

# MB-300<sup>Q&As</sup>

Microsoft Dynamics 365 Core Finance and Operations

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**QUESTION 1**

DRAG DROP

A company uses Dynamic 365 Supply chain management. A customer call customer service to report that a product is defective.

The customer service process dictates that a format set of activities needs to occur based on the specific incident.

You need to implement a repeatable process for the customer service representatives.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct requirements. Each functionality 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.

Select and Place:

**Functionalities**

Case management

Workflow

Power Virtual Agents

**Answer Area**

**Requirement**

**Functionality**

Manage the series of actions

Provide instructions on how to handle the customer service call

Two empty dashed rectangular boxes are provided for placing the selected functionalities. The top box is intended for the requirement 'Manage the series of actions' and the bottom box is for 'Provide instructions on how to handle the customer service call'.

Correct Answer:

### Functionalities

Case management	

### Answer Area

#### Requirement

Manage the series of actions

Provide instructions on how to handle the customer service call

#### Functionality

Workflow

Power Virtual Agents

### QUESTION 2

You are implementing Dynamics 365 Supply Chain Management.

You must import data from a third-party system into Supply Chain Management.

You need to import files by using the Data Management framework.

Which three files formats can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. .Zip
- B. .Clat
- C. .xml
- D. Microsoft Excel
- E. Pipe delimited

Correct Answer: ACD

**QUESTION 3**

DRAG DROP

A multinational company has many legal entities and a complex organizational structure.

The management of the company wants to set up an organizational hierarchy to help improve efficiency.

You need to help create the organizational hierarchy.

In which order should you recommend that actions be performed to create an organizational hierarchy? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

<b>Actions</b>		<b>Answer Area</b>
Create organizations		
Add organizations to the hierarchy	⏪ ⏩	
Create a hierarchy		
Plan the organizational model		
Assign a hierarchy purpose		

Correct Answer:

<b>Actions</b>		<b>Answer Area</b>
	⏪ ⏩	Plan the organizational model
		Create organizations
		Create a hierarchy
		Assign a hierarchy purpose
		Add organizations to the hierarchy

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/fin-and-ops/organization-administration/tasks/create-organization-hierarchy>

**QUESTION 4**

DRAG DROP

You need to design a business process for the account manager's customer list requirements.

Which three actions you perform in sequence? To answer, move the appropriate actions to the answer area and arrange them in the correct order.

NOTE: Each correct selection is worth one point.

Select and Place:

On the All customers grid apply filters for Advanced filter or sort	
Use the Open in Excel functionality on the data in the grid	
On the workspace list hide/remove fields by using personalize this form	
On the All customers grid, hide/remove fields via Personalize this form	
Use the Export to Excel functionality on the data in the grid	
On the workspace list, apply filters for Advanced filter or sort	
Add the form to a workspaces as a list	
Add the form to a workspaces as a Tile	

Correct Answer:

	On the All customers grid, hide/remove fields via Personalize this form
Use the Open in Excel functionality on the data in the grid	On the All customers grid apply filters for Advanced filter or sort
On the workspace list hide/remove fields by using personalize this form	Add the form to a workspaces as a list
Use the Export to Excel functionality on the data in the grid	
On the workspace list, apply filters for Advanced filter or sort	
Add the form to a workspaces as a Tile	

### QUESTION 5

You need to ensure that employees can submit and approve their own Dynamics 365 Finance workflow requests. What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Add the employees to the workflow administrator security role.
- B. Add the employees to Azure Active Directory (Azure AD) as domain administrators.
- C. Add the employees as an approver to the workflow action.
- D. Create a modification in the code that allows employees to modify workflows.
- E. Clear the Disallow approval by submitter check box.

Correct Answer: CE

### QUESTION 6

You need to determine why the sales associate is not able to see Munson's in the search results. What is the cause of the issue?

- A. The search criteria is searching for only names that are exactly 'pickles'.
- B. The search criteria is only able to search by the shortened search name of the customer.

- C. The search criteria is searching for all customer names that start with 'pickles'.
- D. The search criteria is case sensitive.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/search-records>

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## QUESTION 7

### SIMULATION

You are a functional consultant for Contoso Entertainment System USA (USMF).

USMF plans to create reports for executives. The reports will compare the sales from a month this year to the sales from the same month last year.

You need to prepare the date intervals for the planned reports.

To complete this task, sign in to the Dynamics 365 portal.

