

Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

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, more the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

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.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger.

NEW QUESTION 2

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 3

A company wants to ensure they comply with common data privacy standards and regulations. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
An administrator can export personal user data at the request of the user.	<input type="radio"/>	<input type="radio"/>
Both Microsoft and the company are responsible for breaches of personal data.	<input type="radio"/>	<input type="radio"/>
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
An administrator can export personal user data at the request of the user.	<input checked="" type="radio"/>	<input type="radio"/>
Both Microsoft and the company are responsible for breaches of personal data.	<input checked="" type="radio"/>	<input type="radio"/>
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 4

A company uses Dynamic 365 Human Resources. You need to ensure that workers can document their own performance relative to goal. Where should you direct the workers?

- A. Employee self-service workspace
- B. Performance goals page
- C. Compensation management page
- D. Personal management page

Answer: B

NEW QUESTION 5

A company uses Dynamic 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs. There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage. You need to automate the survey process and streamline collection and analysis of responses.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct select is worth one point.

- A. Create a survey form in Dynamics 365 Marketing and create a campaign to send it to out and collect data.
- B. Create surveys in Dynamics 365 Marketing by using Questionnaire.
- C. Use Forms Pro to compile results from the existing third-party app.
- D. Use Power Automate to automatically send Forms Pro surveys.

Answer: CD

NEW QUESTION 6

A customer wants to implement Dynamics 365 Talent to manage employee benefits. The company needs to know if Dynamics 365 Talent will meet their other personnel needs.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Talent can manage absence reporting.	<input type="radio"/>	<input type="radio"/>
Talent can manage compensation plans.	<input type="radio"/>	<input type="radio"/>
Talent can manage work schedules.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Talent can manage absence reporting.	<input checked="" type="radio"/>	<input type="radio"/>
Talent can manage compensation plans.	<input checked="" type="radio"/>	<input type="radio"/>
Talent can manage work schedules.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 7

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	<input type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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.

NEW QUESTION 8

A Company uses Dynamic 365 Supply Chain Management.

A machine on the manufacturing floor breaks down. A senior technician located at another plats has been trying to help diagnose he problem over the phone. The technician is not able to help the onsite technician make the appropriate fix.

You need to recommend a solution that allows the senior technician to provide visual guidance to the onsite technician.

What should you recommend?

- A. Power Virtual Agents
- B. Layout
- C. Remote Assist

Answer: C

NEW QUESTION 9

A company uses Microsoft Exchange online.

Sales team members want to use Microsoft Outlook to view items that were created in Dynamics 365 Sales. Which three components are synchronized between Dynamics 365 Sales and Outlook?

NOTE: Each correct selection is worth one point.

- A. Tasks
- B. Appointments
- C. Phone calls
- D. Contacts
- E. Accounts

Answer: ABD

NEW QUESTION 10

You are discussing the benefits of hosting a Dynamics 365 development sandbox on Microsoft Azure. What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ability to easily scale for increased growth
- B. A higher of system availability in the event if a disaster
- C. Ability to adhere to static cost requirements
- D. Physical control over server hardware

Answer: AC

NEW QUESTION 10

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.

App to use:	<div><div></div><div>Dynamics 365 Sales</div><div>Dynamics 365 Finance</div><div>Dynamics 365 Customer Service</div><div>Dynamics 365 Commerce</div></div>
Feature to implement:	<div><div></div><div>Loyalty program</div><div>Customer statement</div><div>Accounts receivable transaction</div><div>Retail statement</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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	

NEW QUESTION 11

You need to implement a solution that can manage manufacturing processes and customer sales order functions for a company. What should you implement?

- A. Dynamics 365 Supply Chain Management and Dynamic 365 Commerce
- B. Dynamics 365 Business Central and Dynamics 365 Customer Service
- C. Dynamic 365 Business Central only
- D. Dynamic 365 Supply Chain Management only

Answer: C

NEW QUESTION 12

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.

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"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 15

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 19

You are implementing Dynamics 365 Customer Service.

Company executives need to decide whether to put the data on-permises or in the cloud. You need to explain the data security benefits of the cloud.

What should you communicate to the executives?

- A. Data on-permises is encrypted by default.
- B. Active Directory keeps data secure.
- C. Data online encrypted by default.
- D. Data is in a government cloud.

Answer: C

NEW QUESTION 22

A customer needs a cost-effective sales solution that can display current news about a lead or an account. You recommend Microsoft Relationship Sales.

Which two products are includes in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Sales Enterprise
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Sales Insights
- D. Dynamics Sales navigator

Answer: AD

NEW QUESTION 23

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No. NOTE: Each correct selection is worth one point.

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure event websites.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure event websites.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 25

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.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question

Response

Where will data be stored?

	▼
the customer's geographic region	
the datacenter selected by the customer	
the least used datacenter	

Who owns the data?

	▼
the customer	
Microsoft	
the customer while subscription is active, otherwise Microsoft	

NEW QUESTION 29

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