

# Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals

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**NEW QUESTION 1**

A company wants to be able to give quotes to customers from their parts list. You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Sales
- B. Dynamics 365 Customer insights
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** A

**NEW QUESTION 2**

A company plans to implement new support software. You need to recommend solutions for the company. What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Requirement**

**Solution**

Support automated webchat.

|                            |   |
|----------------------------|---|
|                            | ▼ |
| Power Virtual Agents       |   |
| Dynamics 365 Field Service |   |
| Customer Service Insights  |   |

Send senior technicians a notification when a case moves to an escalated status.

|                       |   |
|-----------------------|---|
|                       | ▼ |
| SMS-text message      |   |
| Webchat               |   |
| Power Platform portal |   |

Combine all types of inquiries into a single interface.

|                                  |   |
|----------------------------------|---|
|                                  | ▼ |
| Omnichannel for Customer Service |   |
| Power BI                         |   |
| Customer Service Insights        |   |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Requirement**

**Solution**

Support automated webchat.

|                            |   |
|----------------------------|---|
|                            | ▼ |
| Power Virtual Agents       |   |
| Dynamics 365 Field Service |   |
| Customer Service Insights  |   |

Send senior technicians a notification when a case moves to an escalated status.

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| SMS-text message      |   |
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Combine all types of inquiries into a single interface.

|                                  |   |
|----------------------------------|---|
|                                  | ▼ |
| Omnichannel for Customer Service |   |
| Power BI                         |   |
| Customer Service Insights        |   |

**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.

| Actions  | Answer Area   |
|--|---|
| Create a flow to send the survey that is based on a case-closed trigger. |   |
| Review responses.  |   |
| Create a survey in Microsoft Forms Pro.                                  | <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <span>⬅</span><br/> <span>➡</span> </div> <div style="text-align: center;"> <span>⬆</span><br/> <span>⬇</span> </div> </div> |
| 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 company wants to ensure they comply with common data privacy standards and regulations. 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                    |
|--|-----------------------|-----------------------|
| An administrator can export personal user data at the request of the user.                           | <input type="radio"/> | <input type="radio"/> |
| Both Microsoft and the company are responsible for breaches of personal data.                        | <input type="radio"/> | <input type="radio"/> |
| Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution. | <input type="radio"/> | <input type="radio"/> |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

| Statement  | Yes                              | No                               |
|--|----------------------------------|----------------------------------|
| An administrator can export personal user data at the request of the user.                           | <input checked="" type="radio"/> | <input type="radio"/>            |
| Both Microsoft and the company are responsible for breaches of personal data.                        | <input checked="" type="radio"/> | <input type="radio"/>            |
| Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution. | <input type="radio"/>            | <input checked="" type="radio"/> |

**NEW QUESTION 5**

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 6**

A manufacturing of individual machines creates hands-on training for users. You need to recommend a technology that overlays the machines with images while work on the machines. Which technology should you recommend?

- A. Virtual reality
- B. Mixed reality
- C. Artificial intelligence
- D. Augmented reality

**Answer: B**

**NEW QUESTION 7**

A customer wants to implement Dynamics 365 Talent to manage employee benefits. The company needs to know if Dynamics 365 Talent will meet their other personnel needs. 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                    |
|---------------------------------------|-----------------------|-----------------------|
| Talent can manage absence reporting.  | <input type="radio"/> | <input type="radio"/> |
| Talent can manage compensation plans. | <input type="radio"/> | <input type="radio"/> |
| Talent can manage work schedules.     | <input type="radio"/> | <input type="radio"/> |

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

| Statement                             | Yes                              | No                               |
|---------------------------------------|----------------------------------|----------------------------------|
| Talent can manage absence reporting.  | <input checked="" type="radio"/> | <input type="radio"/>            |
| Talent can manage compensation plans. | <input checked="" type="radio"/> | <input type="radio"/>            |
| Talent can manage work schedules.     | <input type="radio"/>            | <input checked="" type="radio"/> |

**NEW QUESTION 8**

A manufacturing company uses Dynamics 365 Supply Chain Management. The company is working is working on a production order that will span several months.  
 The company wants to produce purchase orders at different intervals throughout the production process. What should you recommend?

- A. Cost management
- B. Asset management
- C. Master planning
- D. Inventory management

**Answer: C**

**NEW QUESTION 9**

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                    |
|--|-----------------------|-----------------------|
| Inventory management is one of the key features of Dynamics 365 Field Service.                               | <input type="radio"/> | <input type="radio"/> |
| Field Service Mobile has offline capabilities only when a third-party application is installed.              | <input type="radio"/> | <input type="radio"/> |
| Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service. | <input type="radio"/> | <input type="radio"/> |

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Box 1: Yes

Key features include:

> Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No

Field Service Mobile lets you work online or offline. Online mode requires an Internet connection; offline mode does not.

Box 3: Yes

Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

**NEW QUESTION 10**

A Company uses Dynamic 365 Supply Chain Management.

A machine on the manufacturing floor breaks down. A senior technician located at another plats has been trying to help diagnose he problem over the phone. The technician is not able to help the onsite technician make the appropriate fix.

You need to recommend a solution that allows the senior technician to provide visual guidance to the onsite technician.

What should you recommend?

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

**Answer: C**

**NEW QUESTION 10**

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 12**

A company plans to purchase Dynamic 365 Finance.

The company has customer who frequently pay their invoices late or do not pay at all. The company continues to sell to these customers. This creates large write-offs of bad debt.

The company needs to proactively communicate with customers, collect unpaid accounts receivable, and stop new sales until past due invoices are paid.

You need to recommend solution to facilitate communicate and collections.

Which three options should you recommend? Each answer represents a complete solution. NOTE: Each correct selection is worth one point.

- A. Customer statements
- B. Collection letter
- C. Open sales orders report
- D. Stop customer
- E. Payment journals

Answer: ABD

**NEW QUESTION 15**

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 17**

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 22**

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 23**

A car parts distributor use Microsoft Excel to track on-hand inventory quantities and uses Excel and Microsoft Outlook to track sales.

The sales company uses a third uses a third-part on-permises finance system. The company needs to all-in-one solution that meets current needs.

You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Customer Service
- B. Dynamics 365 Sales
- C. Dynamics 365 Supply Management
- D. Dynamics 365 Business Central

**Answer:** D

**NEW QUESTION 25**

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 29**

A company manufactures custom drug compounds.

You need to recommend a Dynamics 365 app that allows the company to manage the concentration of specific active ingredients. Provide traceability of ingredients from supplier to customer, and substitute ingredients based on compound type.

What should you recommend?

- A. Dynamic 365 Customer service
- B. Dynamic 365 Asset Management
- C. Dynamics 365 Supply Chain Management
- D. Dynamic 365 Product Insights.

**Answer:** C

**NEW QUESTION 32**

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 34**

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 36**

A non-profit company is considering moving their Dynamics 365 solution from on-premises to online.

You need to help the company understand where their data will be stored after the move and who will own the data.

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

**Question**

**Response**

Where will data be stored?

▼

- the customer's geographic region
- the datacenter selected by the customer
- the least used datacenter

Who owns the data?

▼

- the customer
- Microsoft
- the customer while subscription is active, otherwise Microsoft

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question

Response

Where will data be stored?

|   |   |
|---|---|
|   | ▼ |
| the customer's geographic region        |   |
| the datacenter selected by the customer |   |
| the least used datacenter               |   |

Who owns the data?

|  |   |
|--|---|
|  | ▼ |
| the customer   |   |
| Microsoft  |   |
| the customer while subscription is active, otherwise Microsoft |   |

NEW QUESTION 40

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