



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

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	Requirement	Feature
Omnichannel	Customers must be able to create cases by using online chat.	Feature
Routing rules	Customers must be able to create cases by sending email.	Feature
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Feature
Plug-in		

Correct Answer:

Features	Requirement	Feature
Omnichannel	Customers must be able to create cases by using online chat.	Plug-in
	Customers must be able to create cases by sending email.	Routing rules
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

QUESTION 2

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 Marketing
- B. Dynamics 365 Sales



- C. Dynamics 365 Human Resources
- D. Dynamics 356 Customer Insights

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

QUESTION 3

A medical clinic uses Dynamics 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 you recommend?

- A. Canvas app
- B. Portal
- C. Healthcare Accelerator
- D. Insights

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/common-data-model/health-accelerator>

QUESTION 4

HOTSPOT

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
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"/>

Correct Answer:

Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	<input checked="" type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input checked="" type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>

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.



Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

QUESTION 5

A company uses Dynamics 365 Finance and Dynamics 365 Supply 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 configurations of existing equipment to maximize product flow 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. Layout
- B. Guides
- C. Remote Assist
- D. Power Virtual Agents

Correct Answer: A

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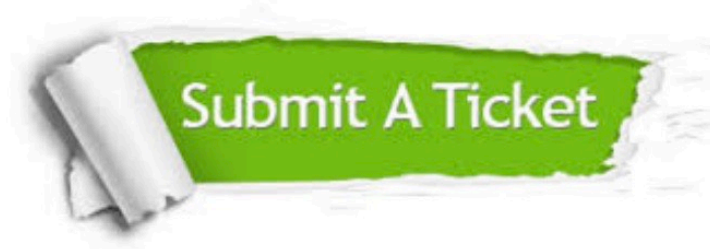
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