

# Microsoft

## Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals



**NEW QUESTION 1**

A plumbing repair company uses Dynamics 365 Customer Service. The company wants to better serve customers by offering quicker response times and improving processes based on customer feedback. You need to recommend solutions for the company. What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Response
Assign customer-specific case resolution times.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Purchase agreements</div> <div style="border: 1px solid black; padding: 2px;">Customer agreements</div> <div style="border: 1px solid black; padding: 2px;">Service level agreements</div>
Track how quickly cases are resolved.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Timer</div> <div style="border: 1px solid black; padding: 2px;">Power Virtual Agents</div> <div style="border: 1px solid black; padding: 2px;">ModifiedOn</div>
Collect customer feedback about case resolutions.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Power Virtual Agents</div> <div style="border: 1px solid black; padding: 2px;">Microsoft Forms Pro</div> <div style="border: 1px solid black; padding: 2px;">AI Builder</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Requirement	Response
Assign customer-specific case resolution times.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Purchase agreements</div> <div style="border: 1px solid black; padding: 2px;">Customer agreements</div> <div style="border: 1px solid black; padding: 2px;">Service level agreements</div>
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**NEW QUESTION 2**

A company uses Dynamics 365 Sales. You need to analyze account data and create reports based on the analyses. Which tool should you use?

- A. Microsoft forms Pro
- B. Management Reporter
- C. Power BI
- D. Power Automate

**Answer:** C

**Explanation:**

Power BI is a power analytics tool that allows us to visualize data. We can create reports in Power BI using Dynamics 365 data.

**NEW QUESTION 3**

A call center sends a survey to a customer whenever a case is closed. Survey results are analyzed daily. You need to set up a form for the survey.

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.

<b>Actions</b>	<b>Answer Area</b>	
Create a flow to send the survey that is based on a case-closed trigger.		
Review responses.		
Create a survey in Microsoft Forms Pro.		⬅️ ➡️
Set up a Survey entity in the Dynamics 365 Marketing portal.		⬆️ ⬆️
Create views of the Survey entity in Dynamics 365 Marketing.		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger.

**NEW QUESTION 4**

A medical clinic uses Dynamic 365 Sales. The clinic wants to rapidly implement a solution that optimizes coordination of care for patients.

You need to recommend a solution for the clinic.

What should recommend?

- A. Insights
- B. Canvas app
- C. Portal
- D. Healthcare Accelerator

**Answer:** D

**NEW QUESTION 5**

A company uses Dynamics 365 Finance and Dynamic 365 Chain Management. The company is transitioning from a traditional discrete manufacturing shop floor layout to a lean manufacturing layout with work cells and inventory stores.

The company must be able to try out various configuration of existing equipment to maximize product and efficiently use all of the space within the existing plant without disrupting production.

You need to recommend a solution. What should you recommend?

- A. Power Virtual Agents
- B. Guides
- C. Layout
- D. Remote Assist

**Answer:** C

**NEW QUESTION 6**

You are discussing the benefits of hosting a Dynamics 365 development sandbox on Microsoft Azure. What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ability to easily scale for increased growth
- B. A higher of system availability in the event if a disaster
- C. Ability to adhere to static cost requirements
- D. Physical control over server hardware

Answer: AC

**NEW QUESTION 7**

A retailer plans to award its customers based on the amount of money they spend. The retailer has not previously offered a customer reward program. You need to recommend a method for tracking customer spending.

What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

**NEW QUESTION 8**

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service. The company is evaluating Field Service Mobile for technicians.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	<input type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Box 1: Yes

When technicians are working on a work order they can add your notes, attachments, pictures, and signatures. Box 2: Yes  
 Field Service Mobile lets technicians work online or offline. Online mode requires an Internet connection; offline mode does not.

**NEW QUESTION 9**

What are two benefits of using Sales Insights with Dynamic 365 Sales? Each correct Answer presents a complete solution.  
 NOTE: Each correct selection is worth one point.

- A. Guides sellers to focus on opportunities at risk.
- B. Provide end-to-end views of customer journeys.
- C. Make suggestions for next steps in a sales process.
- D. Manage and improve artificial intelligence grouping to cases as topics.

Answer: AC

**NEW QUESTION 10**

Dynamics 365 Sales supports which scenarios?

For each of the following statements, select Yes if the scenario is supported. Otherwise, select No. NOTE: Each correct selection is worth one point.

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input checked="" type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input checked="" type="radio"/>	<input type="radio"/>

**NEW QUESTION 10**

A company uses Dynamics 365 Commerce. The company is launching a new product line for select stores. The company wants to ensure that stores participating in the launch receive the new products. Stores that are not participating in the launch must not be able to order the products. You need to recommend tools to help the company launch the new product line. What should recommend? To answer, select the appropriate option in the answer area. NOTE: Each correct selection is worth one point.

- A. Define products for distribution using product assortment.
- B. Define products for distribution using security roles.
- C. Define products for distribution using purchase agreement.
- D. Define products for distribution using trade agreement.

**Answer:** AD

**NEW QUESTION 13**

A customer needs a cost-effective sales solution that can display current news about a lead or an account. You recommend Microsoft Relationship Sales. Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Sales Enterprise
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Sales Insights
- D. Dynamics Sales navigator

**Answer:** AD

**NEW QUESTION 18**

Which features are available in Dynamics 365 Marketing?  
 For each of the following features, select Yes if the feature is available. Otherwise, select No. NOTE: Each correct selection is worth one point.

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure event websites.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure event websites.	<input checked="" type="radio"/>	<input type="radio"/>

**NEW QUESTION 21**

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