



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company needs 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.

What should you recommend?

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

Correct Answer: B

QUESTION 2

HOTSPOT

A company uses Dynamics 365 Marketing.

The company is releasing a major product update and plans to run events in many regions to demonstrate the new product.

You need to help the company track customer registration for the events in each region and send emails to acknowledge registration and remind people about the events.

Which type of marketing pages should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Scenario	Type
Provide a web page for customers to register for the event in their region.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>
Ensure that customers can opt out of email notifications about events.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>
Ensure that customers can share event information with colleagues.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>

Correct Answer:

Answer Area

Scenario	Type
Provide a web page for customers to register for the event in their region.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>
Ensure that customers can opt out of email notifications about events.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>
Ensure that customers can share event information with colleagues.	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> Landing page Subscription center Forward to a friend </div>

QUESTION 3

A company manufactures custom medications.

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. Dynamics 365 Supply Chain Management
- B. Dynamics 365 Product Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Asset Management

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/production-control/batch-balancing>

QUESTION 4

There are complex services being used with your Dynamics 365 instance in which you own and manage the software applications as well as the data hosted in Azure.

You need to determine which type of cloud service model is being used by your organization.

Which cloud service model is being used?

- A. platform as a service (PaaS)
- B. infrastructure as a service (IaaS)
- C. software as a service (SaaS)

Correct Answer: A

QUESTION 5

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view

content.

NOTE: Each correct selection is worth one point.

Select and Place:



Features

- Omnichannel
- Routing rules
- Out-of-the-box dashboards
- Plug-in

Answer Area

Requirement

- Customers must be able to create cases by using online chat.
- Customers must be able to create cases by sending email.
- Display the number of cases waiting in the queue, by queue, and by individual agent.

Feature

- Feature
- Feature
- Feature

Correct Answer:

Features

- Omnichannel
-
-
-

Answer Area

Requirement

- Customers must be able to create cases by using online chat.
- Customers must be able to create cases by sending email.
- Display the number of cases waiting in the queue, by queue, and by individual agent.

Feature

- Plug-in
- Routing rules
- Out-of-the-box dashboards

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