



**Vendor:** Microsoft

**Exam Code:** MB-600

**Exam Name:** Microsoft Power Apps + Dynamics 365  
Solution Architect

**Version:** DEMO

### QUESTION 1

#### Case Study 1 - Bellows College

##### Background

Bellows College is a prison program that offers classes to help rehabilitate inmates. The classes teach post-secondary skills to provide more job opportunities for when inmates leave prison. The college stores most information on spreadsheets and in email.

You need to recommend the correct tool for both wardens and stakeholders to use.

What should you recommend?

- A. AI Builder
- B. Power BI
- C. Out-of-the-box reports in Dynamics 365 Customer Service
- D. Dynamics 365 Customer Service dashboards

**Answer: B**

### QUESTION 2

#### Case Study 2 - Relecloud

##### Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

You are hired to design a new solution to manage passenger information, reservations, and maintenance.

You need to provide the IT specialists with design diagrams.

What should you provide?

- A. Dynamics 365 Product Visualize
- B. AI Builder
- C. Business process modeler (BPM)
- D. Entity relationship diagram (ERD)

**Answer: D**

### QUESTION 3

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.

The SLA states the following:

- Support must be provided 24 hours per day, seven days a week.
- Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

Which two tools should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

**Answer:** AD

#### QUESTION 4

You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. business rules to identify top customers
- B. usability of business process flows
- C. customer accounts administration
- D. time-to-load forms
- E. solution regulatory compliance

**Answer:** BDE

#### QUESTION 5

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

- Handle multiple customer interactions at once.
- Ensure that users can access information from several business applications.
- Interact with customers by using the following channels: chat, phone calls, emails, and online reviews
- Implement all functionality in a single interface

You need to recommend a solution that meets the requirements of the company.

What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

**Answer:** D

#### QUESTION 6

Drag and Drop Question

An organization is implementing Dynamics 365 Customer Service.

The sales team wants to be able to customize some of the settings used in the business process flows.

You need to identify whether a business process flow will support the customizations.

Which customizations will work correctly? To answer, drag the appropriate tool to the correct data type. Each tool 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.

#### Answer Area

Validity	Customization	Validity
<input type="checkbox"/> True	Hide required form items in a process flow.	<input type="checkbox"/>
<input type="checkbox"/> False	Use a value from a business rule in a process flow.	<input type="checkbox"/>

**Answer:**

#### Answer Area

Validity	Customization	Validity
	Hide required form items in a process flow.	<input type="checkbox"/> False
	Use a value from a business rule in a process flow.	<input type="checkbox"/> True

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