



MB-900^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company needs to follow General Data Protection Regulation (GDPR) document compliance requirements for its European operations.

You need to identify which Dynamics 365 application has built-in privacy-by-design methodologies.

Which application meets the goal?

- A. Dynamics 365 for Retail
- B. Dynamics 365 for Customer Service
- C. Dynamics 365 for Finance and Operations
- D. Dynamics 365 for Business Central

Correct Answer: D

References: <https://dynamics.microsoft.com/en-gb/business-central/capabilities/>

QUESTION 2

HOTSPOT

You are investigating the capabilities of Dynamics 365 Finance and Operations Lifecycle Services (LCS).

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Capabilities include:

implementation, standardization, and tenant provisioning
service-level agreement (SLA) monitoring and reporting
single sign-on and subscription management
shared identity and billing management

Yes	No
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Capabilities include:

implementation, standardization, and tenant provisioning
service-level agreement (SLA) monitoring and reporting
single sign-on and subscription management
shared identity and billing management

Yes	No
<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/dev-tools/application-stack-server-architecture>

QUESTION 3

You review your current open cases in Dynamics 365 for Customer Service. When should you use parent/child cases?

- A. for cases for a customer who left a company and now works for a different company
- B. for cases from the same company
- C. for cases for two different customers with two different issues
- D. for cases for two different companies with the same company name

Correct Answer: B

QUESTION 4

A university is implementing Dynamics 365 for Customer Engagement.

You need to purchase the minimum number of full licenses.

How many licenses should you purchase?

- A. 5
- B. 10
- C. 15
- D. 20

Correct Answer: A

QUESTION 5



A company needs to assess the current General Data Protection Regulation (GDPR) compliance for its Dynamics 365 and Microsoft 365 Office implementations.

You need to recommend a tool to help manage GDPR compliance activities. You also need to provide a compliance score with managed actions for both the company and Microsoft.

Which tool should you recommend?

- A. Microsoft Trust Center
- B. Detailed Assessment toolkit
- C. Compliance Manager
- D. Service Trust Portal
- E. control mapping

Correct Answer: C

References: <https://docs.microsoft.com/en-us/office365/securitycompliance/meet-data-protection-and-regulatory-reqs-using-microsoft-cloud>

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