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Download:<https://drive.google.com/drive/folders/1ovomvyBZXeTcKFyEvJQNUDVHF32so9cL?usp=sharing>QUESTION 23You

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 mark 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 Created On and Modified On date fields are not included on the form.B. the Created On and Modified On date fields are in a hidden tab on the form.C. Created On and Modified On are system fields and cannot be used in business rules.D. the fields to be required are set to Optional at the field property level.**Answer:** A**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-rules-recommendations-apply-logic-form>QUESTION 24You 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. Create a duplicate detection job for all active accounts.B. Set the value of When a record is created or updated to on.C. Set the value of When a record is created or updated to off.D. Set the value of Enable duplicate detection to off.E. Set the value of During import to on.**Answer:** A**QUESTION 25**You are a system administrator. You are working with a Microsoft Dynamics 365

update process to include new features from a major release in your organization. How often do new features become available through customer-driven updates in the Microsoft Dynamics 365 instance?A. monthlyB. quarterlyC. twice per yearD. annually**Answer:** C**QUESTION 26**You work for a large organization that uses Microsoft Dynamics 365. The organization wants to

allow users to install Microsoft Dynamics 365 for Outlook, but users do not have local administrator rights on their computers. How should Microsoft Dynamics 365 for Outlook be installed for the users who need it?A. by using Microsoft System Center Configuration ManagerB. by configuring a Group Policy on Active DirectoryC. by using the command line on each computerD. by using the download link in the Microsoft Dynamics 365 web application**Answer:** B**QUESTION 27**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. 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. YesB. No**Answer:** A**QUESTION 28**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. 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 Relevance Search to search for the word run. Does the solution meet the goal?A. YesB. No**Answer:** A**QUESTION 29**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. 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 Quick Find Search on the Notes list to search for the word run. Does the solution meet the goal?A. YesB. No**Answer:** B**QUESTION 30**You are a Dynamics 365 for Customer Service developer. You have a solution that uses release version 2.4.2.6. You clone the solution and apply an update. You must assign the cloned solution a new version

number using the Microsoft recommended versioning system. You need to set the version number for the new solution. Which version number should you set?A. 2.4.3.7B. 2.5.0.1C. 2.5.3.6D. 3.1.2.7**Answer:** B**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/use-segmented-solutions-patches-simplify-updates>QUESTION 31You 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 Precision to use four decimal places. B. Base Currency to use four decimal places. C. Currency field type to whole number. D. Currency Conversion to use four decimal places. **Answer: A**

QUESTION 32 You manage Dynamics 365 for Customer Service Development, Test, and Production instances. You use an unmanaged solution to develop customizations and deploy the customizations to a Production instance. Several deployed customizations do not meet legal standards. You delete the unmanaged solution and the customizations remain. You need to remove the customizations. What should you do? A. Change the publisher settings. B. Install the previous solution. C. Manually remove each customization. D. Change the version number on the unmanaged solution to the previous version. **Answer: C**

QUESTION 33 You manage a Dynamics 365 for Customer Service instance. You need to add Voice of the Customer to the instance. What should you do? A. Sign in to the Sandbox instance. Create the solution with Voice of the Customer entities, test Voice of the Customer, and then import the solution into the production instance. B. Select the Application tab in the Dynamics 365 admin center. Configure Voice of the Customer. C. Download Voice of the Customer from the Microsoft website. Import the solution into the Dynamics 365 instance. D. Search AppSource for Voice of the Customer. Import the solution. E. Add the correct role to each user to allow them to use the Voice of the Customer solution. **Answer: B**

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