



# MB-901<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals

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**QUESTION 1****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>

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## QUESTION 2

You need to implement a solution that can manage manufacturing processes and customer sales order functions for a company. What should you implement?

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

Correct Answer: B

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## QUESTION 3

### HOTSPOT

Dynamics 365 Sales supports which scenarios?

For each of the following statements, select Yes if the scenario is supported. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:



## Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

## Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input checked="" type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/re-open-lead-sales>

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-sales-hub-on-dynamics-365-mobile>

## QUESTION 4

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Sales Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Customer Insights



D. LinkedIn Sales Navigator

Correct Answer: BD

Microsoft Relationship Sales includes the following components:

1.

Dynamics 365 Sales Enterprise

2.

LinkedIn Sales Navigator

Reference: <https://dynamics.microsoft.com/en-gb/sales/relationship-sales/>

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## QUESTION 5

This question requires that you evaluate the underlined text to determine if it is correct.

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and costs for community improvement projects.

You recommend that the company implements Dynamics 365 Finance.

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change is needed.

B. Dynamics 365 Supply Chain Management

C. Power Platform

D. Dynamics 365 Talent

Correct Answer: A

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