



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

Microsoft Dynamics 365 Fundamentals

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### QUESTION 1

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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### 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

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### QUESTION 3

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 4**

DRAG DROP

A company plans to deploy Dynamics 365 Sales.

Match each term to its definition.

Instructions: To answer, drag the appropriate deployment type from the column on the left to its definition on the right. Each deployment type may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

**Answer Area**

**Deployment types**

online

on-premises

**Benefit**

Remove the dependence on internal IT staff to perform backups.

Simplify investments in licenses.

Production and test environment can be provisioned without using internal resources.

**Deployment type**

Correct Answer:

**Answer Area**

**Deployment types**

online

on-premises

**Benefit**

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**Deployment type**

online

on-premises

online



#### QUESTION 5

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

Correct Answer: BCD

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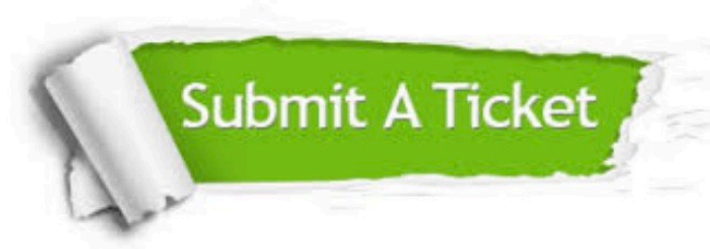
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