

MB-901 Dumps

Microsoft Dynamics 365 Fundamentals

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NEW QUESTION 1

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.

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	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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	

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 need 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.

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

Answer: C

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

A company uses dynamic 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. Layout
C. Guides

Answer: A

NEW QUESTION 6

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 7

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 8

A company uses Dynamics 365 Finance and Dynamic 365 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 configuration of existing equipment to maximize product 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. Power Virtual Agents
- B. Guides
- C. Layout
- D. Remote Assist

Answer: C

NEW QUESTION 9

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 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:	<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>

NEW QUESTION 10

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 14

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 16

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 20

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