



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company uses Dynamics 365 Customer Service.

Some of the customer calls to the support number are for complex needs that require live follow up, while others are simple support questions.

You need to recommend a self-service option that allows customers to request support and services.

What should you recommend?

- A. Remote Assist
- B. Power Virtual Agents
- C. Customer Service Insights
- D. Customer Insights

Correct Answer: B

QUESTION 2

An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.

Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft Office 365 apps.

You need to obtain a file from the client that can be imported into Dynamics 365 Layout.

Which type of file should you ask for?

- A. Microsoft Excel
- B. AI Builder
- C. Microsoft Visio
- D. Microsoft Planner

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout>

QUESTION 3

HOTSPOT

A furniture company uses Dynamics 365 Sales. The company plans to implement Product Visualize to help customers use their own devices to see what a product will look like in their own space.



Project stakeholders have questions about using Product Visualize.

You need to respond to the stakeholder's questions.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
Which type of device is required?	<input type="checkbox"/> Computer <input type="checkbox"/> HoloLens <input type="checkbox"/> Mobile device
Which type or record stores product visualization information?	<input type="checkbox"/> Lead <input type="checkbox"/> Order <input type="checkbox"/> Opportunity

Correct Answer:

Answer Area

Question	Response
Which type of device is required?	<input type="checkbox"/> Computer <input type="checkbox"/> HoloLens <input checked="" type="checkbox"/> Mobile device
Which type or record stores product visualization information?	<input checked="" type="checkbox"/> Lead <input type="checkbox"/> Order <input type="checkbox"/> Opportunity



QUESTION 4

A company uses Dynamics 365 Human Resources. No add-ons are installed.

You need to set up training courses for employees.

Which two options can you configure? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Airline schedules
- B. Classroom materials
- C. Course videos
- D. Registration deadline
- E. Maximum number of participants

Correct Answer: DE

Reference: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-learning-courses>

QUESTION 5

A service company has many agents who create cases. Case titles often use different words with the same meaning.

The company wants to use artificial intelligence to quickly and accurately spot trends in service.

You need to recommend a solution for the company.

What should you recommend?

- A. Sales Insights
- B. Customer Service
- C. Customer Service Insights

Correct Answer: C

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