Correct Answer: explanation

1.

Navigate to General ledger > Ledger setup > Date intervals.

2.

Click New.

3.

In the Date Interval Code field, type a code such as CurrMth PY.

4.

In the Description field, type a description such as Current Month Previous Year.

5.

In the Interval Start section, select Month in the From date period type field.

6.

In the From date start/end, select Start.

7.

In the From date +/-field, type -1 for -1 year (previous year).

8.

In the From date adjustment unit field, select Year.

9.

In the Interval End section, select Month in the From date period type field.

10. In the From date start/end, select End.

11. Click Save to save the date interval.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/create-fiscal-calendars-years-periods-dyn365-finance/7-date-interval>

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## QUESTION 8

DRAG DROP

A company is implementing Dynamics 365 Finance.

The company has the following requirements:

1.

Employees must be able to upload travel receipts from their mobile device.

2.

Employees must be able to record effort spent on billable tasks.

Which mobile workspaces should you use? Answer, drag the appropriate mobile workspaces to the correct requirements. Each mobile workspace may be used once, more than once, or not at all.

You may need to drag to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



### Mobile workspaces

Expense management

My team

Cost controlling

Project time entry

### Answer Area

#### Requirement

Employees must be able to upload travel receipts from their mobile device.

Employees must be able to record effort spent on billable tasks.

Correct Answer:

## Mobile workspaces

## Answer Area

### Requirement

Employees must be able to upload travel receipts from their mobile device.

Expense management

Employees must be able to record effort spent on billable tasks.

Project time entry

Box 1: Expense management The Expense management mobile workspace.

This workspace lets users capture and upload a receipt, so that they can attach it to an expense report later. Users can also quickly create an expense line by using an attached receipt, and create and manage their expense reports.

Additionally, approvers can use the Expense management mobile workspace to view expense reports that are assigned to them, and either approve or reject those expense reports.

Box 2: Project time entry As part of their daily work, project resources are often on-site or traveling. The Project time entry mobile workspace lets users enter their billable or non-billable time against a project on the mobile device of their choice. Therefore, project

resources can record time entries anytime and anywhere. They can also view time entries that have already been recorded.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/expense/expense-using-mobile>

<https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-pma/project-time-entry-mobile-workspace>

## QUESTION 9

DRAG DROP

You need to identify which Microsoft features will accomplish the actions.

Which features should you use? To answer, drag the appropriate features to the correct actions. Each feature 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.

Select and Place:

### Answer Area

Actions	Action	Feature
<input type="text" value="OData"/>	Enable the street sales team to respond to inquiries on products.	<input type="text"/>
<input type="text" value="Dual-write"/>		
<input type="text" value="Business Events"/>	Use the street team mobile application for sales order creation.	<input type="text"/>
<input type="text" value="Power Automate"/>		

Correct Answer:

### Answer Area

Actions	Action	Feature
<input type="text" value="OData"/>	Enable the street sales team to respond to inquiries on products.	<input type="text" value="Business Events"/>
<input type="text" value="Dual-write"/>		
<input type="text"/>	Use the street team mobile application for sales order creation.	<input type="text" value="Power Automate"/>
<input type="text"/>		

#### QUESTION 10

HOTSPOT

A company implements Dynamics 365 Finance.

It must set up the system to be ready for entering inventory items.

You need to select which unit of conversion fits the scenario.

Which conversion types should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Scenario	Conversion type								
Car paints colors are purchased in quantities Measured in gallons for the US and liters for Europe.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Standard</td><td></td></tr><tr><td>Intra-class</td><td></td></tr><tr><td>Inter-class</td><td></td></tr></table>		▼	Standard		Intra-class		Inter-class	
	▼								
Standard									
Intra-class									
Inter-class									
Steel is purchased by size or weight depending on the request.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Standard</td><td></td></tr><tr><td>Intra-class</td><td></td></tr><tr><td>Inter-class</td><td></td></tr></table>		▼	Standard		Intra-class		Inter-class	
	▼								
Standard									
Intra-class									
Inter-class									
Nuts and bolts are purchased in quantities of 10 bolts to a box, 10 boxes to a case.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Standard</td><td></td></tr><tr><td>Intra-class</td><td></td></tr><tr><td>Inter-class</td><td></td></tr></table>		▼	Standard		Intra-class		Inter-class	
	▼								
Standard									
Intra-class									
Inter-class									

