

## MB-901 Dumps

### Microsoft Dynamics 365 Fundamentals

<https://www.certleader.com/MB-901-dumps.html>



#### NEW QUESTION 1

A company plans to deploy Dynamics 365 Sales. Match each term to its definition.

Instructions: To answer, drag the appropriate deployment type from the column on the left to its definition on the right. Each deployment type may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Deployment types	Benefit	Deployment type
online	Remove the dependence on internal IT staff to perform backups.	
on-premises	Simplify investments in licenses.	
	Production and test environment can be provisioned without using internal resources.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Deployment types	Benefit	Deployment type
online	Remove the dependence on internal IT staff to perform backups.	online
on-premises	Simplify investments in licenses.	on-premises
	Production and test environment can be provisioned without using internal resources.	online

#### NEW QUESTION 2

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses. Which tool should you use?

- A. Microsoft forms Pro
- B. Management Reporter
- C. Power BI
- D. Power Automate

**Answer:** C

**Explanation:**

Power BI is a power analytics tool that allows us to visualize data. We can create reports in Power BI using Dynamics 365 data.

#### NEW QUESTION 3

A company wants to be able to give quotes to customers from their parts list. You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Sales
- B. Dynamics 365 Customer insights
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** A

#### NEW QUESTION 4

A call center sends a survey to a customer whenever a case is closed. Survey results are analyzed daily. You need to set up a form for the survey.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create a flow to send the survey that is based on a case-closed trigger.	
Review responses.	
Create a survey in Microsoft Forms Pro.	<div> <div>⬅</div> <div>➡</div> </div> <div> <div>⬆</div> <div>⬇</div> </div>
Set up a Survey entity in the Dynamics 365 Marketing portal.	
Create views of the Survey entity in Dynamics 365 Marketing.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger.

**NEW QUESTION 5**

A manufacturing of individual machines creates hands-on training for users.

You need to recommend a technology that overlays the machines with images while work on the machines. Which technology should you recommend?

- A. Virtual reality
- B. Mixed reality
- C. Artificial intelligence
- D. Augmented reality

**Answer:** B

**NEW QUESTION 6**

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

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"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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.

**NEW QUESTION 7**

A Company uses Dynamic 365 Supply Chain Management.

A machine on the manufacturing floor breaks down. A senior technician located at another plants has been trying to help diagnose the problem over the phone. The technician is not able to help the onsite technician make the appropriate fix.

You need to recommend a solution that allows the senior technician to provide visual guidance to the onsite technician.

What should you recommend?

- A. Power Virtual Agents
- B. Layout
- C. Remote Assist

**Answer:** C

**NEW QUESTION 8**

A company plans to purchase Dynamic 365 Finance.

The company has customer who frequently pay their invoices late or do not pay at all. The company continues to sell to these customers. This creates large write-offs of bad debt.

The company needs to proactively communicate with customers, collect unpaid accounts receivable, and stop new sales until past due invoices are paid.

You need to recommend solution to facilitate communication and collections.

Which three options should you recommend? Each answer represents a complete solution. NOTE: Each correct selection is worth one point.

- A. Customer statements
- B. Collection letter
- C. Open sales orders report
- D. Stop customer
- E. Payment journals

**Answer:** ABD

**NEW QUESTION 9**

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

What should you implement?

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

**Answer:** C

**NEW QUESTION 10**

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service.

The company is evaluating Field Service Mobile for technicians.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	<input type="radio"/>	<input type="radio"/>
Technicians working in remote locations can use offline capabilities.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Yes

When technicians are working on a work order they can add your notes, attachments, pictures, and signatures. Box 2: Yes

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

**NEW QUESTION 10**

What are two benefits of using Sales Insights with Dynamic 365 Sales? Each correct Answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Guides sellers to focus on opportunities at risk.
- B. Provide end-to-end views of customer journeys.
- C. Make suggestions for next steps in a sales process.
- D. Manage and improve artificial intelligence grouping to cases as topics.

**Answer:** AC



#### NEW QUESTION 12

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

#### NEW QUESTION 14

A service company has many agents who create cases. Case title often use different words the same meaning. The company wants to use artificial intelligence to quickly and accurately spot trends in service.

You need recommend a solution for the company. What should recommend.

- A. Sales Insight
- B. Customer Service insights
- C. Customer Service

**Answer:** B

#### NEW QUESTION 15

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 includes in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE. Each correct selection is worth one point.

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

**Answer:** AD

#### NEW QUESTION 16

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.

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"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 18**

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.

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

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	Customer Service Insights
Sales Insights		
Customer 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		

NEW QUESTION 22

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