



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company purchases Dynamics 365 Finance.

Which two features can the company implement? Each correct selection presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Accounts receivable
- B. Payment fraud prevention
- C. Manufacturing
- D. Omnichannel
- E. General ledger

Correct Answer: AE

QUESTION 2

DRAG DROP

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.

Select and Place:

Answer Area

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



Correct Answer:

Answer Area

Apps

Common Data Service

Omnichannel for Customer Service

Goal

Determine the number of customer issues reported for each product.

Identify relationship health.

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

App

Customer Service Insights

Sales Insights

Customer Insights

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/service-insights-reports>

QUESTION 3

HOTSPOT

A company uses Dynamics 365 Sales. You are creating an app for the sales team.

The app must only contain a subset of Dynamics 365 Sales views, forms, and reports.

What should you implement? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You must use

	▼
AI Builder	
Model-driven apps	
Power BI	
Power Automate	

to modify the app and remove the menu items for unwanted features.

Correct Answer:



Answer Area

You must use

▼
AI Builder
Model-driven apps
Power BI
Power Automate

to modify the app and remove the menu items for unwanted features.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview>

QUESTION 4

A company uses Dynamics 365 Finance and Dynamics 365 Supply 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 configurations of existing equipment to maximize product flow 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. Layout
- B. Guides
- C. Remote Assist
- D. Power Virtual Agents

Correct Answer: A

QUESTION 5

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

You need to determine which type of cloud service model is being used 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)

Correct Answer: A

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