



MB-900^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

You review your current open cases in Dynamics 365 for Customer Service. When should you use parent/child cases?

- A. for cases for a customer who left a company and now works for a different company
- B. for cases from the same company
- C. for cases for two different customers with two different issues
- D. for cases for two different companies with the same company name

Correct Answer: B

QUESTION 2

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
Each Dynamics 365 on-premises server requires a separate license.	<input type="radio"/>	<input type="radio"/>
When you purchase user licenses, each Dynamics 365 on-premises user requires his or her own license.	<input type="radio"/>	<input type="radio"/>
When you purchase device licenses, each Dynamics 365 on-premises device requires its own license.	<input type="radio"/>	<input type="radio"/>
A Dynamics 365 user who accesses a Dynamics 365 on-premises server on a device requires two licenses.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Each Dynamics 365 on-premises server requires a separate license.	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase user licenses, each Dynamics 365 on-premises user requires his or her own license.	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase device licenses, each Dynamics 365 on-premises device requires its own license.	<input checked="" type="radio"/>	<input type="radio"/>
A Dynamics 365 user who accesses a Dynamics 365 on-premises server on a device requires two licenses.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 3

Microsoft releases a major update to the Dynamics 365 applications.

You need to acquire a detailed list of new features and improvements in the new release.

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. View the appropriate release notes
- B. In Lifecycle Services, visit the Preview feature management section
- C. On docs.microsoft.com, view the page titled What's new in Dynamics 365
- D. In the product's Help, view the section titled What's new

Correct Answer: CD

QUESTION 4

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

Anyone can access Microsoft Learn.

Only Dynamics 365 partners can access eLearning on CustomerSource.

For Dynamics 365 partners, the primary access point for learning is the Dynamics Learning portal.

Correct Answer:

Answer Area



Statement

Yes

No

Anyone can access Microsoft Learn.

Only Dynamics 365 partners can access eLearning on CustomerSource.

For Dynamics 365 partners, the primary access point for learning is the Dynamics Learning portal.

References: <https://docs.microsoft.com/en-gb/dynamics365/get-started/training/>

QUESTION 5

HOTSPOT

A company is considering using Dynamics 365 for Marketing.

You need to inform management about which features are available.

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design personalized experiences.	<input type="radio"/>	<input type="radio"/>
Configure portals.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design personalized experiences.	<input checked="" type="radio"/>	<input type="radio"/>
Configure portals.	<input type="radio"/>	<input checked="" type="radio"/>



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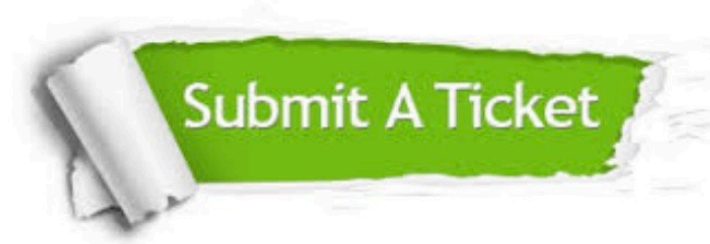
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