



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A medical clinic uses Dynamics 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 you recommend?

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

Correct Answer: C

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

QUESTION 2

HOTSPOT

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.

Hot Area:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within Omnichannel for Customer Service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

QUESTION 3

A company uses Dynamics 365 Human Resources. No add-ons are installed.

You need to set up training courses for employees.

Which two options can you configure? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Airline schedules
- B. Classroom materials
- C. Course videos
- D. Registration deadline
- E. Maximum number of participants

Correct Answer: DE

Reference: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-learning-courses>

QUESTION 4

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 5

HOTSPOT

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.

Hot Area:



Answer Area

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	

Correct Answer:

Answer Area

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	



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Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

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