



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

Pass Microsoft MB-901 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/mb-901.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

HOTSPOT

A company uses Dynamics 365 Marketing.

The company is releasing a major product update and plans to run events in many regions to demonstrate the new product.

You need to help the company track customer registration for the events in each region and send emails to acknowledge registration and remind people about the events.

Which type of marketing pages 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

Scenario	Type
Provide a web page for customers to register for the event in their region.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>
Ensure that customers can opt out of email notifications about events.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>
Ensure that customers can share event information with colleagues.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>

Correct Answer:

**Answer Area**

Scenario	Type
Provide a web page for customers to register for the event in their region.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>
Ensure that customers can opt out of email notifications about events.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>
Ensure that customers can share event information with colleagues.	<div>Landing page</div> <div>Subscription center</div> <div>Forward to a friend</div>

QUESTION 2

A company plans to deploy Dynamics 365 Customer Service and integrate it with two proprietary apps. The company does not have a virtual private network (VPN) or secure network.

Which two reasons require deploying the app to a private cloud? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. You have an application that only runs on a legacy operating system.
- B. Your company has very strict legal and compliance requirements.
- C. You do not have an IT security specialist onsite.
- D. You do not have access to the internet while working on company computers.

Correct Answer: AD

QUESTION 3

What are two benefits of using Sales Insights with Dynamics 365 Sales? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Manage and improve artificial intelligence grouping of cases as topics.
- B. Provide end-to-end views of customer journeys.
- C. Guide sellers to focus on opportunities at risk.



D. Make suggestions for next steps in a sales process.

Correct Answer: CD

QUESTION 4

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

QUESTION 5

HOTSPOT

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service.

The company is evaluating Field Service Mobile for technicians.

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
Technicians can collect digital signatures from customers when work is complete.	<input type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes

When technicians are working on a work order they can add your notes, attachments, pictures, and signatures.

Box 2: Yes

Field Service Mobile lets technicians work online or offline. Online mode requires an Internet connection; offline mode does not.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

QUESTION 6

HOTSPOT



A company uses Dynamics 365 Sales and plans to implement Power Apps to perform various tasks.

Which Power Apps tools should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Tool
Data entry screen to capture lead name, phone number, and product.	<div><div></div><div>Canvas app</div><div>Power Apps portal</div><div>Common Data Service</div></div>
The system must send email to sales managers when leads are captured.	<div><div></div><div>Power Automate</div><div>Canvas app</div><div>Power Apps portal</div><div>Common Data Service</div></div>
Customer signs in to view their profile.	<div><div></div><div>Model-driven app</div><div>Canvas app</div><div>Power Apps portal</div><div>Common Data Service</div></div>

Correct Answer:

**Answer Area****Scenario**

Data entry screen to capture lead name, phone number, and product.

The system must send email to sales managers when leads are captured.

Customer signs in to view their profile.

Tool

	▼
Canvas app	
Power Apps portal	
Common Data Service	

	▼
Power Automate	
Canvas app	
Power Apps portal	
Common Data Service	

	▼
Model-driven app	
Canvas app	
Power Apps portal	
Common Data Service	

QUESTION 7**HOTSPOT**

A plumbing repair company uses Dynamics 365 Customer Service.

The company wants to better serve customers by offering quicker response times and improving processes based on customer feedback.

You need to recommend solutions for the company.

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

Requirement

Response

Assign customer-specific case resolution times.

	▼
Purchase agreements	
Customer agreements	
Service level agreements	

Track how quickly cases are resolved.

	▼
Timer	
Power Virtual Agents	
ModifiedOn	

Collect customer feedback about case resolutions.

	▼
Power Virtual Agents	
Microsoft Forms Pro	
AI Builder	

Correct Answer:



Answer Area

Requirement

Response

Assign customer-specific case resolution times.

	▼
Purchase agreements	
Customer agreements	
Service level agreements	

Track how quickly cases are resolved.

	▼
Timer	
Power Virtual Agents	
ModifiedOn	

Collect customer feedback about case resolutions.

	▼
Power Virtual Agents	
Microsoft Forms Pro	
AI Builder	

QUESTION 8

HOTSPOT

A company is evaluating Dynamics 365 Supply Chain Management.

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
You can initiate new production based on demand, open orders, and historical trends, as well as take into consideration the time to manufacture and ship product to customers.	<input type="radio"/>	<input type="radio"/>
You can account and plan for subcontracting services such as painting metal parts, during production.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can initiate new production based on demand, open orders, and historical trends, as well as take into consideration the time to manufacture and ship product to customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can account and plan for subcontracting services such as painting metal parts, during production.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 9

A company uses Dynamics 365 Finance. The company plans to implement Dynamics 365 Sales. Customer information resides in different systems in addition to Dynamics 365. The systems use different customer numbers for the same customers.

You need to recommend a solution for the customer to meet the following requirements:

1.
Use the same number to represent a customer in both systems.
2.
Prevent users from having to enter data for common fields such as address and phone number into both systems.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. Create standardized data templates based on Common Data Model.
- B. Add custom code because every system has different data.
- C. Use Common Data Service to connect multiple systems.
- D. Export data into spreadsheets to move the data between systems.

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/common-data-model/>

QUESTION 10

You are a sales representative for a company. Which feature can be found in Dynamics 365 Sales?

- A. Turning leads into opportunities.
- B. Tracking the asset history of a customer.
- C. Resolving an open case of a customer.
- D. Tracking service level agreements.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales>

QUESTION 11

DRAG DROP

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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:



Features

Work orders
Scheduling and dispatch tools
Asset management
Preventive maintenance

Answer Area

Requirement

Specify types of services needed at customer locations.
Staff and route resources needed for on-site appointments.
Track customer equipment.
Automatically generate recurring maintenance appointments.

Feature

feature
feature
feature
feature

Correct Answer:

Features

Answer Area

Requirement

Specify types of services needed at customer locations.
Staff and route resources needed for on-site appointments.
Track customer equipment.
Automatically generate recurring maintenance appointments.

Feature

Work orders
Scheduling and dispatch tools
Asset management
Preventive maintenance

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

QUESTION 12

HOTSPOT

A company has two locations in the same city. Both locations need only general ledger, accounts payable, and accounts receivable functionality. The company wants to implement one product that can manage transactions and consolidate financials at year-end.

You need to recommend a solution for the company.

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

Hot Area:

Answer Area

You should recommend

	▼
Dynamics 365 Business Central	
Dynamics 365 Commerce	
Dynamics 365 Finance	
Management Reporter	

Correct Answer:



Answer Area

You should recommend

	▼
Dynamics 365 Business Central	
Dynamics 365 Commerce	
Dynamics 365 Finance	
Management Reporter	

[Latest MB-901 Dumps](#)

[MB-901 Study Guide](#)

[MB-901 Exam Questions](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success
100% Money Back Guarantee
365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

<https://www.passapply.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



 One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.	 Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.	 Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.
---	---	--

Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.
Copyright © passapply, All Rights Reserved.