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MB-901

Microsoft Dynamics 365 Fundamentals

Version 2.0

Sections
1. Identify Microsoft platform components for Dynamics 365
2. Understand AI and Mixed Reality for Dynamics 365
3. Understand Customer Engagement apps
4. Understand Dynamics 365 Finance and Operations apps

Exam A

QUESTION 1
HOTSPOT

A company uses one system for sales and one system for order management. When quotes are accepted in the sales system, the customer and order are reentered into the order management system.
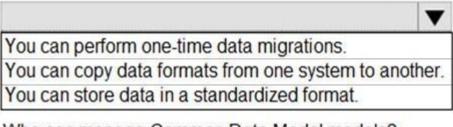
What is a benefit of using the Common Data Model, and who can manage the model? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

What is a benefit of using the Common Data Model?

▼

You can perform one-time data migrations.
You can copy data formats from one system to another.
You can store data in a standardized format.

Who can manage Common Data Model models?

▼

App developers
Users
Customer service representatives
Sales team members

Correct Answer:

Answer Area

What is a benefit of using the Common Data Model?

▼
You can perform one-time data migrations.
You can copy data formats from one system to another.
You can store data in a standardized format.

Who can manage Common Data Model models?

▼
App developers
Users
Customer service representatives
Sales team members

Section: Identify Microsoft platform components for Dynamics 365
Explanation

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

QUESTION 2 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
Section: Identify Microsoft platform components for Dynamics 365
Explanation

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

QUESTION 3
HOTSPOT

A company uses Dynamics 365 Sales. The company plans to create custom reports and dashboards.

The company does not want to manage security for reporting separately.

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
An administrator imports data from Dynamics 365 Sales into Power BI. Power BI reports use the same security as Dynamics 365 Sales.	○	○
SQL Server Reporting Services reports use the same security as Dynamics 365 Sales.	○	○
Sales Insights uses the same security as Dynamics 365 Sales.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
An administrator imports data from Dynamics 365 Sales into Power BI. Power BI reports use the same security as Dynamics 365 Sales.	○	●
SQL Server Reporting Services reports use the same security as Dynamics 365 Sales.	●	○
Sales Insights uses the same security as Dynamics 365 Sales.	●	○

Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 4
HOTSPOT

A non-profit company is considering moving their Dynamics 365 solution from on-premises to online.

You need to help the company understand where their data will be stored after the move and who will own the data.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
Where will data be stored?	▼
	the customer's geographic region
	the datacenter selected by the customer
	the least used datacenter
Who owns the data?	▼
	the customer
	Microsoft
	the customer while subscription is active, otherwise Microsoft

Correct Answer:

Answer Area

Question	Response
Where will data be stored?	▼
	the customer's geographic region
	the datacenter selected by the customer
	the least used datacenter
Who owns the data?	▼
	the customer
	Microsoft
	the customer while subscription is active, otherwise Microsoft

Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 5
DRAG DROP

A company plans to deploy Dynamics 365 Sales.
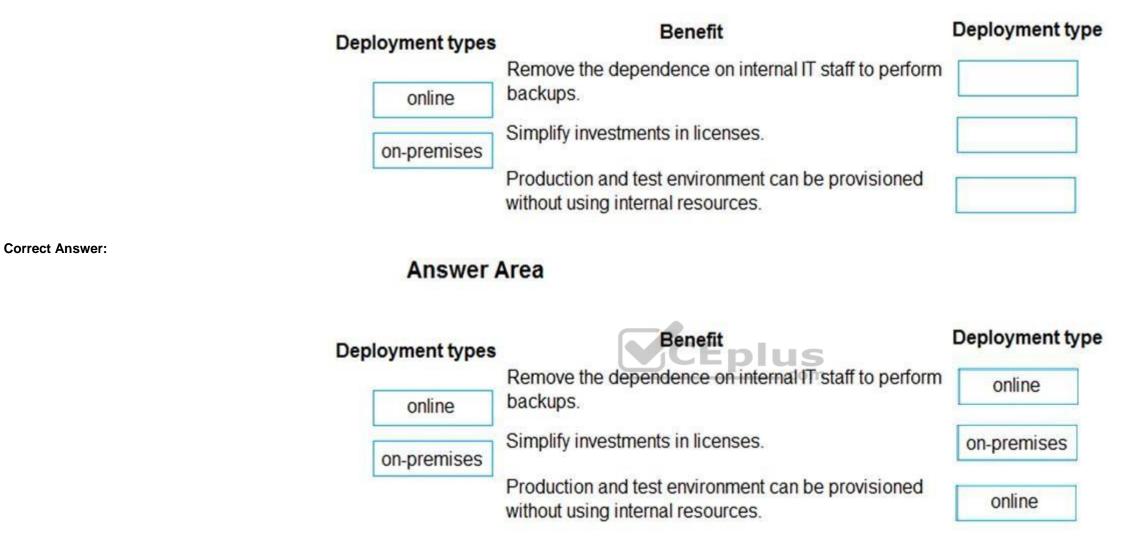
Match each term to its definition.

