

MB-900.17q

Number: MB-900
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Microsoft Dynamics 365 Fundamentals

Sections

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1. Understand Dynamics 365
2. Understand cloud concepts
3. Understand deployments and releases
4. Understand licensing, onboarding, and support

Exam A

QUESTION 1

You are an administrator in Dynamics 365 for Customer Engagement apps. You need to create solution components using customization tools.

Which two components can be included in a solution? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. audit logs
- B. sitemap
- C. team
- D. business unit
- E. global option sets

Correct Answer: BE

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 2

This question requires that you evaluate the underlined test to determine if it is correct.

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The Customer Service Hub app is available on desktop browser and on a mobile device. It can be used for managing cases and knowledge articles.

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 needed
- B. optimizes viewing for desktop browsers only
- C. is available on a desktop browser for case management, but not for managing knowledge articles
- D. does not provide the ability to add an activity to a case on a mobile device

Correct Answer: A

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

QUESTION 3

You need to use Microsoft Flow to perform data-management tasks when users interact with records in Dynamics 365.

Which three types of triggers can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. on demand
- B. when a record is created
- C. on request
- D. when a record is updated
- E. when a record is deleted

Correct Answer: BDE

Section: Understand Dynamics 365

Explanation

Explanation/Reference:

QUESTION 4

A company wants to automatically send a company-wide email every Sunday to remind employees to submit expenses.

You need to configure the Microsoft Flow type that requires the least amount of user interaction and the highest level of consistency.

Which Flow type should you configure?

- A. solution-aware
- B. automated
- C. scheduled
- D. business process
- E. button

Correct Answer: C

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/flow/run-scheduled-tasks>

QUESTION 5

You need to enable users to export and import data that is in bank and payroll files in Dynamics 365 for Business Central.

What should you set up?

- A. RapidStart Services
- B. payroll-transaction import
- C. Data Exchange Framework
- D. data encryption

Correct Answer: C

Section: Understand Dynamics 365 Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-gb/dynamics365/business-central/admin-setup-and-administration>

QUESTION 6

DRAG DROP

Match each term to its definition.

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

NOTE: Each correct match is worth one point.

Select and Place:

Terms	Answer Area	Term
software as a service (SaaS)	Definition	
platform as a service (PaaS)	supports the complete web application lifecycle	
infrastructure as a service (IaaS)	an instant computing infrastructure, provisioned and managed over the internet	
	a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider	

Correct Answer:

Terms	Answer Area	Term
software as a service (SaaS)	Definition	
platform as a service (PaaS)	supports the complete web application lifecycle	platform as a service (PaaS)
infrastructure as a service (IaaS)	an instant computing infrastructure, provisioned and managed over the internet	infrastructure as a service (IaaS)
	a complete software solution that you purchase on a pay-as-you-go basis from a cloud service provider	software as a service (SaaS)

Section: Understand cloud concepts
Explanation

Explanation/Reference:

QUESTION 7

You run Dynamics 365 on-premises. Self-hosting costs are becoming prohibitive. You migrate all managed solutions and data to Dynamics 365 online and decommission all on-premises infrastructure.

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

Which type of cloud service model is being used?

A. infrastructure as a service (IaaS)

- B. platform as a service (PaaS)
- C. hybrid deployment
- D. software as a service (SaaS)

Correct Answer: D

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 8

You run Dynamics 365 on-premises. To save on hosting costs, you virtualize all servers and migrate them to Microsoft Azure.

You need to determine the types of cloud services being provided.

Which two types of cloud services are being provided? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



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- A. infrastructure as a service (IaaS)
- B. hybrid deployment
- C. software as a service (SaaS)
- D. platform as a service (PaaS)

Correct Answer: AB

Section: Understand cloud concepts

Explanation

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Explanation/Reference:

QUESTION 9

You run Dynamics 365 in the cloud. You make customizations using Microsoft Azure Blob storage for storing documents, Azure Logic Apps for integration, and Azure IoT Hub to collect customer sensor data.

You need to determine the type of cloud service model being used by the customizations.
Which cloud service model is being used?

