MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

HOTSPOT

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.

Hot Area:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within Omnichannel for Customer Service.	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	○	○
You receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within Omnichannel for Customer Service.	○	●
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	●	○
You receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	○	●

QUESTION 2

HOTSPOT

A company with disparate systems is interested in the Common Data Model.

How does using the Common Data Model benefit the company? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Benefit of using Common Data Model
Use data across different systems.	▼
	It creates a database for each disparate system.
	It creates a database to which all information can be imported.
	It creates data formats that are consumable by other systems.
	It creates a shared language for all data and data relationships.
Ensure consistency of data.	▼
	It provides a standardized schema for data.
	It allows all data to be used in one application.
	It eliminates integrations.
	It reduces the number of sign-ins for applications.

Correct Answer:

Answer Area

Requirement	Benefit of using Common Data Model
Use data across different systems.	▼
	It creates a database for each disparate system.
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Ensure consistency of data.	▼
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	It allows all data to be used in one application.
	It eliminates integrations.
	It reduces the number of sign-ins for applications.

Reference: https://docs.microsoft.com/en-us/common-data-model/

QUESTION 3

A manufacturing company plans to implement Dynamics 365 Supply Chain Management.

Which module completes the manufacturing of finished goods leveraging Product Information Management, General Ledger, and other modules?

A. Production Control

B. Asset Management

C. Warehouse Management

D. Inventory Management

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/supply-chain/production-control/production-process-overview

QUESTION 4

You are implementing Dynamics 365 Customer Service.

Company executives need to decide whether to put the data on-premises or in the cloud.

You need to explain the data security benefits of the cloud.

What should you communicate to the executives?

A. Active Directory keeps data secure.

B. Data is in a government cloud.

C. Data on-premises is encrypted by default.

D. Data online is encrypted by default.

Correct Answer: D

Reference:

https://docs.microsoft.com/en-us/microsoft-365/compliance/office-365-encryption-in-microsoft-dynamics-365?view=o365-worldwide

QUESTION 5

You are a sales representative for a company. Which feature can be found in Dynamics 365 Sales?

A. Turning leads into opportunities.

B. Tracking the asset history of a customer.

C. Resolving an open case of a customer.

D. Tracking service level agreements.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales

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