



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

Microsoft Dynamics 365 Fundamentals

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### QUESTION 1

A company uses Dynamics 365 Finance and Microsoft Office products.

An external partner sales representative requests a list of available products.

You need to recommend a solution to provide the report.

What should you recommend?

- A. Export the product list to Microsoft Excel.
- B. Use Management Reporter.
- C. Use a third-party add-on.
- D. Use the Vendor portal.

Correct Answer: A

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### QUESTION 2

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

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### QUESTION 3

#### HOTSPOT

A customer wants to implement Dynamics 365 Talent to manage employee benefits. The company needs to know if Dynamics 365 Talent will meet their other personnel needs.

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
Talent can manage absence reporting.	<input type="radio"/>	<input type="radio"/>
Talent can manage compensation plans.	<input type="radio"/>	<input type="radio"/>
Talent can manage work schedules.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

## Answer Area

Statement	Yes	No
Talent can manage absence reporting.	<input checked="" type="radio"/>	<input type="radio"/>
Talent can manage compensation plans.	<input checked="" type="radio"/>	<input type="radio"/>
Talent can manage work schedules.	<input type="radio"/>	<input checked="" type="radio"/>

### 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

### 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>

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