Instructions: To answer, drag the appropriate deployment type from the column on the left to its definition on the right. Each deployment type may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Deployment types	Benefit	Deployment type
online	Remove the dependence on internal IT staff to perform backups.	
on-premises	Simplify investments in licenses.	
	Production and test environment can be provisioned without using internal resources.	

Correct Answer:

Answer Area

Deployment types	Benefit	Deployment type
online	Remove the dependence on internal IT staff to perform backups.	online
on-premises	Simplify investments in licenses.	on-premises
	Production and test environment can be provisioned without using internal resources.	online

Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 6
HOTSPOT

A company wants to ensure they comply with common data privacy standards and regulations.

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
An administrator can export personal user data at the request of the user.	○	○
Both Microsoft and the company are responsible for breaches of personal data.	○	○
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
An administrator can export personal user data at the request of the user.	◉	○
Both Microsoft and the company are responsible for breaches of personal data.	◉	○
Compliance Manager is a third-party tool that assesses the compliance of a company's cloud solution.	○	◉

Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 7 A company uses Microsoft Exchange Online.

Sales team members want to use Microsoft Outlook to view items that were created in Dynamics 365 Sales.

Which three components are synchronized between Dynamics 365 Sales and Outlook?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Tasks
B. Appointments
C. Phone calls
D. Accounts

E. Contacts

Correct Answer: ABE
Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/outlook-addin/admin-guide/configure-synchronization-appointments-contacts-tasks

QUESTION 8
A company uses Dynamics 365 Sales. You plan to use Power Apps to create a customized app that allows sales team members to enter data for customer, leads, and opportunities.

Sales team members must be able to enter the information from desktops, laptops, tablets, and mobile devices. All salespeople need access to the same forms, views and reports.

What is the minimum number of Power Apps that you must create?

A. 1
B. 2
C. 3
D. 4

Correct Answer: A
Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 9
There are complex services being used with your Dynamics 365 instance in which you own and manage the software applications as well as the data hosted in Azure.

You need to determine which type of cloud service model is being used by your organization.

Which cloud service model is being used?

A. platform as a service (PaaS)
B. infrastructure as a service (IaaS)
C. software as a service (SaaS)

Correct Answer: A
Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 10 You are discussing the benefits of hosting a Dynamics 365 development sandbox on
Microsoft Azure.

What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. ability to adhere to static cost requirements
B. a higher level of system availability in the event of a disaster
C. ability to easily scale for increased growth
D. physical control over server hardware

Correct Answer: BC

Section: Identify Microsoft platform components for Dynamics 365
Explanation

Explanation/Reference:

QUESTION 11 A medical clinic uses Dynamics 365 Sales. The clinic wants to rapidly implement a solution that optimizes coordination of care for patients.

You need to recommend a solution for the clinic.

What should you recommend?

A. Canvas app
B. Portal
C. Healthcare Accelerator
D. Insights

Correct Answer: C
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

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

QUESTION 12
A company uses Dynamics 365 Supply Chain Management.

The company hires seasonal workers during peak summer months. The workers must quickly learn to operate manufacturing machinery.

You need to streamline training for the workers and provide a consistent and standardized way to perform tasks.

What should you recommend?

A. Remote Assist
B. Guides
C. Layout

Correct Answer: A
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/mixed-reality/remote-assist/

QUESTION 13 What are two benefits of using Sales Insights with Dynamics 365 Sales? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Manage and improve artificial intelligence grouping of cases as topics.
B. Provide end-to-end views of customer journeys.
C. Guide sellers to focus on opportunities at risk.
D. Make suggestions for next steps in a sales process.

Correct Answer: CD
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:

QUESTION 14
DRAG DROP

A customer is investigating the insight capabilities of Dynamics 365.

