



MB-901^{Q&As}

Microsoft Dynamics 365 Fundamentals

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QUESTION 1

DRAG DROP

A small pet store wants a solution that meets their finance and sales requirements. They are evaluating Dynamics 365 Finance and Dynamics 365 Business Central.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate products to the correct requirements. Each product 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.

Select and Place:

Products	Answer Area	Requirement	Product
Dynamics 365 Finance only	Set up multi-currency transactions. Manage sales and finance.		Product
Dynamics 365 Business Central only			Product
Dynamics 365 Finance or Dynamics 365 Business Central			

Correct Answer:

Products	Answer Area	Requirement	Product
Dynamics 365 Finance only	Set up multi-currency transactions. Manage sales and finance.		Dynamics 365 Finance or Dynamics 365 Business Central
Dynamics 365 Business Central only			Dynamics 365 Finance or Dynamics 365 Business Central
Dynamics 365 Finance or Dynamics 365 Business Central			

QUESTION 2

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.	<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 receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

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.	<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 receive all Omnichannel options without added costs when you purchase Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 3

HOTSPOT

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.

Hot Area:



Answer Area

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"/>

Correct Answer:

Answer Area

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"/>

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

QUESTION 4

DRAG DROP

Match each tool to its task.

NOTE: Each correct match is worth one point.

Select and Place:



Tools

- Power BI
- Power Automate
- Power Apps

Answer Area

Task	Tool
Configure dashboards.	tool
Automate workflows.	tool
Trigger an action from an event.	tool
Configure a custom mobile data entry screen.	tool

Correct Answer:

Tools

- Power BI
- Power Automate
- Power Apps

Answer Area

Task	Tool
Configure dashboards.	Power Apps
Automate workflows.	Power Automate
Trigger an action from an event.	Power Automate
Configure a custom mobile data entry screen.	Power Apps

QUESTION 5

A company uses Dynamics 365 Talent: Core HR. The company provides health insurance, parking passes, mobile phones, and tablets for employees based on employee roles.

The company decides to offer parking passes to sales team employees.

You need to ensure that parking passes are provided to sales team employees.

What should you modify?

- A. Expense management policies
- B. Security roles
- C. Vendor management policies
- D. Benefits eligibility policies



E. Compensation plans

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-benefits-eligibility-policies>

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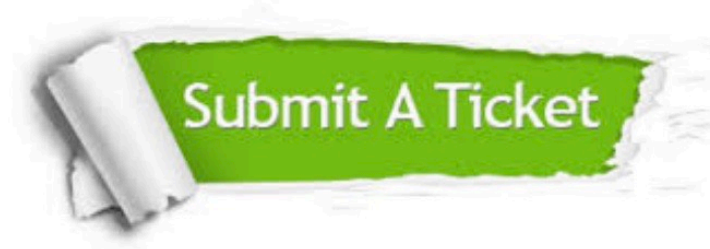
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