



MB-920^{Q&As}

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps
(ERP)

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QUESTION 1

Which two modules are included in Dynamics 365 Supply Chain Management? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Product information management
- B. Project management and accounting
- C. Service hub
- D. Dynamics 365 Remote Assist
- E. Master planning

Correct Answer: CE

QUESTION 2

DRAG DROP

A company uses Dynamics 36S Supply Chain Management to manage production facility assets.

A shop floor worker reports that a heating element in a hot water heater has stopped working and needs to be replaced.

The shop floor manager recommends that all water heaters be checked for signs of failure. You need to check and replace any failing heating elements in the facility.

What should you use? To answer, drag the appropriate concepts to the correct descriptions. Each concept 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:



Objects

Asset	Asset BOM
Asset management	Attributes

Answer Area

Description	Object
Track replacement parts for a heating element.	<input type="text"/>
The amount of hot water that the heater must be able to generate.	<input type="text"/>

Correct Answer:

Objects

Asset	<input type="text"/>
Asset management	<input type="text"/>

Answer Area

Description	Object
Track replacement parts for a heating element.	Asset BOM
The amount of hot water that the heater must be able to generate.	Attributes

QUESTION 3



A company plans to implement Dynamics 365 finance and operations apps. The company wants to integrate Microsoft Teams with these applications.

Which three platforms support Microsoft Teams integration? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Commerce
- B. Power BI
- C. Microsoft Dataverse
- D. Dynamics 365 Customer Engagement (on-premises)
- E. SharePoint Online

Correct Answer: ABE

Reference: <https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-integration>

QUESTION 4

HOTSPOT

A company plans to implement Dynamics 365 Human Resources.

Instructions: 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

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input checked="" type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input checked="" type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-personnel-maintain-employee-injury-illness-information>

QUESTION 5

HOTSPOT

A retailer plans to award its customers based on the amount of money they spend. The retailer has not previously offered a customer reward program.

You need to recommend a method for tracking customer spending.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

Correct Answer:



Answer Area

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

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