MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

HOTSPOT

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.

Hot Area:

Answer Area

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.	○	○

Correct Answer:

Answer Area

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.	●	○

QUESTION 2

A company plans to implement Dynamics 365 Finance.

You need to ensure that users can only view menu options that are appropriate for their jobs.

Which permission type should you use?

A. role-based security

B. Office 365 Groups

C. team security

D. field-level security

Correct Answer: A

QUESTION 3

You are a sales representative for a company. Which feature can be found in Dynamics 365 Sales?

A. Turning leads into opportunities.

B. Tracking the asset history of a customer.

C. Resolving an open case of a customer.

D. Tracking service level agreements.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales

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QUESTION 4

DRAG DROP

A company uses Dynamics 365 Finance.

The company conducts business in multiple countries/regions across Europe.

You need to recommend solutions for setting up currency options.

Which currency accounting types should you recommend? To answer, drag the appropriate currency accounting types to the correct requirements. Each currency accounting type may be used once, more than once, or not at all. You may

need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Currency accounting types

| Accounting |
| Reporting |
| Triangulation |
| Denomination |
| Multiple |

Requirement

Currency that is used to record the converted monetary value of financial transactions in ledger accounts.

Secondary accounting currency that measures the converted monetary value of transactions.

Conversion of two currencies takes place by way of a third reference currency.

Currency accounting type

[   ]

[   ]

[   ]

Correct Answer:

Answer Area

Currency accounting types

| [   ] |
| [   ] |
| [   ] |
| Denomination |
| Multiple |

Requirement

Currency that is used to record the converted monetary value of financial transactions in ledger accounts.

Secondary accounting currency that measures the converted monetary value of transactions.

Conversion of two currencies takes place by way of a third reference currency.

Currency accounting type

| Accounting |

| Reporting |

| Triangulation |

Reference: https://docs.microsoft.com/en-us/learn/modules/configure-currencies-dyn365-finance/2-currency-conv

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QUESTION 5

HOTSPOT

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
Inventory management is one of the key features of Dynamics 365 Field Service.	○	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	○
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	●	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	●
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	●	○

Box 1: Yes

Key features include:

Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No

Field Service Mobile lets you work online or offline. Online mode requires an Internet connection; offline mode does not.

Box 3: Yes

Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/overview

https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide

https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders

https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 6

You are implementing Dynamics 365 Customer Service.

Company executives need to decide whether to put the data on-premises or in the cloud.

You need to explain the data security benefits of the cloud.

What should you communicate to the executives?

A. Active Directory keeps data secure.

B. Data is in a government cloud.

C. Data on-premises is encrypted by default.

D. Data online is encrypted by default.

Correct Answer: D

Reference:

https://docs.microsoft.com/en-us/microsoft-365/compliance/office-365-encryption-in-microsoft-dynamics-365?view=o365-worldwide

QUESTION 7

HOTSPOT

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.

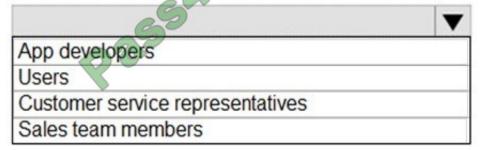NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

What is a benefit of using the Common Data Model?

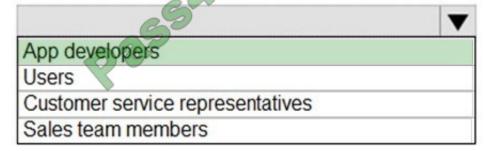|	▼
You can perform one-time data migrations.	
You can copy data formats from one system to another.	
You can store data in a standardized format.	

Who can manage Common Data Model models?

	▼
App developers	
Users	
Customer service representatives	
Sales team members	

Correct Answer:

Answer Area

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	

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

QUESTION 8

A company plans to deploy Dynamics 365 Customer Service and integrate it with two proprietary apps. The company does not have a virtual private network (VPN) or secure network.

Which two reasons require deploying the app to a private cloud? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. You have an application that only runs on a legacy operating system.

B. Your company has very strict legal and compliance requirements.

C. You do not have an IT security specialist onsite.

D. You do not have access to the internet while working on company computers.

Correct Answer: AD

QUESTION 9

HOTSPOT

An organization plans to implement role-based security for Dynamics 365 applications.

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
User security privileges are controlled by assigning users to roles.	○	○
Security for all Dynamics 365 applications are configured in a single unified location.	○	○
Security roles are assigned to users in Microsoft Azure Active Directory (Azure AD).	○	○

Correct Answer:

Answer Area

Statement	Yes	No
User security privileges are controlled by assigning users to roles.	◉	○
Security for all Dynamics 365 applications are configured in a single unified location.	○	◉
Security roles are assigned to users in Microsoft Azure Active Directory (Azure AD).	○	◉

QUESTION 10

An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.

Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft Office 365 apps.

You need to obtain a file from the client that can be imported into Dynamics 365 Layout.

Which type of file should you ask for?

A. Microsoft Excel

B. AI Builder

C. Microsoft Visio

D. Microsoft Planner

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout

QUESTION 11

A retailer sells products by using an e-commerce site, brick and mortar stores, and phone sales.

Different processes are used for each type of order source.

You need to ensure that you can support each type of sale.

What should you recommend?

A. case management and loyalty programs

B. a retail store, an online store, and a call center

C. a mobile app and a credit card gateway

D. a mobile app and online sales

Correct Answer: B

QUESTION 12

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company.

What should you recommend?

A. Dynamics 365 Marketing

B. Dynamics 365 Sales

C. Dynamics 365 Human Resources

D. Dynamics 356 Customer Insights

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales

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