

## Exam Questions MB-600

Microsoft Power Apps + Dynamics 365 Solution Architect

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#### NEW QUESTION 1

You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution. You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. business rules to identify top customers
- B. usability of business process flows
- C. customer accounts administration
- D. time-to-load forms
- E. solution regulatory compliance

**Answer:** BDE

#### NEW QUESTION 2

A company provides professional development certifications to technologists around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:

- Handle multiple customer interactions at once.
- Ensure that users can access information from several business applications.
- Interact with customers by using the following channels: chat, phone calls, emails, and online reviews Implement all functionality in a single interface

You need to recommend a solution that meets the requirements of the company. What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

**Answer:** D

#### NEW QUESTION 10

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