1. Which of the following would be considered an unsupported customization?

* Adding a custom entity using the Dynamics 365 user interface.
* Creating a new form for entering data.
* Editing an existing view in the application.
* **Deleting a field directly from the SQL database. \***
* Creating a dashboard containing multiple objects.

**Explanation:** You are not under any circumstances allowed to modify the Dynamics 365 databases directly. All customizations must be done through the Dynamics 365 user interface.   
**Reference:** The Platform Layer

1. Which of the following is not a Dynamics 365 process?

* Workflows.
* Custom Actions.
* Dialogs.
* Business Process Flows.
* **Plugin. \***

**Explanation:** Dynamics 365 provides the ability to create several different types of processes including Workflows, Custom Actions, Dialogs, and Business Process Flows.   
**Reference:** Processes & Automation

1. Which of the following statements about the Dynamics 365 Client for Outlook is not true?

* **You must always be connected to Dynamics 365 (no offline capabilities).  \***
* Dynamics 365 contacts can be synchronized with Outlook contacts.
* You can work with Dynamics 365 lists, forms, and other items directly from within Outlook.
* You can track e-mails as Dynamics 365 activities.

**Explanation:** The Dynamics 365 Client for Outlook provides the ability to synchronize Dynamics 365 contacts, tasks, and appointments with Outlook, as well as direct access to Dynamics 365 lists and forms. It also provides the ability to track emails received in Outlook as Dynamics 365 activities. Organizations can install the Outlook Client with offline access to provide users the ability to work offline.   
**Reference:** The Dynamics 365 User Experience

1. You accidently imported an unmanaged solution into your environment that contains a custom entity, a process, and a custom security role. The solution and all of its components need to be deleted. How would you do this?

* Delete the solution which will remove all the components.
* Remove the components from the solution
* Unmanaged solutions cannot be deleted
* **Delete the solution then manually remove each of the three components \***

**Explanation:** Removing a component from the solutions does not delete them from the system. It only removes them from the solution container. When you import an unmanaged solution, all the components in the solution are added to the new organization. When you remove an unmanaged solution you are only removing the container. All the components in the solution must be manually deleted individually.   
**Reference:** Unmanaged Solutions

1. Which of the following statements about Managed solutions are true? (Check all that apply)

* All solutions start as managed.
* **Managed solutions can NOT be modified directly \***
* **Managed solutions cannot be exported \***
* **When removed all components items included are removed \***

**Explanation:** Every solution starts out as an unmanaged solution, it does not become a managed solution until it is specifically exported as a Managed solution.   
**Reference:** Managed Solutions

1. Which of the following statements are true about entity Assets? (Check all that apply)

* Assets can only be added when you first add an entity to a solution.
* System entities will have all assets selected by default.
* **Assets can be added to an entity at any time. \***
* **Custom entities will have all assets selected by default. \***

**Explanation:** Entity Assets allow you to only include the specific items needed for your solution to function. They help to prevent accidently overriding customizations made by other people. You can add assets to any entity at any time and custom entities will include all Assets by default, where system entities, will not include any assets and you will have to manually specify the assets to include. 95  
**Reference:** Entity Assets

1. What field requirement should you configure on a field to ensure that a user must enter a value?

* Mandatory.
* Compulsory.
* Business Recommended.
* **Business Required. \***
* Audited.

**Explanation:** The field requirement field controls the requirement level of a field. Fields can be set to Optional, Business Recommended, or Business Required.   
**Reference:** Field Naming

1. Which of the following properties cannot be changed after you save a field?

* Field Security.
* Display Name.
* **Data Type.** \*
* Auditing.

**Explanation:** After a field is saved for the first time, you are unable to modify the field’s name, data type, or field type. You can change things like the Display Name, Field Security, and Auditing at any time.   
**Reference:** Field Properties.

1. You created a custom entity with forms and views, and published all your customizations. You can see it but no other users can. Which of the following is most likely the cause?

* You forgot to set the managed properties.
* You did not configure relationships.
* **You did not set security roles to allow access to the entity. \***
* You set ownership to organization owned instead of user/team owned.

**Explanation:** By default, only the System Administrator security role has access to a custom entity when it is created. You must individually define the necessary privileges and access levels for every security role that will require access to the entity.   
**Reference:** Custom Entities and Security Roles

1. Which of the following entity properties cannot be turned off once they have been enabled?

* Access Teams.
* Document Management.
* **Queues.** \*
* Allow for Quick Create.

