

# Latest Version: 20.0

## Question: 1

You need to detail a business process for streamlining the customer editing process for account representatives.

Which two actions should you perform? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- A. Navigate to the All Customer form for the Accounts receivable module and select the appropriate Customer account.
- B. Navigate to the account representative's workspace and select the appropriate customer account.
- C. Select the form and then select Hide.
- D. Hide Invoice account from the view.

**Answer: AD**

## Question: 2

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.

**Answer: C**

Reference:

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

## Question: 3

You need to configure the system for account representatives.

Which two actions should you perform? Each correct answer presents a partial solution.

NOTE: Each correct selection is worth one point.

- A. Recreate the job alert as a change-based alert.
- B. Enable change-based alerts.
- C. Increase the batch job running frequency.

D. Specify the batch server for the alert notifications job.

**Answer: A, C**

## Question: 4

You need to connect the Excel instance to the Relecloud production instance.  
What should you do?

- A. Set the server URL to Microsoft.Dynamics.Platform.Integration.Office.UrlViewerApplet.
- B. Set the server URL to <https://relecloud-prod.operations.dynamics.com>.
- C. Set the App Correlation ID to <https://relecloud-prod.operations.dynamics.com>.
- D. Set the App Correlation ID to the App Id in the Dynamics 365 Office App Parameters.

**Answer: B**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/office-integration/useexcel-add-in>

## Question: 5

DRAG DROP

You need to configure check printing for Munson's.

Which four 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****Answer Area**

Install the Document Routing Agent on the client machines where users will be printing the checks.

Navigate to the legal entity and enable the printer.

Select the legal entities for the printer to be available.



Discover and add the check printer from the Document Routing Agent.

Enter the Dynamics 365 Finance and Operations configurations in the Document Routing Agent.

Discover and add the check printer to the system from Dynamics 365 Finance and Operations.

Install the Document Routing Agent on the corporate print server.

Register the Document Routing Agent with Dynamics 365 Finance and Operations.

**Answer:**

Install the Document Routing Agent on the client machines where users will be printing the checks.

Enter the Dynamics 365 Finance and Operations configurations in the Document Routing Agent.

Discover and add the check printer from the Document Routing Agent.

Discover and add the check printer to the system from Dynamics 365 Finance and Operations.

**Reference:**

<https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/analytics/installdocument-routing-agent>