Vendor: Microsoft

Exam Code: MB-901

Exam Name: Microsoft Dynamics 365 Fundamentals

Version: DEMO

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.

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.

Answer: D
Explanation:
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

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

QUESTION 3
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

Answer: A

QUESTION 4
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)

Answer: A

QUESTION 5
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

Answer: BC

QUESTION 6
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

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

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QUESTION 7
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

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

QUESTION 8
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.

Answer: CD

QUESTION 9
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

Answer: B

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