**Explanation:** Many entity properties can be turned on and off as needed, however there are specific entities properties that cannot be disabled after they have been enabled. These include Queues, Connections, Activities, and Business Process Flows.   
**Reference:** Additional Entity Properties

1. You create a simple field called total value. It multiple two fields on the entity together. You want to the field populate the value automatically. How can you do this?

* Change the field type from simple to calculated.
* **Delete the field and recreate it as calculated. \***
* Change the field type from simple to rollups.
* Delete the field and recreate it as rollup.

**Explanation:** There is no way to convert an existing simple field to a calculated field. You can only define a field as calculated when you create it. They only way you could make an existing field calculated would be to first delete the field and recreate it as a calculated field.   
**Reference:** Calculated Fields

1. Which of the following is not a field security permission that can be grated?

* Read.
* **Append. \***
* Create.
* Update.

**Explanation:** Append is an entity permission not a field security permission. The available privileges for field security are Read, Create, and Update. They can each be defined independently.   
**Reference:** Field Security

1. Which of the following statements about rollup fields in Dynamics 365 are true? (Check all that apply.)

* **You can have a maximum of 10 rollups per entity. \***
* Rollups fields values can be Audited.
* **Rollup fields can’t be included in other rollup fields. \***
* Rollup fields can’t include Hierarchy Data

**Explanation:** You are limited to a maximum of 10 Rollup fields per Entity and a Maximum of 100 per organization. On Premise deployments can modify this but online cannot. A roll up field cannot include other rollups.   
**Reference:** Roll Up Fields

1. Which of the following is true about Status and Status Reason fields for a custom entity?

* The Status field is added by default, you must add a Status Reason field if you want to use it.
* You can customize the Status labels and add more options to meet your requirements.
* Status and Status Reason fields are only used with system entities.
* **You can customize the Status Reason labels and add more options to meet your requirements.  \***
* You can add more options to the Status Reason but you cannot modify the default options.

**Explanation:** Each entity system and custom entity will have a Status and a Status Reason field. The Status field cannot be customized, but the Status Reason field can be customized including the ability to add and edit Status Reasons associated with specific statuses.   
**Reference:** Status and Status Reasons

1. Which of the following are types of system views in Dynamics 365? (Check all that Apply)

* Active
* **Quick Find \***
* **Lookup \***
* **Associated \***
* **Advanced Find \***

**Explanation:** The System View types are Associated, Advanced Find, Lookup, and Quick Find. Accounts, Contact, and Leads also Include a view called List Member View that is used when with the Entity and Marketing Lists.  
**Reference:** System View Types

1. Which of the following chart types are available by using the UI tools in Microsoft Dynamics 365?  (Check all that Apply)

* **Column \***
* **Line \***
* **Stacked Bar \***
* Pyramid
* **Funnel \***

**Explanation:** Dynamics 365 has several different types of Charts to choose from including Line, Stacked Bar, Column, and Funnel. There is not a Pyramid Type available.   
**Reference:** Combining Chart Types

1. From the List below select all of the statements that will apply to a System dashboard you create. (Check all that Apply)

* It will be visible by every Dynamics 365 user.
* **It can be included in a solution. \***
* It cannot be accessed on Mobile Clients.
* **It can only use public views and system charts. \***
* **It must be published before it will be visible to users. \***

**Explanation:** System Dashboards, can only be created by someone with System Customizer Privileges, They can be included in Solutions, and can only contain Public views and System Charts. Personal Items cannot be included. Access to System Dashboards can be controlled through Security Roles. And from the properties screen they can be enabled from mobile.   
**Reference:** System and Personal Dashboards Compared

1. Which of the following are dashboard components that can be added to Dynamics 365 dashboards?  (Check all that apply)

* **Charts \***
* Quick Views
* **Iframes \***
* Bing Maps
* **List \***

**Explanation:** Dynamics 365 Supports adding the following components to both System and Personal Charts. Lists, Charts, Iframes, and Web Resources. If your Dynamics 365 environment is connected to a Microsoft Social Engagement Subscription, you may also see a Social Insights component as well  
**Reference:** Dashboard Components

1. You have a dashboard that you want users to be able to use on the Mobile application. Which of the following determines if it will be available to a user on the mobile client? (Check all that Apply)

* If it is a System Dashboard. (Only System dashboards can be made available on mobile).
* **If their Security role(s) has access to the dashboards. \***
* If it is a Personal Dashboard. (Only Personal dashboards can be made available on mobile).
* **If the dashboard has been made Available on Mobile Clients. \***
* If the name of the dashboard contains “Mobile Dashboard.”

