



MB-920^{Q&As}

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps
(ERP)

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QUESTION 1

HOTSPOT

A company plans to implement enterprise asset management by using Dynamics 365 Supply Chain Management.

Instructions: 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:

Statements	Yes	No
You can create work orders from a maintenance schedule.	<input type="radio"/>	<input type="radio"/>
You can create maintenance requests by using the Schedule maintenance plans feature.	<input type="radio"/>	<input type="radio"/>
You can assign maintenance workers that have a specific skill to work orders and maintenance requests.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statements	Yes	No
You can create work orders from a maintenance schedule.	<input checked="" type="radio"/>	<input type="radio"/>
You can create maintenance requests by using the Schedule maintenance plans feature.	<input checked="" type="radio"/>	<input type="radio"/>
You can assign maintenance workers that have a specific skill to work orders and maintenance requests.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 2

HOTSPOT



A company plans to implement Dynamics 365 Customer Insights and use the audience insights capability.

Instructions: 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

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input checked="" type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/overview>

QUESTION 3

HOTSPOT

A company uses Dynamics 365 Commerce.

You need to suggest point of sale (POS) options with offline capabilities for the company's retail locations.

Which POS options have offline capabilities? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Hot Area:

Answer Area

POS option	Offline capabilities
MPOS for Windows	<input type="checkbox"/> Yes <input type="checkbox"/> No
MPOS for Android	<input type="checkbox"/> Yes <input type="checkbox"/> No
MPOS for iOS	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cloud POS	<input type="checkbox"/> Yes <input type="checkbox"/> No

Correct Answer:



Answer Area

POS option	Offline capabilities
MPOS for Windows	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MPOS for Android	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MPOS for iOS	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Cloud POS	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/mpos-or-cpos>

QUESTION 4

HOTSPOT

A company plans to use Dynamics 365 Supply Chain Management.

Instructions: 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

Statements	Yes	No
Lean manufacturing processes produce only what is needed to meet customer demands.	<input type="radio"/>	<input type="radio"/>
Lean manufacturing processes rely on recipes, ingredients, and formulas to mix ingredients in specific proportions.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
Lean manufacturing processes produce only what is needed to meet customer demands.	<input checked="" type="radio"/>	<input type="radio"/>
Lean manufacturing processes rely on recipes, ingredients, and formulas to mix ingredients in specific proportions.	<input type="radio"/>	<input checked="" type="radio"/>

Reference: <https://docs.microsoft.com/en-us/learn/modules/introduction-dynamics-365-supply-chain-management/9-manufacturing>

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	

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

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