



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals Exam

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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

Hot Area:

Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input type="radio"/>	<input type="radio"/>

Dynamics 365 Sales supports which scenarios?

For each of the following statements, select Yes if the scenario is supported. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Correct Answer:



Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	<input checked="" type="radio"/>	<input type="radio"/>
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/re-open-lead-sales>
<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-sales-hub-on-dynamics-365-mobile>

QUESTION 3

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 4

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.	<input checked="" type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input checked="" type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>

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 5

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 6

This question requires that you evaluate the underlined text to determine if it is correct.

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and costs for community improvement projects.

You recommend that the company implements Dynamics 365 Finance.

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed.
- B. Dynamics 365 Supply Chain Management
- C. Power Platform
- D. Dynamics 365 Talent

Correct Answer: A

QUESTION 7

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



QUESTION 8

A manufacturer of industrial machines creates hands-on training for users.

You need to recommend a technology that overlays the machines with images while users work on the machines.

Which technology should you recommend?

- A. virtual reality
- B. mixed reality
- C. artificial intelligence
- D. augmented reality

Correct Answer: B

Reference: <https://dynamics.microsoft.com/en-gb/mixed-reality/overview/>

QUESTION 9

A company needs visibility into the frequency, number, and types of calls they receive at their customer support center.

You need to recommend a solution for the company.

What should you recommend?

- A. Data Manager
- B. Customer Service Insights
- C. Relationship Analytics

Correct Answer: B

QUESTION 10

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/>

QUESTION 11

HOTSPOT

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service.

The company is evaluating Field Service Mobile for technicians.

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
Technicians can collect digital signatures from customers when work is complete.	<input type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes

When technicians are working on a work order they can add your notes, attachments, pictures, and signatures.

Box 2: Yes

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

Reference:

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

QUESTION 12

HOTSPOT

A non-profit company is considering moving their Dynamics 365 solution from on-premises to online.

You need to help the company understand where their data will be stored after the move and who will own the data.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Question	Response
Where will data be stored?	<input type="text"/> the customer's geographic region the datacenter selected by the customer the least used datacenter
Who owns the data?	<input type="text"/> the customer Microsoft the customer while subscription is active, otherwise Microsoft

Correct Answer:

Answer Area

Question	Response
Where will data be stored?	<input type="text"/> the customer's geographic region the datacenter selected by the customer the least used datacenter
Who owns the data?	<input type="text"/> the customer Microsoft the customer while subscription is active, otherwise Microsoft



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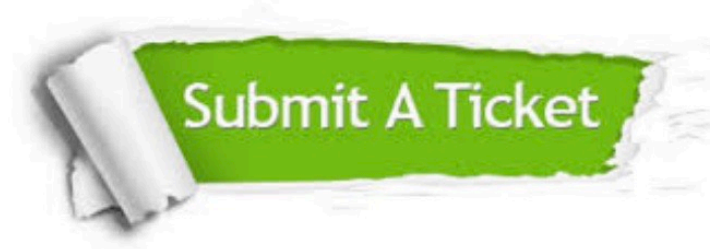
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