**Explanation:** Access to system dashboards is controlled through Security Roles. On the Mobile Client Users will be able to access all dashboards that their security role provides them access to and that have been enabled for Mobile through the dashboard Properties.   
**Reference:** Controlling Access to Dashboards.

1. Which of the following statements are true about entities in Mobile Clients? (Check all that Apply)

* **An entity must be enabled for mobile to show in Mobile clients \***
* **The Site Map determines the order entities are displayed in Mobile Clients \***
* **Entities only show once in mobile navigation regardless of how many times it is listed in the SiteMap \***
* Custom entities use the same Image in the Mobile Client as the Web Client.

**Explanation:** Even if they have an Image defined, All Custom entities use a fixed custom entity Icon in the Mobile Clients

1. The Phone Client does have some differences from the Tablet Client. Which statement only applies to the Phone Client?

* Only the first 5 Tabs or (75 fields and 10 lists) will display
* There is an option to open Records in browser
* You have the ability to detect duplicate records
* **Fields, Sections, and Tabs can be hidden \***

**Explanation:** Tabs, Sections, Fields, and Sub-Grids contain an option called Available on Phone which will hide them from the phone client and will not count against you tab and field limit.

1. Both the Tablet and Phone clients support multiple forms. Which statement about multiple form on mobile clients is True?

* A user can Manually change forms on the Tablet client, but not on the Phone client
* A user can Manually change forms on the Phone client, but not on the Tablet client
* It is possible to change form on both the phone and tablet client
* **Neither Client provides a way to change form**

**Explanation:** There is way no way to change forms on either the Tablet Client or the Phone Client

1. Which of the following options are available when creating a Duplicate Detection Job? (Check all that Apply)

* **It can be scheduled.** \*
* It can delete duplicates.
* **It can send Notification.** \*
* It can be created for any entity.

Explanation: When creating a duplicate detection job it can only be created from entities that have duplicate detection enabled and have at least one published rule. The Duplicate Detection job itself. cannot actually delete records.

Reference: Configuring Dynamics 365

1. Which of the following entities does not have the ability to configure auto-number from within Settings – Administration – Auto Numbering?

* **Accounts.** \*
* Cases.
* Campaigns.
* Orders.

Explanation: Dynamic s 365’s Auto-number settings are located under Settings – Administration – Auto Numbering. The feature only applies to Contracts, Cases, Articles, Quotes, Orders, Invoices, and Campaigns. No other entities can be added.   
Reference: Configuring Dynamics 365

1. Which of the following statements are true about the root business unit in Dynamics 365? (Check All that Apply)

* **It cannot be disabled.** \*
* **It cannot be deleted.** \*
* **It can be renamed.** \*
* It can have a parent business unit.

Explanation: The Root Business unit is the main business unit for an organization. It is created when the organization is created and will receive the name of the organization. It cannot be disabled or deleted and cannot have a parent business unit attached to it, as it needs to be the top level business unit. It can be renamed if needed.  
Reference: Business Units

1. Which of the following statements about teams in Dynamics 365 are true? (Check all that Apply)

* **Each team must belong to a business unit. \***
* Team members must all come from the same business unit.
* **Each business unit has a default team that is created. You cannot add/remove users to it. \***
* **Dynamics 365 teams can own records. \***

Explanation: Every team that is created in Dynamics 365 must be associated with a business unit, but the members of the team can come from any business unit.   
Reference: Teams

1. CRM has three synchronization methods available for syncing emails, contacts, appts., and tasks. It is possible to use multiple methods for syncing. Which of the following configurations are valid? (Check all that Apply)

* **A user’s mailbox, can use the Outlook client for incoming email, and appts., tasks, contacts, and Server-side sync for outgoing \***
* **A user’s mailbox, can use the Server-side Syncing for incoming email, and appts., tasks, contacts, and Outlook for outgoing Mail \***
* **A user’s mailbox, can use the Outlook client for incoming email, and appts., tasks, contacts, and Email Router sync for outgoing mail \***
* A user’s mailbox, can use Server-side Sync for incoming email, and appts., tasks, contacts, and Email Router sync for outgoing mail

**Explanation:** Organizations can either process email using Server-side Syncing or Email Router. It is not possible to use both for processing

1. Which of the following is not an access level setting for a security roles privilege?

* Business Unit.
* User.
* Organization.
* **Global.** \*
* None.