Correct Answer:

## Answer Area

Scenario	Conversion type				
Car paints colors are purchased in quantities Measured in gallons for the US and liters for Europe.	<table border="1"> <tr><td style="text-align: right;">▼</td></tr> <tr><td>Standard</td></tr> <tr><td>Intra-class</td></tr> <tr><td>Inter-class</td></tr> </table>	▼	Standard	Intra-class	Inter-class
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Inter-class					
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Intra-class					
Inter-class					
Nuts and bolts are purchased in quantities of 10 bolts to a box, 10 boxes to a case.	<table border="1"> <tr><td style="text-align: right;">▼</td></tr> <tr><td>Standard</td></tr> <tr><td>Intra-class</td></tr> <tr><td>Inter-class</td></tr> </table>	▼	Standard	Intra-class	Inter-class
▼					
Standard					
Intra-class					
Inter-class					

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-units-and-unit-conversions-retail-essentials>

### QUESTION 11

A company is using dual-write to synchronize customer data between Dynamic 365 and Dynamic 365 Finance.

During an unplanned maintenance windows for Dynamics 365 Finance synchronization of customer data was interrupted. The interrupted caused multiple errors and a loss of new requests.

You need to prevent errors and data loss from recurring.

What should you do?

- A. Use catch-up errors.
- B. Select re-run execution.
- C. Skip initial sync.
- D. Enable an alert condition.

Correct Answer: A

### QUESTION 12

**DRAG DROP**

You are implementing Dynamics 365 Supply chain Management. Dynamic 365 customer Engagement was deployed to production.

You have the following requirement.

Upload the initial on-hand quantities into Dynamics 365 Supply Chain management.

View on-hand inventory to include current transactions in Dynamics Customer Engagement.

You need to manage the on-hand records in the applications.

Which features should you use? To answer, drag the appropriate feature to the correct requirements. Each feature may be used once, more than once, or not at all. You may be need to drag the split bar between panes on scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

**Features**

Data Management Framework

Excel add-in

Dual Write

Microsoft Dataverse

**Answer Area**

**Requirement**

Upload the initial on-hand quantities into Dynamics 365 Supply Chain Management.

View on-hand inventory to include current transactions in Dynamics 365 Customer Engagement.

**Feature**

Feature

Feature

Correct Answer:

### Features

  

Excel add-in

Microsoft Dataverse

### Answer Area

#### Requirement

Upload the initial on-hand quantities into Dynamics 365 Supply Chain Management.

View on-hand inventory to include current transactions in Dynamics 365 Customer Engagement.

#### Feature

Data Management Framework

Dual Write

### QUESTION 13

You implement Dynamics 365 Finance. The implementation will undergo User Acceptance Testing (UAT).

You create test case recordings. To coordinate testing across multiple environments, UAT must be integrated with Microsoft Azure DevOps.

You need to configure Business process modeler (BPM) and Azure DevOps to complete user acceptance testing.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Synchronize the BPM library with Azure DevOps
- B. Create a test pass and test case in Azure DevOps
- C. Upload saved Task recorder files to BPM
- D. Create a test plan and test suites in Azure DevOps
- E. Synchronize the BPM library with a Git repo
- F. Upload saved Task recorder files to Azure DevOps

Correct Answer: ACD

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/lifecycle-services/using-task-guides-and-bpm-to-create-user-acceptance-tests>

### QUESTION 14

You plan a data migration from Dynamics AX 2009 to a Dynamics 365 Finance environment.

You need to ensure that you can perform the data migration.

What should you do first?

- A. Upgrade the existing on-premises environment to Dynamics 365 Finance online
- B. Migrate content to Dynamics POS (Point-of-Sale) 2009
- C. Upgrade the existing on-premises environment to Dynamics AX 2012 R2
- D. Migrate content to Dynamics 365 Business Central

Correct Answer: A

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#### QUESTION 15

You are Dynamics 365 Finance system administrator for a new implementation.

You have a solution that needs to be tested using User Acceptance Testing (UAT). You have created a Business process modeler (BPM) library.

You need to validate and support the solution.

Which three actions should you perform? Each answer presents part of the solution.

- A. Create a new Business process library.
- B. Record test cases and save them to BPM.
- C. Upload the saved recording to BPM.
- D. Create and save a new task recording.
- E. Export the task recording to Microsoft Word and upload it to BPM.

Correct Answer: BCD

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