



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A company uses Dynamics 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 selection 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. Use Power Automate to automatically send Forms Pro surveys.
- C. Use Forms Pro to compile results from the existing third-party app.
- D. Use Forms Pro to collect and analyze survey results.
- E. Create surveys in Dynamics 365 Marketing by using Questionnaire.

Correct Answer: BD

Reference: <https://docs.microsoft.com/en-us/forms-pro/get-started>

<https://docs.microsoft.com/en-us/forms-pro/send-survey-flow>

QUESTION 2

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 3

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 4

HOTSPOT

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none">Power Virtual AgentsDynamics 365 Field ServiceCustomer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none">SMS-text messageWebchatPower Platform portal
Combine all types of inquiries into a single interface.	<ul style="list-style-type: none">Omnichannel for Customer ServicePower BICustomer Service Insights

Correct Answer:



Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none">Power Virtual AgentsDynamics 365 Field ServiceCustomer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none">SMS-text messageWebchatPower Platform portal
Combine all types of inquiries into a single interface.	<ul style="list-style-type: none">Omnichannel for Customer ServicePower BICustomer Service Insights

QUESTION 5

DRAG DROP

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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:



Features

- Work orders
- Scheduling and dispatch tools
- Asset management
- Preventive maintenance

Answer Area

Requirement

- Specify types of services needed at customer locations.
- Staff and route resources needed for on-site appointments.
- Track customer equipment.
- Automatically generate recurring maintenance appointments.

Feature

- feature
- feature
- feature
- feature

Correct Answer:

Features

-
-
-
-

Answer Area

Requirement

- Specify types of services needed at customer locations.
- Staff and route resources needed for on-site appointments.
- Track customer equipment.
- Automatically generate recurring maintenance appointments.

Feature

- Work orders
- Scheduling and dispatch tools
- Asset management
- Preventive maintenance

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

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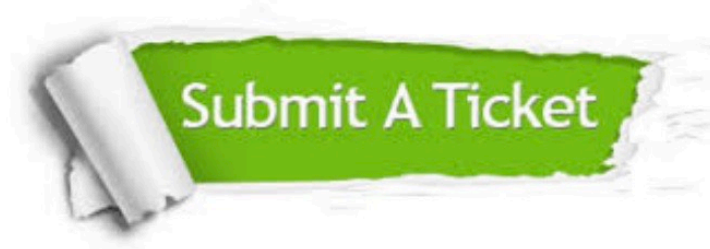
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