Match each app to its goal.

Instructions: To answer, drag the appropriate app from the column on the left to its goal on the right. Each app may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	
Sales Insights	Identify relationship health.	
Customer Insights		
Common Data Service	Create a unified view of a customer from multiple data sources.	
Omnichannel for Customer Service		

Correct Answer:

Answer Area

Apps	Goal	App
Customer Service Insights	Determine the number of customer issues reported for each product.	Customer Service Insights
Sales Insights	Identify relationship health.	Sales Insights
Customer Insights		
Common Data Service	Create a unified view of a customer from multiple data sources.	Customer Insights
Omnichannel for Customer Service		

Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/service-insights-reports

QUESTION 15
A company needs visibility into the frequency, number, and types of calls they receive at their customer support center.

You need to recommend a solution for the company.

What should you recommend?

A. Data Manager
B. Customer Service Insights
C. Relationship Analytics

Correct Answer: B
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:

QUESTION 16
A company uses Dynamics 365 Finance and Dynamics 365 Supply Chain Management. The company is transitioning from a traditional discrete manufacturing shop floor layout to a lean manufacturing layout with work cells and inventory stores.

The company must be able to try out various configurations of existing equipment to maximize product flow and efficiently use all of the space within the existing plant without disrupting production.

You need to recommend a solution.

What should you recommend?

A. Layout
B. Guides

C. Remote Assist
D. Power Virtual Agents

Correct Answer: A
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:

QUESTION 17
A company uses Dynamics 365 Supply Chain Management.

A machine on the manufacturing floor breaks down. A senior technician located at another plant has been trying to help diagnose the problem over the phone. The technician is not able to help the onsite technician make the appropriate fix.

You need to recommend a solution that allows the senior technician to provide visual guidance to the onsite technician.

What should you recommend?

A. Power Virtual Agents
B. Remote Assist
C. Layout

Correct Answer: B
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:

QUESTION 18 A manufacturer of industrial machines creates hands-on training for users.

You need to recommend a technology that overlays the machines with images while users work on the machines.

Which technology should you recommend?

A. virtual reality
B. mixed reality
C. artificial intelligence
D. augmented reality

Correct Answer: B
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:
Reference:
https://dynamics.microsoft.com/en-gb/mixed-reality/overview/

QUESTION 19
A service company has many agents who create cases. Case titles often use different words with the same meaning.

The company wants to use artificial intelligence to quickly and accurately spot trends in service.

You need to recommend a solution for the company.

What should you recommend?

A. Sales Insights

B. Customer Service
C. Customer Service Insights

Correct Answer: C
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:

QUESTION 20 An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.

Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft Office 365 apps.

You need to obtain a file from the client that can be imported into Dynamics 365 Layout.

Which type of file should you ask for?

A. Microsoft Excel
B. AI Builder
C. Microsoft Visio
D. Microsoft Planner

Correct Answer: C
Section: Understand AI and Mixed Reality for Dynamics 365 Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout

QUESTION 21
DRAG DROP

A call center sends a survey to a customer whenever a case is closed. Survey results are analyzed daily.

You need to set up a form for the survey.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Create a survey in Microsoft Forms Pro.

Set up a Survey entity in the Dynamics 365 Marketing portal.

Create views of the Survey entity in Dynamics 365 Marketing.

Answer Area

Correct Answer:

Actions

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Create a survey in Microsoft Forms Pro.

Set up a Survey entity in the Dynamics 365 Marketing portal.

Create views of the Survey entity in Dynamics 365 Marketing.

Answer Area

Create a survey in Microsoft Forms Pro.

Create a flow to send the survey that is based on a case-closed trigger.

Review responses.

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Explanation:
Microsoft Forms Pro allows you to create surveys. After creating a survey, you can send it to respondents based on a business trigger.

Reference: https://docs.microsoft.com/en-us/forms-pro/get-started

https://docs.microsoft.com/en-us/forms-pro/send-survey-flow

https://docs.microsoft.com/en-us/forms-pro/analyze-survey-responses

QUESTION 22
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 chat in Omnichannel for Customer Service.	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	○	○
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.	○	●
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service.	●	○
You automatically receive all Omnichannel options when you purchase Dynamics 365 Customer Service.	○	●

Section: Understand Customer Engagement apps
Explanation

Explanation/Reference:
Explanation:

Box 1: No
Chat is an engagement channel that is available in Omnichannel for Customer Service. There is thus no need to purchase a third-party ISV solution to use chat in Omnichannel for Customer Service.

