KillTest

質量更高　服務更好



練習題

https://www.killtest.net

一年免費更新服務

Exam : **MB-600**

Title : Microsoft Power Apps + Dynamics 365 Solution Architect

Version : DEMO

1. Testlet 1

Case study
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.

The college wants to implement Dynamics 365 Customer Service so that all locations can look up current data on one unified system.

Three levels of inmates attend the college:
- misdemeanor
- major
- federal

Employees of Bellows College consist of the following:
- wardens: supervisors of the guards
- guards: single contributors to the system
- chief: in charge of the whole college

Each inmate level has two wardens and one chief. Twenty-five guards report to each warden.

Current environment
Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets. Spreadsheets are also used for registration, tracking and for listing the available classes. Microsoft Office 365 was implemented last year for email.

Inmates
- Misdemeanor and federal inmates can attend any classes available.
- Major inmates can attend only online classes.
- Inmates must open a ticket with the college to register for a class.
- Inmates have homework assignments that they load to a Microsoft SharePoint
- All inmates have an email address on Office 365 in the same tenant.

Requirements
General
- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
- All class lists must be brought into the new system with inmate assignments kept intact.
- All special instructions are in separate files on an integrated SharePoint server attached to the class record.
- Homework will be held in a Microsoft Azure Blob Storage.
- Once an inmate is registered, an email needs to be sent to the inmate.

- The system must have a live help function that uses chat (CafeX).
- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.
- All data older than five years has been maintained in a Microsoft SQL Server database.
- Every six months the college receives a new guard list in a CSV file.

Output
Wardens need to see statistics on one page on a daily basis.
A graph of how many inmates have taken classes in the last month, quarter, and year.
The ability to click on the graph and get details about each class.
A list of inmates who have not taken any classes in the last month.
A list of classes that have low registration for the last month and quarter.

Data visibility
- Wardens should be able to see only the information their guards put into the system.
- Chiefs should be able to see all data in the system.
- Guards should be able to see only their own record.
- Inmates should be able to see only their own classes and no one else's information.

Go-live plans
- All previous data needs to be in the system before going live.
- The college needs to ensure that going live is completed in the time allotted.

Issues
In the primary test for data integration, the following issues arise:
- Inmate names come in with last names in the first name column.
- Registration numbers come incorrectly.
- Inmates report seeing different registration forms.

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

2.You need to determine which legacy data sources the college should continue to use.
Which two data sources should you recommend? Each correct answer presents a partial solution. NOTE: Each correct selection is worth one point.

A. CSV file
B. proprietary database
C. SQL database
D. Excel
Answer: AC

3. Testlet 2

Case study
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.

Current environment
- The company uses Microsoft Office 365.
- The company has a custom app for managing and tracking passenger luggage. The app uses Common Data Service
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

Requirements
Environment
- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee
- Minimize the use of third-party products and custom development.
- Reduce customer support call volumes by having the system automatically resolve common issues.
- The security role for agents must contain the privileges in the default Customer Service Representative security role.
- Log issues as cases. The case from must show variable sections based on the case type.
- Include a custom entity named Seats and grant agents access to the entity.
- Application user layout should be role specific.

Agents
- You must standardize the format used by agents to enter customer phone numbers.
- Agents need a solution to replace paper reservation checklists.
- Agents need dashboards to show a current count of all reservations on the entity.
- Agents need a way to track reservation issues.
- Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

- Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
- Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT
- IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
- IT staff needs a system that is easy to navigate to active cases.
- IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
- IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management
- Management requires paginated reports for stakeholders.
- Management wants to provide frequent flyers with better service when the flyers call.
- Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance
- Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
- All vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

4.You need to provide the IT team and managers with a mobile solution.
How many apps should you recommend?
A. one app for all users
B. one app for each role
C. one app for each team
D. one app for each user
Answer: A

5. Question Set 3

Note: This question is part of 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.
In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.
You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.
Solution: Automatically create new cases from email messages sent to a generic email address and assign these cases to the service manager for the account.
Does the solution meet the goal?
A. Yes
B. No
Answer: A