



# MB-901<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals

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### QUESTION 1

A company uses Dynamics 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. Guides
- C. Layout

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/mixed-reality/remote-assist/>

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### QUESTION 2

DRAG DROP

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.

Select and Place:



### 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.



Correct Answer:

### Actions

### Answer Area

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

Create views of the Survey entity in Dynamics 365 Marketing.

Create a survey in Microsoft Forms Pro.

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

Review responses.



Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger. Reference: <https://docs.microsoft.com/en-us/forms-pro/get-started> <https://docs.microsoft.com/en-us/forms-pro/send-survey-flow> <https://docs.microsoft.com/en-us/forms-pro/analyze-survey-responses>



### QUESTION 3

A company uses Dynamics 365 Sales. You plan to use Power Apps to create a canvas app that allows sales team members to enter data for customers, leads, and opportunities. Sales team members must be able to enter the information from desktops, laptops, tablets, and mobile devices. All salespeople need access to the same forms, views and reports. What is the minimum number of Power Apps that you must create?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: A

### QUESTION 4

#### HOTSPOT

A company with disparate systems is interested in the Common Data Model.

How does using the Common Data Model benefit the company? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Requirement

#### Benefit of using Common Data Model

Use data across different systems.

	▼
It creates a database for each disparate system.	
It creates a database to which all information can be imported.	
It creates data formats that are consumable by other systems.	
It creates a shared language for all data and data relationships.	

Ensure consistency of data.

	▼
It provides a standardized schema for data.	
It allows all data to be used in one application.	
It eliminates integrations.	
It reduces the number of sign-ins for applications.	

Correct Answer:



## Answer Area

### Requirement

### Benefit of using Common Data Model

Use data across different systems.

- It creates a database for each disparate system.
- It creates a database to which all information can be imported.
- It creates data formats that are consumable by other systems.
- It creates a shared language for all data and data relationships.

Ensure consistency of data.

- It provides a standardized schema for data.
- It allows all data to be used in one application.
- It eliminates integrations.
- It reduces the number of sign-ins for applications.

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

## QUESTION 5

### HOTSPOT

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Dynamics 365 Field Service</li><li>Customer Service Insights</li></ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"><li>SMS-text message</li><li>Webchat</li><li>Power Platform portal</li></ul>
Combine all types of inquiries into a single interface.	<ul style="list-style-type: none"><li>Omnichannel for Customer Service</li><li>Power BI</li><li>Customer Service Insights</li></ul>

Correct Answer:



## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Dynamics 365 Field Service</li><li>Customer Service Insights</li></ul>
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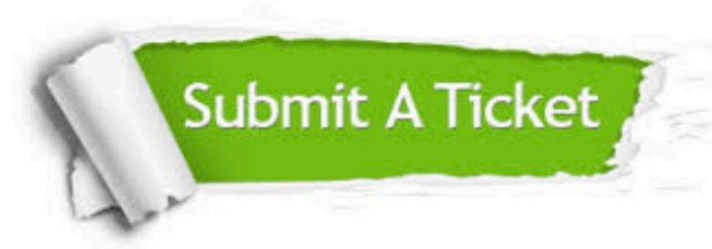
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