

Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

A company uses one system for sales and one system for order management. When quotes are accepted in the sales system, the customer and order are reentered into the order management system.

What is a benefit of using the Common Data Model, and who can manage the model? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

What is a benefit of using the Common Data Model?

	▼
You can perform one-time data migrations.	
You can copy data formats from one system to another.	
You can store data in a standardized format.	

Who can manage Common Data Model models?

	▼
App developers	
Users	
Customer service representatives	
Sales team members	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

What is a benefit of using the Common Data Model?

	▼
You can perform one-time data migrations.	
You can copy data formats from one system to another.	
You can store data in a standardized format.	

Who can manage Common Data Model models?

	▼
App developers	
Users	
Customer service representatives	
Sales team members	

NEW QUESTION 2

This question requires that you evaluate the underlined BOLD text to determine if it is correct.

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and cost for community improvement projects.

You recommend that the company implements Dynamic365 Finance.

Review the underlined text. If it makes the statements correct, select "No change is needed," if the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed.
- B. Dynamics 365 Chain Management
- C. Power Platform
- D. Dynamic 365 Telnet

Answer: A

NEW QUESTION 3

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.	<div>▼</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Field Service</div> <div>Customer Service Insights</div>
Send senior technicians a notification when a case moves to an escalated status.	<div>▼</div> <div>SMS-text message</div> <div>Webchat</div> <div>Power Platform portal</div>
Combine all types of inquiries into a single interface.	<div>▼</div> <div>Omnichannel for Customer Service</div> <div>Power BI</div> <div>Customer Service Insights</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Solution
Support automated webchat.	<div>▼</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Field Service</div> <div>Customer Service Insights</div>
Send senior technicians a notification when a case moves to an escalated status.	<div>▼</div> <div>SMS-text message</div> <div>Webchat</div> <div>Power Platform portal</div>
Combine all types of inquiries into a single interface.	<div>▼</div> <div>Omnichannel for Customer Service</div> <div>Power BI</div> <div>Customer Service Insights</div>

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 company need visibility into the frequency, number, and types of calls they receive at their customer support center. You need to recommend a solution for the company.

- A. Relationship Analytics
- B. Data Manger
- C. Customer Service Insights

Answer: C

NEW QUESTION 7

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 8

A company uses Microsoft Exchange online.

Sales team members want to use Microsoft Outlook to view items that were created in Dynamics 365 Sales. Which three components are synchronized between Dynamics 365 Sales and Outlook?

NOTE: Each correct selection is worth one point.

- A. Tasks
- B. Appointments
- C. Phone calls
- D. Contacts
- E. Accounts

Answer: ABD

NEW QUESTION 9

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 10

Which three modules are includes in Dynamics 365 Supply Chain Management? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Project management and accounting
- B. Service hub
- C. Master planning
- D. Dynamics 365 Remote Assist
- E. Product information management

Answer: ACE

Explanation:

<https://docs.microsoft.com/en-us/learn/modules/get-started-supply-chain-management-dyn365-supply-chainmgm>

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 14

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 20

You need to implement a solution that can manage manufacturing processes and customer sales order functions for a company. What should you implement?

- A. Dynamics 365 Supply Chain Management and Dynamic 365 Commerce
- B. Dynamics 365 Business Central and Dynamics 365 Customer Service
- C. Dynamic 365 Business Central only
- D. Dynamic 365 Supply Chain Management only

Answer: C

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 currents 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 27

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 he 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 32

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 35

You are implementing Dynamics 365 Customer Service. Company executives need to decide whether to put the data on-permises or in the cloud. You need to explain the data security benefits of the cloud.

What should you communicate to the executives?

- A. Data on-permises is encrypted by default.
- B. Active Directory keeps data secure.
- C. Data online encrypted by default.
- D. Data is in a government cloud.

Answer: C

NEW QUESTION 36

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 includes 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 41

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 44

A customer is investigating the insight capabilities of Dynamics 365. Match each app to its goal.

Instructions: To answer, drag the appropriate app from the column on the left to its goal on the right. Each app may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	
Sales Insights		
Customer Insights	Identify relationship health.	
Common Data Service	Create a unified view of a customer from multiple data sources.	
Omnichannel for Customer Service		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	Customer Service Insights
Sales Insights		
Customer Insights	Identify relationship health.	Sales Insights
Common Data Service	Create a unified view of a customer from multiple data sources.	Customer Insights
Omnichannel for Customer Service		

NEW QUESTION 48

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