Exam Questions MB-901

Microsoft Dynamics 365 Fundamentals

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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.	▼ Purchase agreements Customer agreements Service level agreements
Track how quickly cases are resolved.	▼ Timer Power Virtual Agents ModifiedOn
Collect customer feedback about case resolutions.	▼ Power Virtual Agents Microsoft Forms Pro AI Builder

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

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 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 company uses Dynamics 365 Sales. You plan to use Power Apps to create a customized 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, laptop, tablets, and mobile devices. All salespeople need access to the same forms, views and reports.
What is the minimum number of power Apps apps that you must create?

A. 1
B. 2
C. 3
D. 4

Answer: A

NEW QUESTION 5
There are complex services being used with your Dynamics 365 instance in which you can own and manage the software applications as well as the data hosted in Azure.
You need to determined which type of cloud service model is being by your organization. Which cloud service model is being used?

A. Platform as a service (PaaS)
B. Infrastructure as a service (IaaS)
C. Software as a service (SaaS)

Answer: A

NEW QUESTION 6
A company plans to implement new support software. You need to recommend solutions for the company.
What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Solution
Support automated webchat.	Power Virtual Agents Dynamics 365 Field Service Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	SMS-text message Webchat Power Platform portal
Combine all types of inquiries into a single interface.	Omnichannel for Customer Service Power BI Customer Service Insights

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Requirement	Solution
Support automated webchat.	**Power Virtual Agents** / Dynamics 365 Field Service / Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	SMS-text message / Webchat / **Power Platform portal**
Combine all types of inquiries into a single interface.	**Omnichannel for Customer Service** / Power BI / Customer Service Insights

NEW QUESTION 7
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, more the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Create a survey in Microsoft Forms Pro.

Set up a Survey entity in the Dynamics 365 Marketing portal.

Create views of the Survey entity in Dynamics 365 Marketing.

Answer Area

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 8
A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. 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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

NEW QUESTION 9
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 10
A company uses Dynamic 365 Human Resources.
You need to ensure that workers can document their own performance relative to goal. Where should you direct the workers?

A. Employee self-service workspace
B. Performance goals page
C. Compensation management page
D. Personal management page

Answer: B

NEW QUESTION 10
A company need 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.

A. Relationship Analytics
B. Data Manger
C. Customer Service Insights

Answer: C

NEW QUESTION 13
A customer wants to implement Dynamics 365 Talent to manage employee benefits. The company needs to know if Dynamics 365 Talent will meet their other personnel needs.
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
Talent can manage absence reporting.	◯	◯
Talent can manage compensation plans.	◯	◯
Talent can manage work schedules.	◯	◯

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Talent can manage absence reporting.	[◯]	◯
Talent can manage compensation plans.	[◯]	◯
Talent can manage work schedules.	◯	[◯]

NEW QUESTION 15
A company uses dynamic 365 Supply Chain Management.
The company hires seasonal workers during peak summer months. The workers must quickly learn to operate manufacturing machinery.
You need to streamline training for the workers and provide a consistent and standardized way to perform tasks.
What should you recommend?

A. Remote Assist
B. Layout
C. Guides

Answer: A

NEW QUESTION 17
A Company uses Dynamic 365 Supply Chain Management.
A machine on the manufacturing floor breaks down. A senior technician located at another plats has been trying to help diagnose he 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 20
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 Dynamic 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 25
A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.
There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.
You need to automate the survey process and streamline collection and analysis of responses.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Create a survey form in Dynamics 365 Marketing and create a campaign to send it to out and collect data.

B. Use Power Automate to automatically send Forms Pro surveys.
C. Use Forms Pro to compile results from the existing third-party app.
D. Use Forms Pro to collect and analyze survey results.
E. Create surveys in Dynamics 365 Marketing by using Questionnaire.

Answer: BD

NEW QUESTION 29
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 net steps in a sales process.
D. Manage and improve artificial intelligence grouping to cases as topics.

Answer: AC

NEW QUESTION 32
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.	O	O
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	O	O
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	O	O

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.	O	[O]
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	[O]	O
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	O	[O]

NEW QUESTION 36
A company uses Dynamics 365 Commerce. The company is launching a new product line for select stores. The company wants to ensure that stores participating in the launch receive the new products. Stores that are not participating in the launch must not be able to order the products.
You need to recommend tools to help the company launch the new product line. What should recommend? To answer, select he appropriate option in the answer area. NOTE: Each correct selection is worth one point.

A. Define products for distribution using product assortment.
B. Define products for distribution using security roles.
C. Define products for distribution using purchase agreement.
D. Define products for distribution using trade agreement.

Answer: AD

NEW QUESTION 41
A company manufactures custom drug compounds.
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. Dynamic 365 Customer service
B. Dynamic 365 Asset Management
C. Dynamics 365 Supply Chain Management
D. Dynamic 365 Product Insights.

Answer: C

NEW QUESTION 43
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 44
You are implementing Dynamics 365 Customer Service.
Company executives need to decide whether to put the data on-permises or in the cloud. You need to explain the data security benefits of the cloud.
What should you communicate to the executives?

A. Data on-permises is encrypted by default.
B. Active Directory keeps data secure.
C. Data online encrypted by default.
D. Data is in a government cloud.

Answer: C

NEW QUESTION 45
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.

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	Identify relationship health.	Sales Insights
Customer Insights	Create a unified view of a customer from multiple data sources.	Customer Insights
Common Data Service		
Omnichannel for Customer Service		

NEW QUESTION 48

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