



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A potential customer delays their decision to commit to a big multi-year contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies.

Which app should you recommend?

- A. Customer Service Insights
- B. Sales Insights
- C. Power Virtual Agents
- D. Market Insights

Correct Answer: B

QUESTION 2

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure event websites.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure event websites.	<input type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

QUESTION 3

HOTSPOT

A company stores sales information in CSV files and uses SharePoint Online. Customer information is stored in many places. The company has an on-premises sales system.

The company does not want the sales system connected to any of their online systems.

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 use SharePoint Online lists as a data source for Customer Insights.	<input type="radio"/>	<input type="radio"/>
You can use CSV files stored in SharePoint Online as a data source for Customer Insights.	<input type="radio"/>	<input type="radio"/>
You can use the on-premises sales system data as a data source for Customer Insights.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
You can use SharePoint Online lists as a data source for Customer Insights.	<input checked="" type="radio"/>	<input type="radio"/>
You can use CSV files stored in SharePoint Online as a data source for Customer Insights.	<input checked="" type="radio"/>	<input type="radio"/>
You can use the on-premises sales system data as a data source for Customer Insights.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 4

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	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	feature
Scheduling and dispatch tools	Staff and route resources needed for on-site appointments.	feature
Asset management	Track customer equipment.	feature
Preventive maintenance	Automatically generate recurring maintenance appointments.	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>

QUESTION 5

HOTSPOT

A company plans to implement Dynamics 365 Finance as their financial system. The company needs to know which features the system supports.

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
Configurable segregation of duties	<input type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000	<input type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Configurable segregation of duties	<input checked="" type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000	<input checked="" type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/sysadmin/tasks/set-up-segregation-duties> <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/generate-financial-report> <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/organization-administration/configure-approval-process-workflow>

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