



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

Microsoft Dynamics 365 Fundamentals

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**QUESTION 1**

**HOTSPOT**

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.

Hot Area:

**Answer Area**

| 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="checkbox"/> | <input type="checkbox"/> |
| 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="checkbox"/> | <input type="checkbox"/> |

Correct Answer:

**Answer Area**

| 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="checkbox"/> | <input type="checkbox"/> |
| 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="checkbox"/> | <input type="checkbox"/> |

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/re-open-lead-sales>  
<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-sales-hub-on-dynamics-365-mobile>

**QUESTION 2**



**HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Statement  | Yes                   | No                    |
|--|-----------------------|-----------------------|
| You can create different service levels for different customers. | <input type="radio"/> | <input type="radio"/> |
| You can manage warranties.                                       | <input type="radio"/> | <input type="radio"/> |
| You can schedule recurring maintenance.                          | <input type="radio"/> | <input type="radio"/> |

Correct Answer:

**Answer Area**

| Statement  | Yes                              | No                               |
|--|----------------------------------|----------------------------------|
| You can create different service levels for different customers. | <input checked="" type="radio"/> | <input type="radio"/>            |
| You can manage warranties.                                       | <input type="radio"/>            | <input checked="" type="radio"/> |
| You can schedule recurring maintenance.                          | <input checked="" type="radio"/> | <input type="radio"/>            |

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders#configuration-considerations>

**QUESTION 3**

A company uses Dynamics 365 Talent: Core HR. The company provides health insurance, parking passes, mobile phones, and tablets for employees based on employee roles.

The company decides to offer parking passes to sales team employees.

You need to ensure that parking passes are provided to sales team employees.



What should you modify?

- A. Expense management policies
- B. Security roles
- C. Vendor management policies
- D. Benefits eligibility policies
- E. Compensation plans

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-benefits-eligibility-policies>

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#### QUESTION 4

A company manufactures custom medications.

You need to recommend a Dynamics 365 app that allows the company to manage the concentration of specific active ingredients, provide traceability of ingredients from supplier to customer, and substitute ingredients based on compound

type.

What should you recommend?

- A. Dynamics 365 Supply Chain Management
- B. Dynamics 365 Product Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Asset Management

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/production-control/batch-balancing>

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#### QUESTION 5

A company uses Dynamics 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



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B. Guides

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Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/mixed-reality/remote-assist/>

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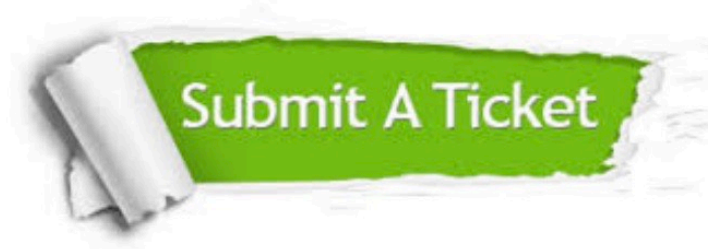
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