



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

DRAG DROP

A customer is investigating the insight capabilities of Dynamics 365.

Match each app to its goal.

Instructions: To answer, drag the appropriate app from the column on the left to its goal on the right. Each app may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	
Sales Insights	Identify relationship health.	
Customer Insights	Create a unified view of a customer from multiple data sources.	
Common Data Service		
Omnichannel for Customer Service		

Correct Answer:

Answer Area

Apps	Goal	App
	Determine the number of customer issues reported for each product.	Customer Service Insights
	Identify relationship health.	Sales Insights
Common Data Service	Create a unified view of a customer from multiple data sources.	Customer Insights
Omnichannel for Customer Service		

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/service-insights-reports>



QUESTION 2

An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.

Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft Office 365 apps.

You need to obtain a file from the client that can be imported into Dynamics 365 Layout.

Which type of file should you ask for?

- A. Microsoft Excel
- B. AI Builder
- C. Microsoft Visio
- D. Microsoft Planner

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout>

QUESTION 3

A retailer sells products by using an e-commerce site, brick and mortar stores, and phone sales.

Different processes are used for each type of order source.

You need to ensure that you can support each type of sale.

What should you recommend?

- A. case management and loyalty programs
- B. a retail store, an online store, and a call center
- C. a mobile app and a credit card gateway
- D. a mobile app and online sales

Correct Answer: B

QUESTION 4

A company uses Dynamics 365 Sales. You plan to use Power Apps to create a canvas app that allows sales team members to enter data for customers, leads, and opportunities. Sales team members must be able to enter the information from desktops, laptops, tablets, and mobile devices. All salespeople need access to the same forms, views and reports. What is the minimum number of Power Apps that you must create?

- A. 1



- B. 2
- C. 3
- D. 4

Correct Answer: A

QUESTION 5

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"/>

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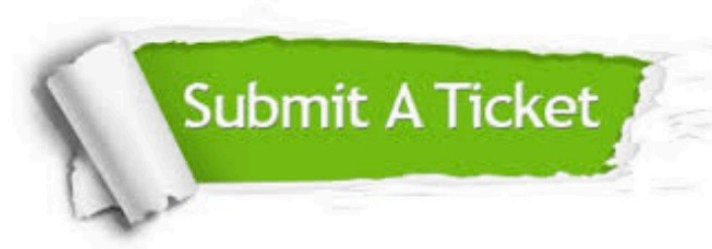
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