



MB-920^{Q&As}

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps
(ERP)

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QUESTION 1

DRAG DROP

A manufacturer uses Dynamics 365 Human Resources and Microsoft HoloLens to augment manufacturing tasks.

The company promotes five employees to a newly created position named quality assurance manager.

You need to use Dynamics 365 functionality to facilitate self-education and apply continuous improvement to the process.

What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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:

Features

LinkedIn Learning

Dynamics 365 Human Resources

Answer Area

Requirement

Take courses about management led by other industry-wide experts.

Receive feedback from the employees about their experiences.

Feature

Feature

Feature

Correct Answer:

Features

Answer Area

Requirement

Take courses about management led by other industry-wide experts.

Receive feedback from the employees about their experiences.

Feature

LinkedIn Learning

Dynamics 365 Human Resources

Reference: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-develop-performance-management-overview>

QUESTION 2

HOTSPOT

A company plans to implement Dynamics 365 Human Resources.



Instructions: 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

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input checked="" type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input checked="" type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/human-resources/hr-personnel-maintain-employee-injury-illness-information>

QUESTION 3

A company plans to purchase Dynamics 365 Finance.



The company has customers 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 receivables, and prevent new sales until past due invoices are paid.

You need to recommend solutions to facilitate communication and collections.

Which three options should you recommend? Each answer represents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open sales orders report
- B. Payment journals
- C. Stop customer
- D. Customer statements
- E. Collection letter

Correct Answer: CDE

Reference: <https://docs.microsoft.com/en-us/dynamics365/business-central/receivables-how-block-customers>
<https://docs.microsoft.com/en-us/dynamics365/business-central/receivables-collect-outstanding-balances>

QUESTION 4

HOTSPOT

A retailer plans to award its customers based on the amount of money they spend. The retailer has not previously offered a customer reward program.

You need to recommend a method for tracking customer spending.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

Correct Answer:



Answer Area

App to use:

	▼
Dynamics 365 Sales	
Dynamics 365 Finance	
Dynamics 365 Customer Service	
Dynamics 365 Commerce	

Feature to implement:

	▼
Loyalty program	
Customer statement	
Accounts receivable transaction	
Retail statement	

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

QUESTION 5

HOTSPOT

A company plans to implement Dynamics 365 Commerce.

Instructions: 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

Statements	Yes	No
You can create separate payment methods and price groups for each retail store channel.	<input type="radio"/>	<input type="radio"/>
Modern Point of Sale (MPOS) devices can process sales even if the device has no network connectivity.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
You can create separate payment methods and price groups for each retail store channel.	<input checked="" type="radio"/>	<input type="radio"/>
Modern Point of Sale (MPOS) devices can process sales even if the device has no network connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/channels-overview>

<https://docs.microsoft.com/en-us/dynamics365/commerce/mpos-or-cpos>

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