



MS-900^{Q&As}

Microsoft 365 Fundamentals

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QUESTION 1

A company uses Microsoft 365.

The company wants to create a chat bot for integration with Microsoft Teams.

You need to identify a solution to create the chat bot.

Which solution should you choose?

- A. Remote Assist
- B. Dynamics 365 Customer Service
- C. Power Virtual Agent
- D. Dynamics 365 Guides

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/microsoftteams/platform/bots/what-are-bots>

QUESTION 2

A company uses Microsoft 365.

Employees frequently work from home. They must be able to access custom applications that are not installed on their personal laptops.

You need to identify a solution that meets the requirement.

Which solution should you choose?

- A. Microsoft Access
- B. Power Virtual Agent
- C. Microsoft Remote Assist
- D. Windows Virtual Desktop
- E. Microsoft Teams

Correct Answer: D

QUESTION 3

You are an IT director that is evaluating the capabilities of Microsoft Endpoint Manager.

You need to present the capabilities to key stakeholders.



Which three capabilities should you present to the stakeholders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Set up and preconfigure new Windows devices.
- B. Monitor on-premises servers.
- C. Report on cloud-based security event information.
- D. Manage cloud-based mobile devices.
- E. Deploy on-premises desktop apps.

Correct Answer: ACD

AD: Microsoft Endpoint Manager includes Microsoft Intune.

Microsoft Intune is the platform's solution for cloud-based mobile device management, mobile application management, and cloud-based PC management. Also a part of Microsoft Enterprise Mobility + Security (EMS), Intune delivers security

and access control features for devices and applications in your infrastructure. You can manage enrolled devices, inventory all devices currently on your infrastructure, configure the health and security of devices, push certificates to devices,

check device and user compliance, and remotely wipe sensitive data from lost or stolen devices.

C: Endpoint analytics Endpoint analytics is a cloud-native service that provides metrics and recommendations on the health and performance of your Windows client devices. If you use Configuration Manager, you can benefit from Endpoint Analytics insights by connecting to the cloud.

You can get data on:

Startup performance How frequently devices restart A list of apps that affect end-user productivity Recommendations on how to improve performance This information and more is shown in the Microsoft Endpoint Manager admin center.

Reference: <https://learn.microsoft.com/en-us/mem/endpoint-manager-overview>

QUESTION 4

You are the Microsoft 365 administrator for a company.

A user experiences an issue with SharePoint Online.

You need to resolve the issue.

Which two options can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Go to the SharePoint admin center and create a support request.
- B. Contact Microsoft technical support by telephone.



- C. Create a new service request from the Microsoft 365 admin center.
- D. Create a service request from the SharePoint portal.

Correct Answer: BC

Reference: <https://www.thewindowsclub.com/microsoft-support-chat-phone-number>

<https://blogs.technet.microsoft.com/praveenkumar/2013/07/17/how-to-create-service-requests-to-contact-office-365-support/>

QUESTION 5

DRAG DROP

A company plans to deploy a compliance solution in Microsoft 365.

Match each compliance solution to its description. To answer, drag the appropriate compliance solution from the column on the left to its description on the right. Each compliance solution may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Compliance solutions

- Records management
- Insider risk management
- Advanced eDiscovery

Answer Area

Compliance description

- Provides policies to automatically apply retention labels to documents in an organization
- Provides policies to discover and act on malicious and inadvertent risk activities in an organization
- Provides a workflow to preserve, collect, and manage content for an organization's internal and external investigations

Compliance solution

-
-
-

Correct Answer:

Compliance solutions

-
-
-

Answer Area

Compliance description

- Provides policies to automatically apply retention labels to documents in an organization
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Compliance solution

- Records management
- Insider risk management
- Advanced eDiscovery



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