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Vendor:Microsoft

Exam Code:MB-901

Exam Name:Microsoft Dynamics 365 Fundamentals

Version:Demo

QUESTION 1

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. IoT

Correct Answer: B

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

QUESTION 2

HOTSPOT

A company is implementing Dynamics 365 Business Central. The company wants to use project management tools.

What should the company implement? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

In order to manage projects, you must

	▼
also implement Dynamics 365 Finance	
also implement Customer Insights	
use Business Central capabilities	

Correct Answer:

Answer Area

In order to manage projects, you must

	▼
also implement Dynamics 365 Finance	
also implement Customer Insights	
use Business Central capabilities	

QUESTION 3

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.	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>

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.	<input checked="" type="radio"/>	<input type="radio"/>
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.	<input checked="" type="radio"/>	<input type="radio"/>

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 4

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

QUESTION 5

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	

QUESTION 6

HOTSPOT

A company uses Dynamics 365 Marketing.

The company is releasing a major product update and plans to run events in many regions to demonstrate the new product.

You need to help the company track customer registration for the events in each region and send emails to acknowledge registration and remind people about the events.

Which type of marketing pages 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

Scenario	Type
Provide a web page for customers to register for the event in their region.	<input type="text"/> Landing page Subscription center Forward to a friend
Ensure that customers can opt out of email notifications about events.	<input type="text"/> Landing page Subscription center Forward to a friend
Ensure that customers can share event information with colleagues.	<input type="text"/> Landing page Subscription center Forward to a friend

Correct Answer:

Answer Area

Scenario	Type
Provide a web page for customers to register for the event in their region.	<input type="text"/> Landing page Subscription center Forward to a friend
Ensure that customers can opt out of email notifications about events.	<input type="text"/> Landing page Subscription center Forward to a friend
Ensure that customers can share event information with colleagues.	<input type="text"/> Landing page Subscription center Forward to a friend

QUESTION 7

DRAG DROP

You are implementing Dynamics 365 Finance instances for two companies.

One company requires direct access to the application database. The other company must always use the most up to date versions and features of Dynamics 365 Finance.

You need to recommend a deployment type for each instance.

What should you recommend? To answer, drag the appropriate deployment types to the correct requirements. Each deployment 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:

Deployment types	Answer Area	Requirement	Deployment type
<input type="text" value="on-premises"/>		Unrestricted access to the application database is required. Receive the newest releases of the software as fast as possible.	<input type="text" value="Deployment type"/>
<input type="text" value="online"/>			<input type="text" value="Deployment type"/>

Correct Answer:

Deployment types	Answer Area	Requirement	Deployment type
<input type="text"/>		Unrestricted access to the application database is required. Receive the newest releases of the software as fast as possible.	<input type="text" value="on-premises"/>
<input type="text"/>			<input type="text" value="online"/>

QUESTION 8

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>

QUESTION 9

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

QUESTION 10

DRAG DROP

A retail store uses a point of sale (POS) system to process customer sales. A customer selects several items for purchase.

The customer wants to come back to pay for the items later the same day.

You need to recommend a process to support the customer request.

What should you recommend? To answer, drag the appropriate actions to the correct requirements. Each action 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:

Actions

Recall transaction.

Void transaction.

Cancel order.

Suspend transaction.

Answer Area

Requirement

Hold items.

Complete sales transactions.

Action

Action

Action

Correct Answer:

Actions

Void transaction.
Cancel order.

Answer Area

Requirement	Action
Hold items.	Suspend transaction.
Complete sales transactions.	Recall transaction.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/pos-suspend-recall-transactions>

QUESTION 11**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.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

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.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 12

A company uses Dynamics 365 Finance. The company plans to implement Dynamics 365 Sales. Customer information resides in different systems in addition to Dynamics 365. The systems use different customer numbers for the same customers.

You need to recommend a solution for the customer to meet the following requirements:

1.
Use the same number to represent a customer in both systems.
2.
Prevent users from having to enter data for common fields such as address and phone number into both systems.

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 standardized data templates based on Common Data Model.
- B. Add custom code because every system has different data.
- C. Use Common Data Service to connect multiple systems.
- D. Export data into spreadsheets to move the data between systems.

Correct Answer: AC

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

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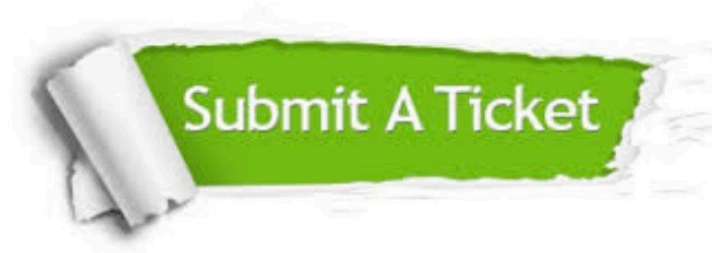
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