Explanation: Dynamics 365 has 5 different access levels that can be associated with entity privileges. They are None, User, Business Unit, Parent Child BU, and Organization.   
Reference: Access Levels

1. Which of the following statements is true of a security role created in the root business unit? (Check all that apply)

* **All other business units will inherit this role**
* The role only applies the root business unit
* The role can be edited in any business unit it exists in
* **The role can be edited only in the root business unit**
* The role can be moved to any other business unit

Explanation: Each role is created at a business unit level. Roles created in a business unit are automatically inherited by each of its child Business units. Roles can only be edited in the business unit that they were created in.  
Reference: Access Levels (Security Roles and Business Units)

1. A user has two security roles assigned to them. The first allows them to read accounts, delete contacts, and edit opportunities. The second does not allow them delete contacts, but allows them update accounts. Which of the following statements are true? (Select all that apply)

* The user cannot delete contacts.
* **The user can update accounts.** \*
* **The user can edit opportunities. \***
* The user can only read accounts.
* **The user can delete contacts.** \*

Explanation: When a user is assigned to multiple roles. Their access to the record is a combination of the least restrictive access level defined for each privilege that is defined for each entity in the application.   
Reference: Multiple Security Roles

1. You want to move a user to a different business unit. Which of the following statements are true? (Check all that apply)

* The user will receive all security roles in the new BU they had in the old BU.
* **The user will lose any security roles that were assigned to the Them in the previous BU.** \*
* You cannot move a user from one business unit to another.
* **You must assign a new security role to the user in the new BU.** \*
* **Any records owned the individual user, will still be owned by the user. \***

Explanation: Every user must have at least one security role attached to their account in order to access data. When a user is removed from their current business unit, all security roles that the user had in that BU are also removed. Dynamics 365 does not transfer or copy existing security roles to the new business unit. At least one security role will need to be added for the user to access data.   
Reference: User Management

1. You going to use Dynamics 365’s Positional Hierarchical Security feature. Your organization uses the following positional structure.

* Sales People report to Territory Sales Managers
* Territory Sales Managers report to Regional Sales Managers
* Regional Managers report to VP of Sales
* VP of Sales report to the CEO

Which of the following Statements are true about the VP of Sales access to other records? (Check all the Apply)

* **A VP of Sales can read and modify Regional Managers Data \***
* A VP of Sales can only read Regional Managers Data
* **A VP of Sales can only read Sales People’s Data \***
* A VP of Sales can read and modify Territory Sales Managers Data
* **A VP of Sales can only read Territory Sales Managers Data \***

Explanation: Dynamics 365’s Hierarchical Security features uses a Direct and Indirect Report Model. When Positional Security is implemented, a user will receive Read and Modify access to anyone the reports directly to their position. They will receive only read access to anyone who indirectly reports to them. Example. CEO can Read and Edit VP’s data, but can only see Managers data, because they report to the VP.   
Reference: Positional Security

1. Which of the following statements about Dynamics 365 are correct? (Check all the Apply)

* The Positional Model can be used across Business Units
* The Managerial Model can be used across Business Units
* You can use both Managerial and Positional Security at the same time
* You are granted either read or read and edit access to all entities in your hierarchy \*

Explanation: The only Hierarchy Structure that will span business units is positional security. Since Managerial Security is still associated with specific accounts, everyone need to be in the same Business Unit. You can only use one or the other, they both cannot be enabled at the same time for your organization. You are granted access to all the entities that and owned by people in your hierarchy  
Reference: Hierarchy Security

1. You would like to create a process that can be used to capture specific address information that is missing on a lead. You want to find which information is missing, and then prompt the user to enter it. Using the information entered you also need it to update the original record. Which process would you mostly use to accomplish this?

* A Real-Time Workflow.
* **A Dialog.** \*
* A Background Workflow.
* A Custom Action.
* A Business Process Flow

Explanation: Dialogs provide a wizard like experience where users are presented with screens to capture information. They allow the user to interact with the pages through Prompts and Responses. Based on the data captured Dynamics 365 can perform an action such as updating Records.   
Reference: Processes and Automation

1. You have created a workflow that should run every time a user creates a new lead in the system. You have activated it and verified that it runs when you create a new lead. However, the workflow does not run when any other user regardless of who they are creates a lead. What is most likely the reason?

