

MB-901

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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

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.



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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 2

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 3

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 4

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 5

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 6

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 7

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



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Correct Answer: C

Section: Understand AI and Mixed Reality for Dynamics 365

Explanation

Explanation/Reference:

QUESTION 8

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 9

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 10

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 11

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 Dynamics 365 Finance.

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:

QUESTION 12

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 13

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 14

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 15

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 writeoffs 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:



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