Box 2: Yes
SMS is an engagement channel that supports asynchronous mode of communication, and allows your organization to connect to customers by using text messages. The SMS channel is available in Omnichannel for Customer Service.

Box 3: No
Omnichannel for Customer Service is a paid add-on to Dynamics 365 Customer Service apps. It is available only when you purchase a subscription to Chat for Dynamics 365 Customer Service or Dynamics 365 for Digital Messaging.

Reference: https://docs.microsoft.com/en-us/dynamics365/omnichannel/introduction-omnichannel

QUESTION 23

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 Sales Insights
B. Dynamics 365 Sales Enterprise
C. Dynamics 365 Customer Insights
D. LinkedIn Sales Navigator

Correct Answer: BD
Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Explanation:
Microsoft Relationship Sales includes the following components:
▪ Dynamics 365 Sales Enterprise ▪
LinkedIn Sales Navigator

Reference:
https://dynamics.microsoft.com/en-gb/sales/relationship-sales/

QUESTION 24
HOTSPOT

A plumbing repair company uses Dynamics 365 Customer Service.

The company wants to better serve customers by offering quicker response times and improving processes based on customer feedback.

You need to recommend solutions for the company.

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

Requirement	Response
Assign customer-specific case resolution times.	▼
	Purchase agreements
	Customer agreements
	Service level agreements
Track how quickly cases are resolved.	▼
	Timer
	Power Virtual Agents
	ModifiedOn
Collect customer feedback about case resolutions.	▼
	Power Virtual Agents
	Microsoft Forms Pro
	AI Builder

Correct Answer:

Answer Area

Requirement	Response
Assign customer-specific case resolution times.	Purchase agreements / Customer agreements / **Service level agreements**
Track how quickly cases are resolved.	**Timer** / Power Virtual Agents / ModifiedOn
Collect customer feedback about case resolutions.	Power Virtual Agents / **Microsoft Forms Pro** / AI Builder

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:

QUESTION 25
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
Inventory management is one of the key features of Dynamics 365 Field Service.	○	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	○
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	●	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	●
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	●	○

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Explanation: Box 1: Yes
Key features include:
▪ Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No
Field Service Mobile lets you work online or offline. Online mode requires an Internet connection; offline mode does not.

Box 3: Yes
Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/overview

https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide

https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders

QUESTION 26

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

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. Create a survey form in Dynamics 365 Marketing and create a campaign to send it to out and collect data.
B. Use Power Automate to automatically send Forms Pro surveys.
C. Use Forms Pro to compile results from the existing third-party app.
D. Use Forms Pro to collect and analyze survey results.
E. Create surveys in Dynamics 365 Marketing by using Questionnaire.

Correct Answer: BD
Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/forms-pro/get-

started https://docs.microsoft.com/en-us/forms-pro/send-survey-

flow

QUESTION 27 A company wants to be able to give quotes to customers from
their parts list.

You need to recommend a solution for the company.

What should you recommend?

A. Dynamics 365 Marketing
B. Dynamics 365 Sales
C. Dynamics 365 Human Resources
D. Dynamics 356 Customer Insights

Correct Answer: B
Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-
sales

QUESTION 28
HOTSPOT

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service.

The company is evaluating Field Service Mobile for technicians.

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
Technicians can collect digital signatures from customers when work is complete.	○	○
Technicians working in remote locations can use offline capabilities.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	●	○
Technicians working in remote locations can use offline capabilities.	●	○

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Explanation:

Box 1: Yes
When technicians are working on a work order they can add your notes, attachments, pictures, and signatures.

Box 2: Yes
Field Service Mobile lets technicians work online or offline. Online mode requires an Internet connection; offline mode does not.

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide

QUESTION 29
HOTSPOT

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Support automated webchat.	▼
	Power Virtual Agents
	Dynamics 365 Field Service
	Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	▼
	SMS-text message
	Webchat
	Power Platform portal
Combine all types of inquiries into a single interface.	▼
	Omnichannel for Customer Service
	Power BI
	Customer Service Insights

Correct Answer:

Answer Area

Requirement	Solution
Support automated webchat.	**Power Virtual Agents** / Dynamics 365 Field Service / Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	SMS-text message / Webchat / **Power Platform portal**
Combine all types of inquiries into a single interface.	**Omnichannel for Customer Service** / Power BI / Customer Service Insights

Support automated webchat → **Power Virtual Agents** (highlighted)

Send senior technicians a notification when a case moves to an escalated status → **Power Platform portal** (highlighted)

Combine all types of inquiries into a single interface → **Omnichannel for Customer Service** (highlighted)

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:

QUESTION 30
HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality.

