



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

A car parts distributor uses Microsoft Excel to track on-hand inventory quantities and uses Excel and Microsoft Outlook to track sales. The company uses a third-party on-premises finance system.

The company needs an all-in-one solution that meets current needs.

You need to recommend a solution for the company.

What should you recommend?

- A. Dynamics 365 Customer Service
- B. Dynamics 365 Supply Chain Management
- C. Dynamics 365 Sales
- D. Dynamics 365 Business Central

Correct Answer: D

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

HOTSPOT

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
Inventory management is one of the key features of Dynamics 365 Field Service.	<input type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	<input checked="" type="radio"/>	<input type="radio"/>
Field Service Mobile has offline capabilities only when a third-party application is installed.	<input type="radio"/>	<input checked="" type="radio"/>
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes

Key features include:

Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No

Field Service Mobile lets you work online or offline. Online mode requires an Internet connection; offline mode does not.

Box 3: Yes

Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

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

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

QUESTION 4

HOTSPOT

A company uses Dynamics 365 Sales. You are creating an app for the sales team.

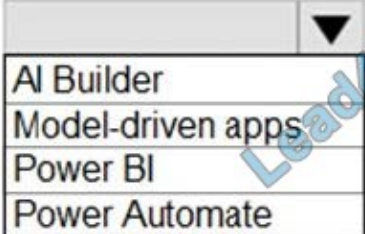
The app must only contain a subset of Dynamics 365 Sales views, forms, and reports.

What should you implement? To answer, select the appropriate option in the answer area.



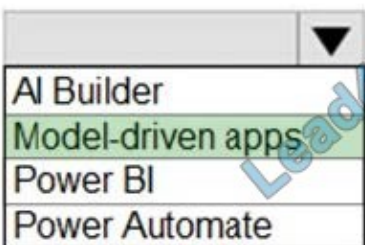
Hot Area:

Answer Area

You must use  to modify the app and remove the menu items for unwanted features.

Correct Answer:

Answer Area

You must use  to modify the app and remove the menu items for unwanted features.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview>

QUESTION 5

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features should you recommend? 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

- Omnichannel
- Routing rules
- Out-of-the-box dashboards
- Plug-in

Answer Area

Requirement

- Customers must be able to create cases by using online chat.
- Customers must be able to create cases by sending email.
- Display the number of cases waiting in the queue, by queue, and by individual agent.

Feature

- Feature
- Feature
- Feature

Correct Answer:

Features

- Omnichannel
-
-
-

Answer Area

Requirement

- Customers must be able to create cases by using online chat.
- Customers must be able to create cases by sending email.
- Display the number of cases waiting in the queue, by queue, and by individual agent.

Feature

- Plug-in
- Routing rules
- Out-of-the-box dashboards

QUESTION 6

You work for a large multinational corporation.

You must implement a solution that can manage manufacturing processes and customer sales order functions for your company.

What should you implement?

- A. Dynamics 365 Business Central and Dynamics 365 Customer Service.
- B. Dynamics 365 Supply Chain Management and Dynamics 365 Commerce.
- C. Dynamics 365 Supply Chain Management only
- D. Dynamics 365 Business Central only

Correct Answer: B

QUESTION 7

DRAG DROP

Match each tool to its task.

NOTE: Each correct match is worth one point.

Select and Place:



Tools

Power BI

Power Automate

Power Apps

Answer Area

Task

Configure dashboards.

Automate workflows.

Trigger an action from an event.

Configure a custom mobile data entry screen.

Tool

tool

tool

tool

tool

Correct Answer:

Tools

Power BI

Power Automate

Power Apps

Answer Area

Task

Configure dashboards.

Automate workflows.

Trigger an action from an event.

Configure a custom mobile data entry screen.

Tool

Power Apps

Power Automate

Power Automate

Power Apps

QUESTION 8

Which three unique user experiences are offered by Dynamics 365 Fraud Protection? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Protect
- B. Evaluate
- C. Analyze
- D. Assign
- E. Diagnose
- F. Feedback

Correct Answer: ABE



Reference: <https://docs.microsoft.com/en-us/dynamics365/fraud-protection/overview>

QUESTION 9

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Sales Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Customer Insights
- D. LinkedIn Sales Navigator

Correct Answer: BD

Microsoft Relationship Sales includes the following components:

1.
Dynamics 365 Sales Enterprise
2.
LinkedIn Sales Navigator

Reference: <https://dynamics.microsoft.com/en-gb/sales/relationship-sales/>

QUESTION 10

HOTSPOT

A company uses Dynamics 365 Sales and plans to implement Power Apps to perform various tasks.

Which Power Apps tools should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Scenario	Tool
Data entry screen to capture lead name, phone number, and product.	<ul style="list-style-type: none">Canvas appPower Apps portalCommon Data Service
The system must send email to sales managers when leads are captured.	<ul style="list-style-type: none">Power AutomateCanvas appPower Apps portalCommon Data Service
Customer signs in to view their profile.	<ul style="list-style-type: none">Model-driven appCanvas appPower Apps portalCommon Data Service

Correct Answer:

Answer Area

Scenario	Tool
Data entry screen to capture lead name, phone number, and product.	<ul style="list-style-type: none">Canvas appPower Apps portalCommon Data Service
The system must send email to sales managers when leads are captured.	<ul style="list-style-type: none">Power AutomateCanvas appPower Apps portalCommon Data Service
Customer signs in to view their profile.	<ul style="list-style-type: none">Model-driven appCanvas appPower Apps portalCommon Data Service

QUESTION 11



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 12

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>

QUESTION 13

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="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>

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="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>

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>

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