

MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

HOTSPOT

A company uses Dynamics 365 Marketing.

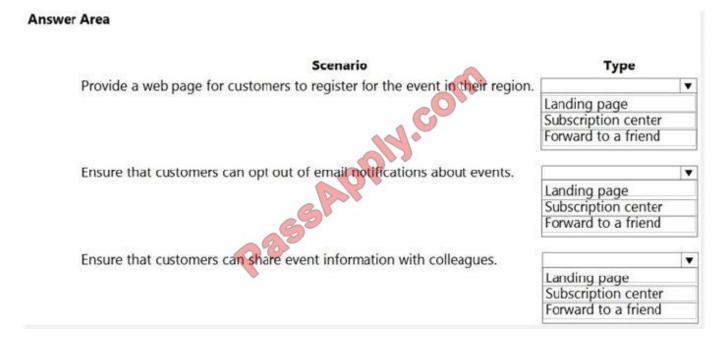
The company is releasing a major product update and plans to run events in many regions to demonstrate the new product.

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:



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

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.



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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		
Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	0	0
Technicians working in remote locations can use offline capabilities.	O	0
Correct Answer:		
Answer Area		
COM		
Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	0	0
Technicians working in remote locations can use offline capabilities.	O	0
Box 1: Yes		
When technicians are working on a work order they can add your notes, attack	nments, pictures, and s	ignatures.
Box 2: Yes		
Field Service Mobile lets technicians work online or offline. Online mode requi	es an Internet connect	ion; offline mode
Reference:		
https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobil	e-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. Canvas app Power Apps portal Common Data Service The system must send email to sales managers when leads • are captured. Power Automate Canvas app Power Apps portal Common Data Service Customer signs in to view their profile. • Model-driven app Canvas app Power Apps portal Common Data Service

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

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.

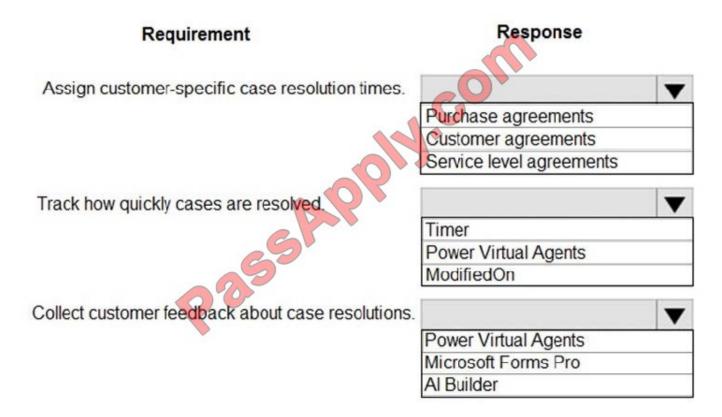
NOTE: Each correct selection is worth one point.

Hot Area:

Common Data Service

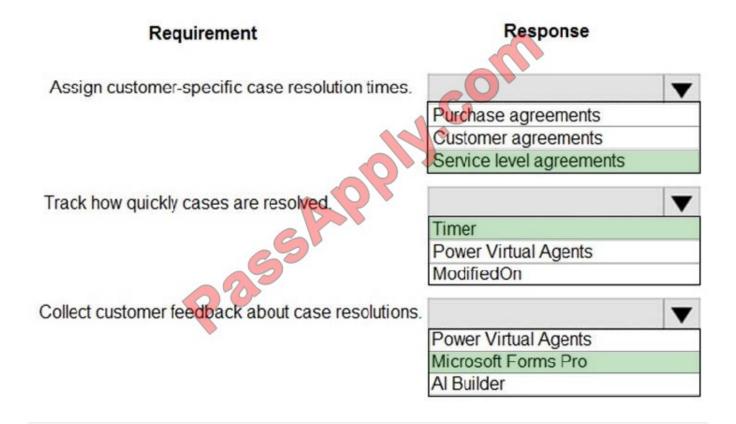


Answer Area





Answer Area



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.	0	0
	You can account and plan for subcontracting services such as painting metal parts, during production.	0	0
С	orrect 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.	0	0
		0	0

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:

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Work orders	Requirement	Feature
Scheduling and dispatch tools	Specify types of services needed at customer locations.	feature
Asset management	Staff and route resources peeded for on-site appointments.	feature
Preventive maintenance	Track customer equipment.	feature
	Automatically generate recurring maintenance appointments.	feature
orrect Answer:	Answer Area	Jenus
		Feature
	Answer Area	
	Answer Area Requirement	Feature
	Answer Area Requirement Specify types of services needed at customer locations.	Feature Work orders

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:





You should recommend Dynamics 365 Business Central Dynamics 365 Commerce Dynamics 365 Finance Management Reporter

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