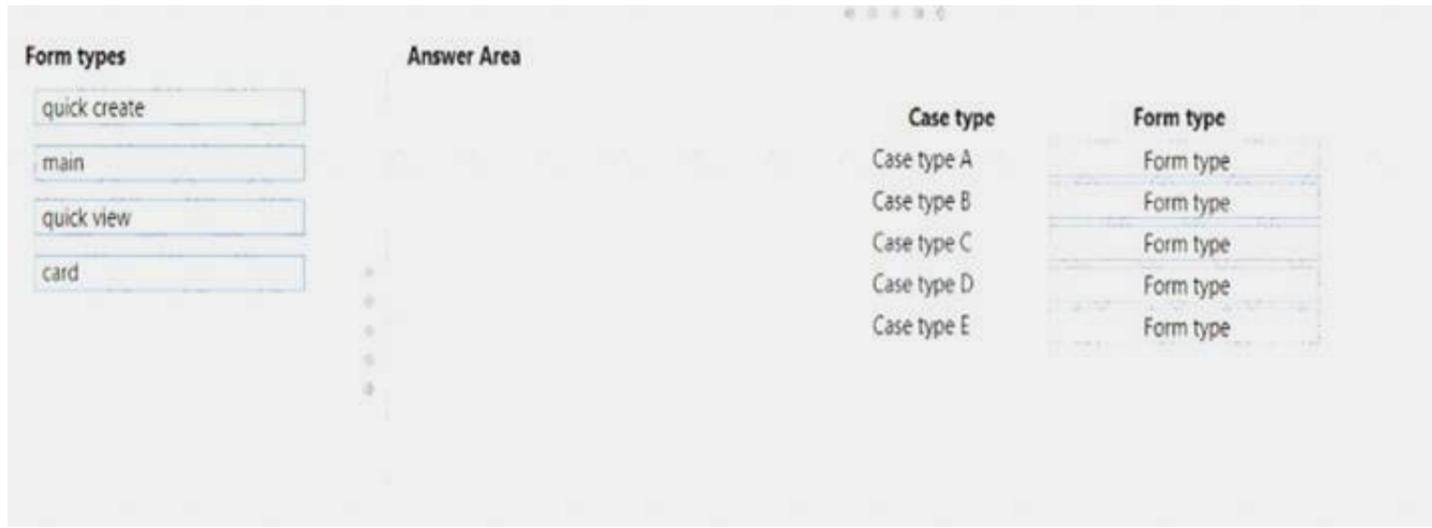
You are a Dynamics 365 for Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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

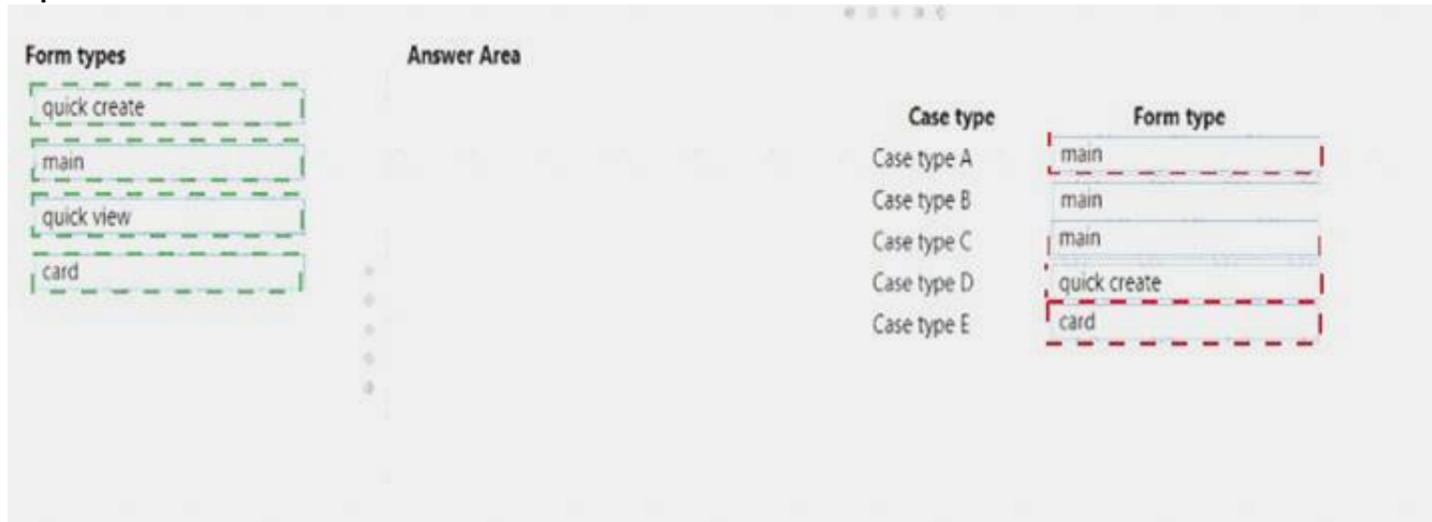
NOTE: Each correct selection is worth one point