- A. software as a service (SaaS)
- B. platform as a service (PaaS)
- C. infrastructure as a service (IaaS)
- D. hybrid deployment

Correct Answer: B

Section: Understand cloud concepts

Explanation

Explanation/Reference:



QUESTION 10

Which two Microsoft Azure functionalities are used with Dynamics 365? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Flow
- B. Lifecycle Services
- C. Azure Sphere
- D. Azure Web Apps
- E. Azure Active Directory

Correct Answer: BE

Section: Understand cloud concepts

Explanation

Explanation/Reference:

QUESTION 11

You are a system administrator for an organization that has Dynamics 365 for Sales and Dynamics 365 for Customer Service.

A user who logs in to the Microsoft 365 portal sees only Dynamics 365 for Sales. You need to enable the user to see Dynamics 365 for Customer Service.

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. In Dynamics 365 model driven apps, enable the features
- B. In PowerApps, create the application
- C. Type the URL of the web application for Dynamics 365 for Customer Service
- D. Assign the correct security role to the user's ID
- E. Add the correct licensing to the user ID in Active Directory

Correct Answer: DE

Section: Understand deployments and releases

Explanation

Explanation/Reference:

**QUESTION 12**

HOTSPOT

You are investigating the capabilities of Dynamics 365 Finance and Operations Lifecycle Services (LCS).

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

Capabilities include:

- implementation, standardization, and tenant provisioning
- service-level agreement (SLA) monitoring and reporting
- single sign-on and subscription management
- shared identity and billing management

Yes	No
<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Capabilities include:

- implementation, standardization, and tenant provisioning
- service-level agreement (SLA) monitoring and reporting
- single sign-on and subscription management
- shared identity and billing management

Yes	No
<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/dev-tools/application-stack-server-architecture>

QUESTION 13

A risk-averse company wants to implement Dynamics 365 for Finance and Operations.

You need to recommend the appropriate software release cycle.

Which software release should you recommend?

- A. targeted release (Preview)
- B. first release (Production)
- C. standard release
- D. finance and operations team
- E. feature teams

Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/office365/admin/manage/release-options-in-office-365?view=o365-worldwide> **QUESTION 14**

Microsoft releases a major update to the Dynamics 365 applications.

You need to acquire a detailed list of new features and improvements in the new release.

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. View the appropriate release notes
- B. In Lifecycle Services, visit the Preview feature management section
- C. On docs.microsoft.com, view the page titled **What's new in Dynamics 365**
- D. In the product's Help, view the section titled **What's new**

Correct Answer: CD

Section: Understand deployments and releases

Explanation

Explanation/Reference:

QUESTION 15

A company needs to assess the current General Data Protection Regulation (GDPR) compliance for its Dynamics 365 and Microsoft 365 Office implementations.

You need to recommend a tool to help manage GDPR compliance activities. You also need to provide a compliance score with managed actions for both the company and Microsoft.

Which tool should you recommend?

- A. Microsoft Trust Center
- B. Detailed Assessment toolkit
- C. Compliance Manager
- D. Service Trust Portal
- E. control mapping

Correct Answer: C

Section: Understand deployments and releases

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/office365/securitycompliance/meet-data-protection-and-regulatory-reqs-using-microsoft-cloud>

QUESTION 16

Your company wants to test Dynamics 365 for Customer Engagement. The 30-day trial expires in a few days.

You need to extend the trial period for an additional 30 days.

What should you do?

- A. Purchase a 30-day subscription
- B. In the administrative portal, choose Extend trial, and then enter your credit card information
- C. Open a support ticket with Microsoft to ask for an extension
- D. Export your solution, start a new trial, and import the solution

Correct Answer: B

Section: Understand licensing, onboarding, and support

Explanation

Explanation/Reference:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/billing-faqs-dynamics-365-online>

QUESTION 17

Several company employees need access to Dynamics 365 for Finance and Operations for expense entry purposes only.

You need to add the most restrictive license.

What should you do?

- A. Get a User Subscription License (User SL) and give full user access
- B. Get Licensed with Dynamics 365 Team Members
- C. Get licensed with a Dynamics 365 Application subscription
- D. Get a Device Subscription License (Device SL)

Correct Answer: B

Section: Understand licensing, onboarding, and support

Explanation

Explanation/Reference:



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