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QUESTION 165
Drag and Drop Question
A company is implementing Dynamics 365 Customer Service.
You need to recommend features that will meet the requirements.
Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Answer:

QUESTION 166
Hotspot Question
A customer purchases Microsoft 365 and Dynamics 365 Sales.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

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https://www.braindump2go.com/mb-901.html

Answer:

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	○	◉
Executives must have Power BI desktop installed to view Power BI reports shared with them.	○	◉
Salespeople can share notes within Dynamics 365 Sales using OneNote.	◉	○

QUESTION 167
Drag and Drop Question
You need to create reports for a model-driven app.
What should you implement? To answer, drag the appropriate tools to the correct report types. Each tool 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.

Answer Area

Tools	Report type	Tool
Power Platform App Maker	a dashboard that includes charts from the entity views and a Power BI tile	
Dynamics 365 Advanced Find		
Personal dashboard	a report created by using the report wizard in the model-driven app	
Power BI Service		

Answer:

Answer Area

Tools	Report type	Tool
Dynamics 365 Advanced Find	a dashboard that includes charts from the entity views and a Power BI tile	Personal dashboard
Power BI Service	a report created by using the report wizard in the model-driven app	Power Platform App Maker

QUESTION 168
Hotspot Question
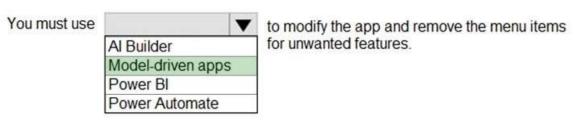A company uses Dynamics 365 Sales. You are creating an app for the sales team.
The app must only contain a subset of Dynamics 365 Sales views, forms, and reports.
What should you implement? To answer, select the appropriate option in the answer area.

Answer Area

You must use [▼] to modify the app and remove the menu items for unwanted features.

| AI Builder |
| Model-driven apps |
| Power BI |
| Power Automate |

Answer:

Answer Area

You must use [▼] to modify the app and remove the menu items for unwanted features.

| AI Builder |
| Model-driven apps |
| Power BI |
| Power Automate |

Explanation:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview

QUESTION 169
Hotspot Question
A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.
You need to recommend a solution 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.

Answer Area

What is the automated solution?

[▼]

| A/B test |
| Market Insights |
| Enhanced email |

Which testing process is used?

[▼]

| Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group. |
| An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent. |
| An email is sent to a sample group. A summary of responses is sent to the creator. |

Answer:

Answer Area

What is the automated solution?

▼
A/B test
Market Insights
Enhanced email

Which testing process is used?

	▼
Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.	
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.	
An email is sent to a sample group. A summary of responses is sent to the creator.	

Explanation:
https://docs.microsoft.com/en-gb/dynamics365/marketing/email-a-b-testing

QUESTION 170
Hotspot Question
A company uses Dynamics 365 Sales.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
An existing customer wants you to send them literature for a new product. You must create a new contact and attach the literature to the contact.	○	○
You call an existing customer to review a service agreement that is about to expire. Your company requires all phone calls to be included in a call report. You must create a note in the contact record.	○	○

Answer:

Answer Area

Statement	Yes	No
An existing customer wants you to send them literature for a new product. You must create a new contact and attach the literature to the contact.	○	○
You call an existing customer to review a service agreement that is about to expire. Your company requires all phone calls to be included in a call report. You must create a note in the contact record.	○	○

QUESTION 171
Hotspot Question
A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	O	O
You can manage warranties.	O	O
You can schedule recurring maintenance.	O	O

Answer:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	●	O
You can manage warranties.	O	●
You can schedule recurring maintenance.	●	O

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

QUESTION 172
Drag and Drop Question
A small pet store wants a solution that meets their finance and sales requirements. They are evaluating Dynamics 365 Finance and Dynamics 365 Business Central.
You need to recommend solutions for the company.
What should you recommend? To answer, drag the appropriate products to the correct requirements. Each product 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.

Products

Dynamics 365 Finance only

Dynamics 365 Business Central only

Dynamics 365 Finance or Dynamics 365 Business Central

Answer Area

Requirement	Product
Set up multi-currency transactions.	Product
Manage sales and finance.	Product

Answer:

Products

Dynamics 365 Finance only

Dynamics 365 Business Central only

Dynamics 365 Finance or Dynamics 365 Business Central

Answer Area

Requirement	Product
Set up multi-currency transactions.	Dynamics 365 Finance or Dynamics 365 Business Central
Manage sales and finance.	Dynamics 365 Finance or Dynamics 365 Business Central

QUESTION 173
Hotspot Question
A company has two locations in the same city. Both locations need only general ledger, accounts payable, and accounts receivable functionality. The company wants to implement one product that can manage transactions and consolidate financials at year-end.
You need to recommend a solution for the company.
What should you recommend? To answer, select the appropriate option in the answer area.

Answer Area

You should recommend [▼]

Dynamics 365 Business Central
Dynamics 365 Commerce
Dynamics 365 Finance
Management Reporter

Answer:

Answer Area

You should recommend [▼]

Dynamics 365 Business Central
Dynamics 365 Commerce
Dynamics 365 Finance
Management Reporter

QUESTION 174
Hotspot Question
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.

Answer Area

Statement	Yes	No
Set up rules to separate tasks that must be performed by different users.	○	○
Automatic notification for approval when an invoice created is higher than $10,000.	○	○
Scheduled generation of financial statements.	○	○

Answer:

Answer Area

Statement	Yes	No
Set up rules to separate tasks that must be performed by different users.	⦿	○
Automatic notification for approval when an invoice created is higher than $10,000.	⦿	○
Scheduled generation of financial statements.	⦿	○

Explanation:
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 175
Drag and Drop Question
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.

Actions	Answer Area
Recall transaction.	**Requirement** — **Action**
Void transaction.	Hold items. — *Action*
Cancel order.	Complete sales transactions. — *Action*
Suspend transaction.	

Answer:

Actions	Answer Area
Void transaction.	**Requirement** — **Action**
Cancel order.	Hold items. — Suspend transaction.
	Complete sales transactions. — Recall transaction.

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

QUESTION 176
Hotspot Question
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.

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Answer Area

In order to manage projects, you must

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

Answer:

Answer Area

In order to manage projects, you must

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

QUESTION 177
Hotspot Question
A company is evaluating Dynamics 365 Supply Chain Management.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can initiate new production based on demand, open orders, and historical trends, as well as take into consideration the time to manufacture and ship product to customers.	○	○
You can account and plan for subcontracting services such as painting metal parts, during production.	○	○

Answer:

Answer Area

Statement	Yes	No
You can initiate new production based on demand, open orders, and historical trends, as well as take into consideration the time to manufacture and ship product to customers.	○	○
You can account and plan for subcontracting services such as painting metal parts, during production.	○	○