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 20**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. Your organization deploys Dynamics 365 for Outlook. The sales team reports the following synchronization issues between Dynamics 365 and Outlook:

- Microsoft PowerPoint presentations are missing from meeting invitations that are sent (rom Dynamics 365.
- Outlook task lists are not visible in Dynamics 365-

You need to enable system settings to help address these issues.

Which two settings should you enable? Each correct answer presents a part of the solution. NOTE; Each correct selection is worth one point.

- A. Synchronize appointment attachments with Outlook or Exchange
- B. Exchange folder-level tracking
- C. Go Offline
- D. Synchronize tasks that assigned in Outlook

**Answer:** AD

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-addin/admin-guide/configure-syn>

**NEW QUESTION 21**

- (Exam Topic 2)

You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added. You need to create a dynamically visible field.

What should you configure?

- A. business rule
- B. workflow
- C. business process flow
- D. field visibility on the form

**Answer:** D

**Explanation:**

References:

<https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/>

**NEW QUESTION 23**

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

- 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 24**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. Sales team members work remotely disconnected from the internet at times.

Sales team members need to store documents in the cloud when they are online and share the documents with others with the appropriate permissions.

You need to configure Microsoft Onedrive for Business within Dynamics 365 to meet the requirements. 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.

Actions	Answer Area
Add security role with appropriate permissions to each users Dynamics 365 login.	
Ensure server-based authentication with Microsoft SharePoint online is configured within Dynamics 365 online.	
Configure OneDrive for each individual user.	
Add security group to each users Active Directory login through Office 365 admin.	
Enable OneDrive for Business in Dynamics 365 within Business Management.	
Enable OneDrive for Business in Dynamics 365 within Document Management.	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Actions	Answer Area
Add security role with appropriate permissions to each users Dynamics 365 login.	Ensure server-based authentication with Microsoft SharePoint online is configured within Dynamics 365 online.
Ensure server-based authentication with Microsoft SharePoint online is configured within Dynamics 365 online.	Enable OneDrive for Business in Dynamics 365 within Document Management.
Configure OneDrive for each individual user.	Add security role with appropriate permissions to each users Dynamics 365 login.
Add security group to each users Active Directory login through Office 365 admin.	
Enable OneDrive for Business in Dynamics 365 within Business Management.	
Enable OneDrive for Business in Dynamics 365 within Document Management.	

**NEW QUESTION 26**

- (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 29**

- (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 31**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator. Sales team members record leads in a Microsoft Excel workbook after conferences. The system must prevent the addition of duplicate leads from the workbooks. Sales team members must be able to manually create a duplicate lead record. You need to configure duplicate detection settings.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Set the value of When a record is created or updated to on.
- B. Create a duplicate detection job for all active accounts.
- C. Set the value of During import to on.
- D. Set the value of When a record is created or updated to off.
- E. Set the value of Enable duplicate detection to off.

**Answer: BC**

**NEW QUESTION 36**

- (Exam Topic 2)

You manage a Dynamics 365 for Customer Service instance. You must modify the unit price from two decimal places to four decimal places. You need to ensure the unit price displays with four digits after the decimal. What should you configure?

