

Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

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.

Requirement	Response
Assign customer-specific case resolution times.	<div>▼</div> <div>Purchase agreements</div> <div>Customer agreements</div> <div>Service level agreements</div>
Track how quickly cases are resolved.	<div>▼</div> <div>Timer</div> <div>Power Virtual Agents</div> <div>ModifiedOn</div>
Collect customer feedback about case resolutions.	<div>▼</div> <div>Power Virtual Agents</div> <div>Microsoft Forms Pro</div> <div>AI Builder</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Response
Assign customer-specific case resolution times.	<div>▼</div> <div>Purchase agreements</div> <div><u>Customer agreements</u></div> <div><u>Service level agreements</u></div>
Track how quickly cases are resolved.	<div>▼</div> <div><u>Timer</u></div> <div>Power Virtual Agents</div> <div>ModifiedOn</div>
Collect customer feedback about case resolutions.	<div>▼</div> <div>Power Virtual Agents</div> <div><u>Microsoft Forms Pro</u></div> <div>AI Builder</div>

NEW QUESTION 2

This question requires that you evaluate the underlined BOLD text to determine if it is correct.

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and cost for community improvement projects.

You recommend that the company implements Dynamic365 Finance.

Review the underlined text. if it makes the statements correct, select "No change is needed," if the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed.
- B. Dynamics 365 Chain Management
- C. Power Platform
- D. Dynamic 365 Telnet

Answer: A

NEW QUESTION 3

There are complex services being used with your Dynamics 365 instance in which you can own and manage the software applications as well as the data hosted in Azure.

You need to determined which type of cloud service model is being by your organization. Which cloud service model is being used?

- A. Platform as a service (PaaS)
- B. Infrastructure as a service (IaaS)
- C. Software as a service (SaaS)

Answer: A

NEW QUESTION 4

A call center sends a survey to a customer whenever a case is closed. Survey results are analyzed daily. You need to set up a form for the survey.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Answer Area

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Create a survey in Microsoft Forms Pro.

Set up a Survey entity in the Dynamics 365 Marketing portal.

Create views of the Survey entity in Dynamics 365 Marketing.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger.

NEW QUESTION 5

A medical clinic uses Dynamic 365 Sales. The clinic wants to rapidly implement a solution that optimizes coordination of care for patients.

You need to recommend a solution for the clinic.

What should recommend?

- A. Insights
- B. Canvas app
- C. Portal
- D. Healthcare Accelerator

Answer: D

NEW QUESTION 6

A company need visibility into the frequency, number, and types of calls they receive at their customer support center.

You need to recommend a solution for the company.

- A. Relationship Analytics

- B. Data Manger
- C. Customer Service Insights

Answer: C

NEW QUESTION 7

A manufacturing company plans to implement Dynamics 365 Supply Chain Management.

Which module completes the manufacturing of finished goods leveraging Products information Management, General ledger, and other modules?

- A. Production Control
- B. Inventory Management
- C. Warehouse Management
- D. Asset Management

Answer: A

NEW QUESTION 8

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.

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"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 9

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	<input type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Yes

Key features include:

➤ Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No

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

Box 3: Yes

Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

NEW QUESTION 10

A company uses Microsoft Exchange online.

Sales team members want to use Microsoft Outlook to view items that were created in Dynamics 365 Sales. Which three components are synchronized between Dynamics 365 Sales and Outlook?

NOTE: Each correct selection is worth one point.

- A. Tasks
- B. Appointments
- C. Phone calls
- D. Contacts
- E. Accounts

Answer: ABD

NEW QUESTION 10

A company uses Dynamics 365 Finance and Dynamic 365 Chain Management. The company is transitioning from a traditional discrete manufacturing shop floor layout to a lean manufacturing layout with work cells and inventory stores.

The company must be able to try out various configuration of existing equipment to maximize product and efficiently use all of the space within the existing plant without disrupting production.

You need to recommend a solution. What should you recommend?

- A. Power Virtual Agents
- B. Guides
- C. Layout
- D. Remote Assist

Answer: C

NEW QUESTION 11

Which three modules are includes in Dynamics 365 Supply Chain Management? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

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

Answer: ACE

Explanation:

<https://docs.microsoft.com/en-us/learn/modules/get-started-supply-chain-management-dyn365-supply-chainmgm>

NEW QUESTION 15

You are discussing the benefits of hosting a Dynamics 365 development sandbox on Microsoft Azure. What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ability to easily scale for increased growth
- B. A higher of system availability in the event if a disaster
- C. Ability to adhere to static cost requirements
- D. Physical control over server hardware

Answer: AC

NEW QUESTION 18

A company uses Dynamics 365 Finance.

The company conducts business in multiple countries/regions across Europe. You need to recommend solutions for settings up currency options.

Which currency accounting types should you recommend? To answer, drag the appropriate currency accounting types to the correct requirements. Each currency accounting types 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.

Currency accounting types	Requirement	Currency accounting type
Accounting	Currency that is used to record the converted monetary value of financial transactions in ledger accounts.	
Reporting		
Triangulation	Secondary accounting currency that measures the converted monetary value of transactions.	
Denomination	Conversion of two currencies takes place by way of a third reference currency.	
Multiple		

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Currency accounting types	Requirement	Currency accounting type
Accounting	Currency that is used to record the converted monetary value of financial transactions in ledger accounts.	Accounting
Reporting		
Triangulation	Secondary accounting currency that measures the converted monetary value of transactions.	Reporting
Denomination	Conversion of two currencies takes place by way of a third reference currency.	
Multiple		Triangulation

NEW QUESTION 21

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.

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"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 24

A company uses Dynamics 365 Commerce. The company is launching a new product line for select stores. The company wants to ensure that stores participating in the launch receive the new products. Stores that are not participating in the launch must not be able to order the products. You need to recommend tools to help the company launch the new product line. What should recommend? To answer, select the appropriate option in the answer area. NOTE: Each correct selection is worth one point.

- A. Define products for distribution using product assortment.
- B. Define products for distribution using security roles.
- C. Define products for distribution using purchase agreement.
- D. Define products for distribution using trade agreement.

Answer: AD

NEW QUESTION 28

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No. NOTE: Each correct selection is worth one point.

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure event websites.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure event websites.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 30

A non-profit company is considering moving their Dynamics 365 solution from on-premises to online.

You need to help the company understand where their data will be stored after the move and who will own the data.

How should you respond? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Question

Response

Where will data be stored?

	▼
the customer's geographic region	
the datacenter selected by the customer	
the least used datacenter	

Who owns the data?

	▼
the customer	
Microsoft	
the customer while subscription is active, otherwise Microsoft	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question

Response

Where will data be stored?

	▼
the customer's geographic region	
the datacenter selected by the customer	
the least used datacenter	

Who owns the data?

	▼
the customer	
Microsoft	
the customer while subscription is active, otherwise Microsoft	

NEW QUESTION 33

A customer is investigating the insight capabilities of Dynamics 365. Match each app to its goal.

Instructions: To answer, drag the appropriate app from the column on the left to its goal on the right. Each app may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Apps

Goal

App

Customer Service Insights

Determine the number of customer issues reported for each product.

Sales Insights

Identify relationship health.

Customer Insights

Common Data Service

Create a unified view of a customer from multiple data sources.

Omnichannel for Customer Service

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	Customer Service Insights
Sales Insights		
Customer Insights	Identify relationship health.	Sales Insights
Common Data Service	Create a unified view of a customer from multiple data sources.	Customer Insights
Omnichannel for Customer Service		

NEW QUESTION 37

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