



# MB-901<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals

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### QUESTION 1

#### HOTSPOT

A plumbing repair company uses Dynamics 365 Customer Service.

The company wants to better serve customers by offering quicker response times and improving processes based on customer feedback.

You need to recommend solutions for the company.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

Requirement	Response
Assign customer-specific case resolution times.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Purchase agreements</li><li>Customer agreements</li><li>Service level agreements</li></ul></div>
Track how quickly cases are resolved.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Timer</li><li>Power Virtual Agents</li><li>ModifiedOn</li></ul></div>
Collect customer feedback about case resolutions.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Microsoft Forms Pro</li><li>AI Builder</li></ul></div>

Correct Answer:



## Answer Area

### Requirement

### Response

Assign customer-specific case resolution times.

	▼
Purchase agreements	
Customer agreements	
Service level agreements	

Track how quickly cases are resolved.

	▼
Timer	
Power Virtual Agents	
ModifiedOn	

Collect customer feedback about case resolutions.

	▼
Power Virtual Agents	
Microsoft Forms Pro	
AI Builder	

## QUESTION 2

### 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 3**

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

Correct Answer: BCD

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**QUESTION 4**

A company has four territory managers. Ten salespeople report to each manager.

Territory managers need to be able to see records related to each salesperson that they manage.

Salespeople must be able to see only their own records.

What should you implement?

- A. Active Directory groups
- B. Role-based security
- C. App-based security
- D. Field-level security

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/learn/modules/recognize-dynamics-365-security/6-security-model-driven-apps>

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**QUESTION 5****HOTSPOT**

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before



launching the entire email campaign.

You need to recommend a solution for the company.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

What is the automated solution?

	▼
A/B test	
Market Insights	
Enhanced email	

Which testing process is used?

	▼
Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.	
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.	
An email is sent to a sample group. A summary of responses is sent to the creator.	

Correct Answer:



## Answer Area

What is the automated solution?

	▼
A/B test	
Market Insights	
Enhanced email	

Which testing process is used?

	▼
Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.	
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.	
An email is sent to a sample group. A summary of responses is sent to the creator.	

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/email-a-b-testing>

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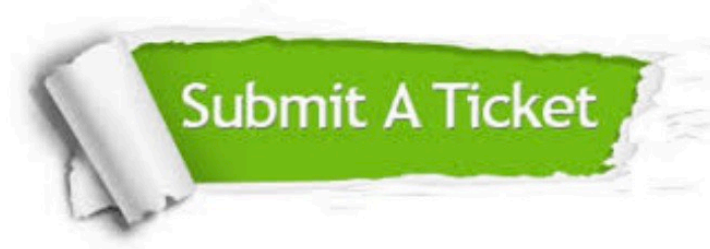
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