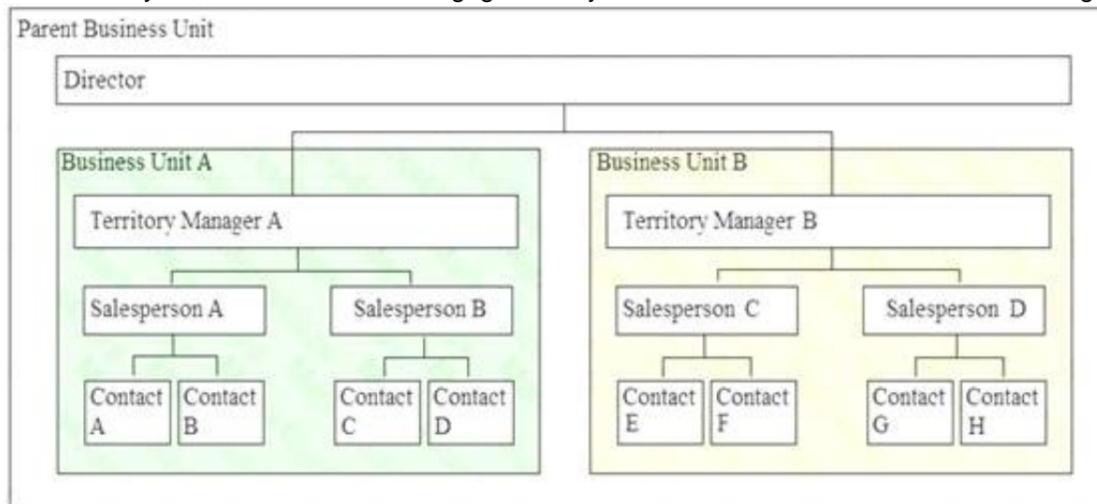
- A. Currency field type to whole number
- B. Base Currency to use four decimal places
- C. Currency Precision to use four decimal places
- D. Currency Conversion to use four decimal places

**Answer: C**

**NEW QUESTION 38**

- (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 39**

- (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.	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.

- 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 41**

- (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 43**

- (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 46**

- (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 goal\*. 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 Categorized Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 50**

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 52**

- (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 56**

- (Exam Topic 2)

An organization plans to deploy Dynamics 365.

You need to ensure that the organization can track the following information:

- \* prospect to cash process
- \* customer service cases
- \* work breakdown structure
- \* serviceable assets for customers

Which apps should you implement? To answer, drag the appropriate apps to the correct features. Each app 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.

Feature	App
Prospect to Cash Process	app
Case Management	app
Work Breakdown Structure	app
Customer Asset Management	app

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Feature	App
Prospect to Cash Process	Sales
Case Management	Customer Service
Work Breakdown Structure	Project Service Automation
Customer Asset Management	Field Service

**NEW QUESTION 59**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You create a parent entity and a child entity. The parent entity has a 1 :N relationship with the child entity. You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner. You need to configure the relationship behavior type. What should you use?

- A. Referentia
- B. Restrict Delete
- C. Restrict
- D. Parental
- E. Referential

**Answer: C**

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship>

**NEW QUESTION 60**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. Your organization does not permit the use of custom code for solutions. You need to create a view that can be viewed by all users in an organization. Where should you create the view?

- A. Templates area
- B. System Settings
- C. App Designer
- D. Advanced Find

**Answer: C**

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-edit-views-appdesigner>

**NEW QUESTION 65**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer. The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline. You need to make the tab visible. What is the first action you should perform?

- A. Grant access under the user's product licenses.
- B. Check document management for the entity in the default solution.
- C. Grant access in the user's security role.
- D. Enable the entity for Microsoft SharePoint document management.

**Answer:** D

**Explanation:**

References:

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

**NEW QUESTION 67**

- (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						
<input type="checkbox"/> Manager hierarchy	<table border="1"><thead><tr><th>Role</th><th>Security model</th></tr></thead><tbody><tr><td>Sales Vice President</td><td><input type="text"/></td></tr><tr><td>Sales Managers</td><td><input type="text"/></td></tr></tbody></table>	Role	Security model	Sales Vice President	<input type="text"/>	Sales Managers	<input type="text"/>
Role	Security model						
Sales Vice President	<input type="text"/>						
Sales Managers	<input type="text"/>						
<input type="checkbox"/> Position hierarchy							
<input type="checkbox"/> Role-based security							

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 69**

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