

# Microsoft

## Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals



**NEW QUESTION 1**

A company uses Dynamics 365 Sales.  
You need to analyze account data and create reports based on the analyses. Which tool should you use?

- A. Microsoft forms Pro
- B. Management Reporter
- C. Power B1
- D. Power Automate

**Answer:** C

**Explanation:**

Power BI is a power analytics tool that allows us to visualize data. We can create reports in Power BI using Dynamics 365 data.

**NEW QUESTION 2**

A company wants to be able to give quotes to customers from their parts list. You need to recommend a solution for the company.  
What should you recommend?

- A. Dynamics 365 Sales
- B. Dynamics 365 Customer insights
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**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 company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. 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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

#### NEW QUESTION 5

A company wants to ensure they comply with common data privacy standards and regulations. 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
An administrator can export personal user data at the request of the user.	<input type="radio"/>	<input type="radio"/>
Both Microsoft and the company are responsible for breaches of personal data.	<input type="radio"/>	<input type="radio"/>
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Statement	Yes	No
An administrator can export personal user data at the request of the user.	<input checked="" type="radio"/>	<input type="radio"/>
Both Microsoft and the company are responsible for breaches of personal data.	<input checked="" type="radio"/>	<input type="radio"/>
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	<input type="radio"/>	<input checked="" type="radio"/>

#### NEW QUESTION 6

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 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 manufacturing company uses Dynamics 365 Supply Chain Management. The company is working is working on a production order that will span several months.

The company wants to produce purchase orders at different intervals throughout the production process. What should you recommend?

- A. Cost management
- B. Asset management
- C. Master planning
- D. Inventory management

**Answer:** C

#### NEW QUESTION 9

A company uses dynamic 365 Supply Chain Management.

The company hires seasonal workers during peak summer months. The workers must quickly learn to operate manufacturing machinery.

You need to streamline training for the workers and provide a consistent and standardized way to perform tasks.

What should you recommend?

- A. Remote Assist
- B. Layout
- C. Guides

**Answer:** A

#### NEW QUESTION 10

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 14

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 18

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 23

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 28

A company plans to implement Dynamics 365 Finance as their financial system. The company needs to know which features the system supports.  
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
Configurable segregation of duties	<input type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000	<input type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Configurable segregation of duties	<input checked="" type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000	<input checked="" type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 32

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.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 33

You need to implement a solution that can manage manufacturing processes and customer sales order functions for a company. What should you implement?

- A. Dynamics 365 Supply Chain Management and Dynamic 365 Commerce
- B. Dynamics 365 Business Central and Dynamics 365 Customer Service
- C. Dynamic 365 Business Central only
- D. Dynamic 365 Supply Chain Management only

Answer: C

NEW QUESTION 35

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.

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"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

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.

**NEW QUESTION 37**

A car parts distributor use Microsoft Excel to track on-hand inventory quantities and uses Excel and Microsoft Outlook to track sales. The sales company uses a third uses a third-part on-permises finance system. The company needs to all-in-one solution that meets currents needs. You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Customer Service  
B. Dynamics 365 Sales  
C. Dynamics 365 Supply Management  
D. Dynamics 365 Business Central

**Answer:** D

**NEW QUESTION 41**

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 he 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 45**

A company manufactures custom drug compounds. You need to recommend a Dynamics 365 app that allows the company to manage the concentration of specific active ingredients. Provide traceability of ingredients from supplier to customer, and substitute ingredients based on compound type. What should you recommend?

- A. Dynamic 365 Customer service  
B. Dynamic 365 Asset Management  
C. Dynamics 365 Supply Chain Management  
D. Dynamic 365 Product Insights.

**Answer:** C

**NEW QUESTION 50**

A service company has many agents who create cases. Case title often use different words the same meaning. The company wants to use artificial intelligence to quickly and accurately spot trends in service. You need recommend a solution for the company. What should recommend.

- A. Sales Insight  
B. Customer Service insights  
C. Customer Service

**Answer:** B

**NEW QUESTION 54**

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		
Customer Insights	Identify relationship health.	
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 56  
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