



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

You work for a large multinational corporation.

You must implement a solution that can manage manufacturing processes and customer sales order functions for your company.

What should you implement?

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

Correct Answer: B

QUESTION 2

A company uses Dynamics 365 Commerce.

You need to establish an online store for the company.

Which of the following should you configure?

- A. Online Sales order
- B. Online channel
- C. Client book
- D. Online customers

Correct Answer: B

QUESTION 3

HOTSPOT

A company plans to implement Omnichannel for Customer Service.

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

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No

Chat is an engagement channel that is available in Omnichannel for Customer Service. There is thus no need to purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.

Box 2: Yes

SMS is an engagement channel that supports asynchronous mode of communication, and allows your organization to connect to customers by using text messages. The SMS channel is available in Omnichannel for Customer Service.

Box 3: No

Omnichannel for Customer Service is a paid add-on to Dynamics 365 Customer Service apps. It is available only when you purchase a subscription to Chat for Dynamics 365 Customer Service or Dynamics 365 for Digital Messaging.



Reference:

<https://docs.microsoft.com/en-us/dynamics365/omnichannel/introduction-omnichannel>

QUESTION 4

DRAG DROP

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	feature
Scheduling and dispatch tools	Staff and route resources needed for on-site appointments.	feature
Asset management	Track customer equipment.	feature
Preventive maintenance	Automatically generate recurring maintenance appointments.	feature

Correct Answer:

Features	Requirement	Feature
	Specify types of services needed at customer locations.	Work orders
	Staff and route resources needed for on-site appointments.	Scheduling and dispatch tools
	Track customer equipment.	Asset management
	Automatically generate recurring maintenance appointments.	Preventive maintenance

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

QUESTION 5

A company uses Dynamics 365 Sales. You plan to use Power Apps to create a canvas app that allows sales team members to enter data for customers, leads, and opportunities. Sales team members must be able to enter the information from desktops, laptops, tablets, and mobile devices. All salespeople need access to the same forms, views and reports. What is the minimum number of Power Apps that you must create?

A. 1



B. 2

C. 3

D. 4

Correct Answer: A

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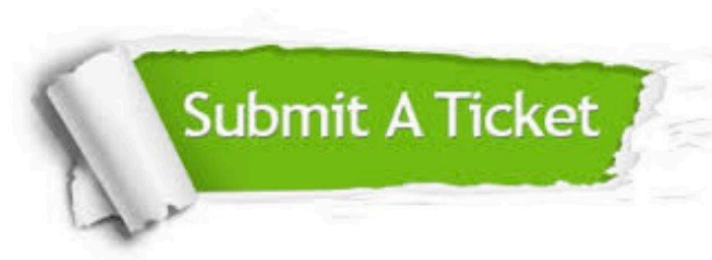
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