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## **Q&A**

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**Exam : MB-200**

**Title : Microsoft Power Platform +  
Dynamics 365 Core**

**Version : DEMO**

## 1. Topic 1, Case Study Lamna

### **Case Study**

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other question on this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

### **To start the case study**

To display the first question on this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

### **Background**

#### **Current processes**

#### **Dynamics 365**

Lamna has been using Dynamics 365 and Microsoft Office 365 for three years. Access to Dynamics 365 is limited to childcare workers. Support staff only have access to Office 365 applications.

There is a high turnover rate among childcare workers, so there is often a rush to hire replacements. Childcare workers are often hired on weekends and start work the following Monday.

The administrator maintains a list of apps that are approved for use and makes the list available to all Dynamics 365 users.

### **Child registration**

When a parent registers a child, workers collect information such as known allergies, emergency contact information, list of medications, and scans of signed consent forms for the child. Additional information is collected through the year including field trip consent forms and an annual feedback.

### **Intake**

Every day an employee records each child's arrival time, departure time, and the name of the person who

picked up the child in an attendance log. Each record includes a field to enter emergency contact information for the child. This field often remains blank since the childcare worker is too busy to populate this information.

Attendance records are created from a child record. The supervisor reviews an attendance log at the end of day for each team of workers.

## **Reports**

Reports are created from Microsoft Word templates for the healthcare workers and documents are stored in Microsoft SharePoint.

You create a Child Attendance report and complete testing of the report in a sandbox environment. The report is ready for deployment to the production environment.

## **Requirements**

### **Attendance**

The child attendance log must be accessible by all staff members. A Child Attendance report is also required, as this information is often accessed at the parent's request. All fields for collecting additional information must be hidden by default.

In order to make the process of recording attendance information more efficient, workers must create an attendance record for each child and add the child to the record.

If a child is not picked up by 6:00pm, a text message must be sent to the parents notifying them of additional charges for late pickup. Microsoft Flow is used to deliver text messages to parents about additional charges for late pickup.

### **Medication**

Complex information such as medications must be contained in a sub-grid on the child's record. When children change age groups, all of their records must be available to the new team of childcare workers. A child's medication record must no longer be viewable by the previous group of childcare workers.

### **System customization**

All customization and testing are performed in the sandbox environment and then moved to production. To simplify management of Dynamics 365, Lamna Healthcare keeps all components in the default solution but maintains a unique prefix. Dynamics is a non-code environment.

Option sets must be used whenever possible. For example, the allergies field displays a list of common allergies. You must include an option named Other in each option set to allow users to enter a value that is not available in the option set. When Other is selected, the form must display a text field that requires entry.

### **Problem statements**

Parents of a child named Elizabeth recently changed her surname. The parent hands in a field trip

consent form that includes the new surname. The support worker cannot find the child in the system. Users report having to sign back into the system very frequently, often multiple times during the course of a period of usage.

When children move to new age groups, medication records for the child are not visible to the new group's childcare workers.

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>

2.You need to ensure that attendance records contain the proper default values.

What should you do?

- A. a workflow
- B. a field mapping
- C. a business process flow
- D. a business rule

**Answer: B**

3.DRAG DROP

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

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 **true**.

Set the text field visibility to **true**.

Add a recommendation.

### Answer Area

Answer:

### Actions

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 **true**.

Set the text field visibility to **true**.

Add a recommendation.

### Answer Area

Add a condition.

Set the text field visibility to **true**.

Set the Business Required option to **true**.

4.You need to move changes to the production environment.  
What should you do?

- A. Import an unmanaged solution with a default publisher.
- B. Import a managed solution with a default publisher.
- C. Import a managed solution with a custom publisher.
- D. Import an unmanaged solution with a custom publisher.

**Answer: C**

#### 5.HOTSPOT

You need to ensure that a child's information is available to their childcare worker.

What should you do with the child's information when a child turns seven? To answer, select the appropriate actions in the answer area. NOTE: Each correct selection is worth one point.

#### Answer Area

Information	Action
Child's record	<div><div></div><div>Reassign</div><div>Share</div><div>Merge</div><div>Create Relationship</div></div>
Child's medication records	<div><div></div><div>Cascade Active</div><div>Cascade All</div><div>Cascade None</div><div>Cascade User-Owned</div></div>

**Answer:**

## Answer Area

### Information

### Action

Child's record

	▼
Reassign	
Share	
Merge	
Create Relationship	

Child's medication records

	▼
Cascade Active	
Cascade All	
Cascade None	
Cascade User-Owned	