MB-901 Dumps

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

A company uses one system for sales and one system for order management. When quotes are accepted in the sales system, the customer and order are reentered into the order management system.

What is a benefit of using the Common Data Model, and who can manage the model? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

What is a benefit of using the Common Data Model?

You can perform one-time data migrations.
You can copy data formats from one system to another.
You can store data in a standardized format.

Who can manage Common Data Model models?

App developers
Users
Customer service representatives
Sales team members

A. Mastered
B. Not Mastered

Answer: A

Explanation:

What is a benefit of using the Common Data Model?

You can perform one-time data migrations.
You can copy data formats from one system to another.
You can store data in a standardized format.

Who can manage Common Data Model models?

App developers
Users
Customer service representatives
Sales team members

NEW QUESTION 2

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

NEW QUESTION 3
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.	○	○
Both Microsoft and the company are responsible for breaches of personal data.	○	○
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
An administrator can export personal user data at the request of the user.	⦿	○
Both Microsoft and the company are responsible for breaches of personal data.	⦿	○
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	○	⦿

NEW QUESTION 4
A company uses Dynamic 365 Human Resources.
You need to ensure that workers can document their own performance relative to goal. Where should you direct the workers?

A. Employee self-service workspace
B. Performance goals page
C. Compensation management page
D. Personal management page

Answer: B

NEW QUESTION 5
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 6
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 7
A company uses Dynamics 365 Sales. The company plans to create custom reports and dashboards. The company does not want to manage security for reporting separately.
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 imports data from Dynamics 365 Sales into Power BI. Power BI reports use the same security as Dynamics 365 Sales.	○	○
SQL Server Reporting Services reports use the same security as Dynamics 365 Sales.	○	○
Sales Insights uses the same security as Dynamics 365 Sales.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
An administrator imports data from Dynamics 365 Sales into Power BI. Power BI reports use the same security as Dynamics 365 Sales.	○	◉
SQL Server Reporting Services reports use the same security as Dynamics 365 Sales.	◉	○
Sales Insights uses the same security as Dynamics 365 Sales.	◉	○

NEW QUESTION 8
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 9
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 10
A company plans to implement Omnichannel for Customer Service.
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
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	○	○
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	○	○
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	○	○

NEW QUESTION 10
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 14
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