

# Microsoft

## Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals



NEW QUESTION 1

A plumbing repair company uses Dynamics 365 Customer Service.  
The company wants to better serve customers by offering quicker response times and improving processes based on customer feedback.  
You need to recommend solutions for the company.  
What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Response
Assign customer-specific case resolution times.	<div><div></div><div>Purchase agreements</div><div>Customer agreements</div><div>Service level agreements</div></div>
Track how quickly cases are resolved.	<div><div></div><div>Timer</div><div>Power Virtual Agents</div><div>ModifiedOn</div></div>
Collect customer feedback about case resolutions.	<div><div></div><div>Power Virtual Agents</div><div>Microsoft Forms Pro</div><div>AI Builder</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Response
Assign customer-specific case resolution times.	<div><div></div><div>Purchase agreements</div><div>Customer agreements</div><div>Service level agreements</div></div>
Track how quickly cases are resolved.	<div><div></div><div>Timer</div><div>Power Virtual Agents</div><div>ModifiedOn</div></div>
Collect customer feedback about case resolutions.	<div><div></div><div>Power Virtual Agents</div><div>Microsoft Forms Pro</div><div>AI Builder</div></div>

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 B1
- 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 medical clinic uses Dynamic 365 Sales. The clinic wants to rapidly implement a solution that optimizes coordination of care for patients. You need to recommend a solution for the clinic. What should recommend?

- A. Insights
- B. Canvas app
- C. Portal
- D. Healthcare Accelerator

**Answer:** D

**NEW QUESTION 4**

A company uses Dynamics 365 Finance and Dynamic 365 Chain Management. The company is transitioning from a traditional discrete manufacturing shop floor layout to a lean manufacturing layout with work cells and inventory stores. The company must be able to try out various configuration of existing equipment to maximize product and efficiently use all of the space within the existing plant without disrupting production. You need to recommend a solution. What should you recommend?

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

**Answer:** C

**NEW QUESTION 5**

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 communicate 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 6**

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.

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"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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"/>

NEW QUESTION 7

A company uses Dynamics 365 Finance. The company conducts business in multiple countries/regions across Europe. You need to recommend solutions for settings up currency options. Which currency accounting types should you recommend? To answer, drag the appropriate currency accounting types to the correct requirements. Each currency accounting types 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.

Currency accounting types	Requirement	Currency accounting type
Accounting	Currency that is used to record the converted monetary value of financial transactions in ledger accounts.	<input type="text"/>
Reporting		
Triangulation	Secondary accounting currency that measures the converted monetary value of transactions.	<input type="text"/>
Denomination	Conversion of two currencies takes place by way of a third reference currency.	<input type="text"/>
Multiple		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Currency accounting types	Requirement	Currency accounting type
Accounting	Currency that is used to record the converted monetary value of financial transactions in ledger accounts.	Accounting
Reporting		
Triangulation	Secondary accounting currency that measures the converted monetary value of transactions.	Reporting
Denomination	Conversion of two currencies takes place by way of a third reference currency.	Triangulation
Multiple		

NEW QUESTION 8

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.



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"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 9

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.	
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		

- 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 10  
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