

MB-901 Dumps

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses. Which tool should you use?

- A. Microsoft forms Pro
- B. Management Reporter
- C. Power BI
- D. Power Automate

Answer: C

Explanation:

Power BI is a power analytics tool that allows us to visualize data. We can create reports in Power BI using Dynamics 365 data.

NEW QUESTION 2

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 Sales
- B. Dynamics 365 Customer insights
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Answer: A

NEW QUESTION 3

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.

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.



- 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 4

A manufacturing company uses Dynamics 365 Supply Chain Management. The company is working is working on a production order that will span several months.

The company wants to produce purchase orders at different intervals throughout the production process. What should you recommend?

- A. Cost management
- B. Asset management
- C. Master planning
- D. Inventory management

Answer: C

NEW QUESTION 5

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 6

A Company uses Dynamic 365 Supply Chain Management.

A machine on the manufacturing floor breaks down. A senior technician located at another plants has been trying to help diagnose the 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 7

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 8

A company plans to purchase Dynamic 365 Finance.

The company has customer who frequently pay their invoices late or do not pay at all. The company continues to sell to these customers. This creates large write-offs of bad debt.

The company needs to proactively communicate with customers, collect unpaid accounts receivable, and stop new sales until past due invoices are paid.

You need to recommend solution to facilitate communicate and collections.

Which three options should you recommend? Each answer represents a complete solution. NOTE: Each correct selection is worth one point.

- A. Customer statements
- B. Collection letter
- C. Open sales orders report
- D. Stop customer
- E. Payment journals

Answer: ABD

NEW QUESTION 9

A service company has many agents who create cases. Case title often use different words the same meaning. The company wants to use artificial intelligence to

quickly and accurately spot trends in service.

You need recommend a solution for the company. What should recommend.

- A. Sales Insight
- B. Customer Service insights
- C. Customer Service

Answer: B

NEW QUESTION 10

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