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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:

QUESTION 31
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.	○	○
Design dynamic content in email messages.	○	○
Configure event websites.	○	○

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	○	○
Design dynamic content in email messages.	○	○
Configure event websites.	○	○

Section: Understand Customer Engagement apps Explanation

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

QUESTION 32
A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which tool should you use?

A. Power Automate
B. Power BI
C. Microsoft Forms Pro
D. Management Reporter

Correct Answer: B
Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Power BI is a power analytics tool that allows us to visualize data. We can create reports in Power BI using Dynamics 365 data.

Incorrect Answers:

A: Power Automate is used to send surveys to respondents based on a business trigger.

C: Microsoft Forms Pro is used to create surveys.

D: Management Reporter is now known as Financial Reports is not available in Dynamics 365 Sales.

Reference: https://community.dynamics.com/crm/b/magnetismsolutionscrmblog/posts/how-to-connect-power-bi-to-dynamics-365
https://docs.microsoft.com/en-us/power-platform/admin/use-power-bi

QUESTION 33
HOTSPOT

Dynamics 365 Sales supports which scenarios?

For each of the following statements, select Yes if the scenario is supported. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	O	O
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	O	O

Correct Answer:

Answer Area

Scenario	Yes	No
You create a lead for a trade show visitor and then close the lead. The customer contacts you after the trade show and expresses interest in your services. You are able to reopen the lead.	O	O
A production planner asks you to place an order for an item in your new product line. You are able to create the order by using a mobile device.	O	O

Section: Understand Customer Engagement apps Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/re-open-lead-sales

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-sales-hub-on-dynamics-365-mobile

QUESTION 34
DRAG DROP

A company uses Dynamics 365 Finance.

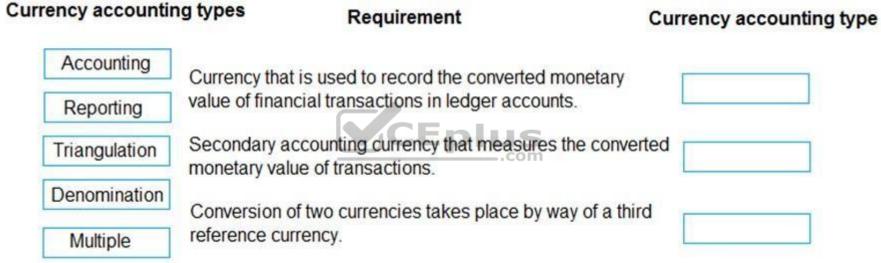The company conducts business in multiple countries/regions across Europe.

You need to recommend solutions for setting up currency options.

Which currency accounting types should you recommend? To answer, drag the appropriate currency accounting types to the correct requirements. Each currency accounting type 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:

Answer Area

Currency accounting types	Requirement	Currency accounting type
Accounting	Currency that is used to record the converted monetary value of financial transactions in ledger accounts.	
Reporting		
Triangulation	Secondary accounting currency that measures the converted monetary value of transactions.	
Denomination		
Multiple	Conversion of two currencies takes place by way of a third reference currency.	

Correct Answer:

Answer Area

Currency accounting types

Accounting	
Reporting	
Triangulation	
Denomination	
Multiple	

Requirement

Currency that is used to record the converted monetary value of financial transactions in ledger accounts.

Secondary accounting currency that measures the converted monetary value of transactions.

Conversion of two currencies takes place by way of a third reference currency.

Currency accounting type

| Accounting |

| Reporting |

| Triangulation |

Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/learn/modules/configure-currencies-dyn365-finance/2-currency-conv

QUESTION 35 A manufacturing company uses Dynamics 365 Supply Chain Management. The company is working on a production order that will span several months.

The company wants to produce purchase orders at different intervals throughout the production process.

You need to recommend a solution for the company.

What should you recommend?