* You set the Scope of the workflow to organization.
* **You set the Scope of the workflow to User.** \*
* You set the Scope of the workflow to Business Unit
* You Set the Scope of the workflow to Parent Child

Explanation: A workflow Scope can be set to one of four options:   
User: (default) Runs only on records owned by the same user as the workflow owner

Business Unit: Runs on records owned by users in the same business unit as the workflow owner

Parent: Child Business Unit Runs on records owned by users in the same or subordinate business units as the workflow owner

Organization: Runs on any record owned by any user in the organization

Reference: Workflow Basics – Workflow Scope

1. Which of the following actions is available from Dialogs, but is not available for Workflows?

* Create Record.
* Perform Action.
* Change Status.
* **Query Dynamics 365 Data. \***

Explanation: In addition to many of the standard actions that are available with Workflows, Dialogs also provide the following options: Add Pages to capture Prompt and Responses, Query Dynamics 365 Data, Link Child Dialog, they can also capture Input Arguments and Variables.  
Reference: Processes and Automation – Dialogs

1. Which of the following statements is true about Business Process Flows?

* A business process flow can only be enabled for out-of-the box entities.
* **A business process flow can span multiple entities. \***
* A business process flow can only be enabled for custom entities.
* A user can switch to another Business Process Flow at any time, and the new process will continue from the same stage that the earlier process stopped.

Explanation: Business Process Flows can be enabled for any entity in Dynamics 365 system or custom. Business Processes have the ability to span multiple entities,   
Reference: What are Business Process Flows?

1. You are creating a Business Process Flow, and have determined that it would be best to use a conditional branching. Which of the Statements below about Conditional Branching are true? (Check all that apply)

* **Branching rules must be based on steps in the preceding stage. \***
* A branch can go up to 10 levels deep.
* **A branch can change to the next or a future stage.** \*
* You cannot mix AND/OR operators in a single condition.

Explanation: When specifying conditions for a branch, your condition can be either an AND or an OR condition, but you cannot use AND/OR operators in a single condition. If you select the opposite operator, all operators will change to the last operator defined. Branches can only go up to 5 levels deep.   
Reference: Conditional Branching

1. You have 4 Business Process Flows that have been created for a custom entity. Each one has different security roles defined for it. Which of the following statements are true when you create multiple BPF’s for a single entity? (Check all that Apply)
   * **The order number of a Business Process Flow is considered to help determine which Process Flow is default for a specific user. \***
   * If a user does not have access to the current process being used on a record, the Process bar is not shown in the application.
   * **The users Security Roles are considered to help determine which Process Flow is default for a specific user.** \*
   * **User can switch to any Business Process Flow assigned to that entity that their Security Role provides them access to at any time when working with a record.** \*

Explanation: When someone’s Security role does not allow them access to a Business Process Flow that is being used in a record they are viewing. The Current Process will show in the record, but all of the options will be disabled.   
Reference: Role Dirven Business Process Flows

1. Which of the following features must be enabled in your Dynamics 365 Organization before you can use OneDrive Integration?

* **SharePoint \***
* OneNote
* Office Graph
* Yammer

**Explanation:** Several integration features such as OneNote, Office Graph, and OneDrive integration can only be enabled once SharePoint Server integration has been configured. You must also have a valid SharePoint and OneDrive license to enable the integration.

1. You have enabled OneNote Integration on your Dynamics 365 Organization, Users are asking about access to notes created in OneNote from Dynamics 365. Which of the follow statements are true about the security model? (Check all that Apply)

* **OneNote Notebooks, use the same Security concepts as SharePoint Integration**
* Deleting a Dynamics 365 record will also delete the Document Location that points to the OneNote Files
* **Non Dynamics 365 users can access Notebooks created in Dynamics 365**
* Users do not need to have permissions on both sides to perform actions

**Explanation:** The Dynamics 365 record is Linked to the OneNote Notebook. Deleting the Dynamics 365 Record will remove the Link to the notebook not delete the Notebook

1. You went into went into settings and enabled office groups for the Account entity. When you open an Account you notice that the Office Group stuff is not there. What did you most likely forget to do.

* Did not click Save
* **Did not click Publish All \***
* Forgot to enable Office Groups on the Account Entity Properties
* Forgot to add the Office Group control to the Form.

**Explanation:** When configuring the office group integration, you must click the Publish All button. This acts as your save functionality. Navigating away from the screen without doing so will result in your changes not pushing.

1. Which of the following statements about Dynamics 365 Online and Server-side SharePoint integration are true? (Check all that Apply)

* **Server-side is available for Dynamics 365 Online and SharePoint Online \***
* **Server-side is available for Dynamics 365 Online and SharePoint On premises\***
* Once enabled, you can switch to client side anytime
* All of these

**Explanation:** It is not possible to switch from Server die to client side syncing once enabled