A. asset management

B. cost management
C. master planning
D. inventory management

Correct Answer: C
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:

QUESTION 36
HOTSPOT

A company plans to implement Dynamics 365 Finance as their financial system. The company needs to know which features the system supports.

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
Configurable segregation of duties	○	○
Automatic notification for approval when an invoice created is higher than $10,000	○	○
Scheduled generation of financial statements	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Configurable segregation of duties	●	○
Automatic notification for approval when an invoice created is higher than $10,000	●	○
Scheduled generation of financial statements	●	○

Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:
Reference:
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/sysadmin/tasks/set-up-segregation-duties https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/generate-financial-report

https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/organization-administration/configure-approval-process-workflow

QUESTION 37
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 |

Section: Understand Dynamics 365 Finance and Operations apps
Explanation

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

QUESTION 38 You need to implement a solution that can manage manufacturing processes and customer sales order functions for a company.

What should you implement?

A. Dynamics 365 Business Central and Dynamics 365 Customer Service
B. Dynamics 365 Business Central only
C. Dynamics 365 Supply Chain Management and Dynamics 365 Commerce
D. Dynamics 365 Supply Chain Management only

Correct Answer: B
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:

QUESTION 39
A company uses Dynamics 365 Human Resources.

You need to ensure that workers can document their own performance relative to goals.

Where should you direct the workers?

A. Personnel management page
B. Compensation management page

C. Performance goals page
D. Employee self-service workspace

Correct Answer: C
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

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

QUESTION 40
Which three modules are included in Dynamics 365 Supply Chain Management? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Service hub
B. Product information management
C. Master planning
D. Dynamics 365 Remote Assist
E. Project management and accounting

Correct Answer: BCE
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/learn/modules/get-started-supply-chain-management-dyn365-supply-chain-mgmt/

QUESTION 41 A company uses Dynamics 365 Commerce. The company is launching a new product line for select stores.

The company wants to ensure that stores participating in the launch receive the new products. Stores that are not participating in the launch must not be able to order the products.

You need to recommend tools to help the company launch the new product line.

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

NOTE: Each correct selection is worth one point.

A. Define products for distribution using product assortment.
B. Define products for distribution using security roles.
C. Control product distribution using purchase agreement.
D. Control product distribution using trade agreement.

Correct Answer: AD
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/assortments

QUESTION 42
A car parts distributor uses Microsoft Excel to track on-hand inventory quantities and uses Excel and Microsoft Outlook to track sales. The company uses a third-party on-premises finance system.

The company needs an all-in-one solution that meets current needs.

You need to recommend a solution for the company.

What should you recommend?

A. Dynamics 365 Customer Service
B. Dynamics 365 Supply Chain Management
C. Dynamics 365 Sales
D. Dynamics 365 Business Central

Correct Answer: D
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:

QUESTION 43 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 stop 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. Customer statements
B. Payment journals
C. Stop customer
D. Open sales orders report
E. Collection letter

Correct Answer: ACE
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:

QUESTION 44
A company manufactures custom drug compounds.

You need to recommend a Dynamics 365 app that allows the company to manage the concentration of specific active ingredients, provide traceability of ingredients from supplier to customer, and substitute ingredients based on compound type.

What should you recommend?

A. Dynamics 365 Supply Chain Management
B. Dynamics 365 Product Insights
C. Dynamics 365 Customer Service
D. Dynamics 365 Asset Management

Correct Answer: A
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:
Reference: https://docs.microsoft.com/en-us/dynamics365/supply-chain/production-control/batch-balancing

QUESTION 45
HOTSPOT

A customer wants to implement Dynamics 365 Talent to manage employee benefits. The company needs to know if Dynamics 365 Talent will meet their other personnel needs.

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
Talent can manage absence reporting.	○	○
Talent can manage compensation plans.	○	○
Talent can manage work schedules.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Talent can manage absence reporting.	●	○
Talent can manage compensation plans.	●	○
Talent can manage work schedules.	○	●

Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference:

QUESTION 46
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
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

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

QUESTION 47 This question requires that you evaluate the underlined text to determine
if it is correct.

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and costs for community improvement projects.

You recommend that the company implements <u>Dynamics 365 Finance</u>.

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change is needed.
B. Dynamics 365 Supply Chain Management
C. Power Platform
D. Dynamics 365 Talent

Correct Answer: A
Section: Understand Dynamics 365 Finance and Operations apps
Explanation

Explanation/Reference: