

➤ **Vendor: Microsoft**

➤ **Exam Code: MB-901**

➤ **Exam Name: Microsoft Dynamics 365 Fundamentals**

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QUESTION 131

A company plans to deploy Dynamics 365 Customer Service and integrate it with two proprietary apps. The company does not have a virtual private network (VPN) or secure network.

Which two reasons require deploying the app to a private cloud? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. You have an application that only runs on a legacy operating system.
- B. Your company has very strict legal and compliance requirements.
- C. You do not have an IT security specialist onsite.
- D. You do not have access to the internet while working on company computers.

Answer: AD

QUESTION 132

A company plans to implement Dynamics 365 Finance.

You need to ensure that users can only view menu options that are appropriate for their jobs.

Which permission type should you use?

- A. role-based security
- B. Office 365 Groups
- C. team security
- D. field-level security

Answer: A

QUESTION 133

A customer wants to increase productivity by enabling users to navigate between Microsoft applications without additional sign-in prompts.

What should the company implement?

- A. Azure Express Route
- B. Gateway service
- C. Single sign-on

Answer: C

QUESTION 134

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.

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

- Use the same number to represent a customer in both systems.
- 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.

Answer: AC

Explanation:

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

QUESTION 135

A company has four territory managers. Ten salespeople report to each manager.

Territory managers need to be able to see records related to each salesperson that they manage.

Salespeople must be able to see only their own records.

What should you implement?

- A. Active Directory groups
- B. Role-based security
- C. App-based security
- D. Field-level security

Answer: C

Explanation:

<https://docs.microsoft.com/en-us/learn/modules/recognize-dynamics-365-security/6-security-model-driven-apps>

QUESTION 136

An oil company uses Power Automate to report environmental impact data to a regulatory agency.

You need to ensure that secure data from Dynamics 365 Finance is not accidentally exposed in reports to the regulatory agency.

What should you configure?

- A. Microsoft Intune
- B. Data Loss Prevention policy
- C. Azure Data Lake
- D. Microsoft Defender Advanced Threat Protection

Answer: B

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

QUESTION 137

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business

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- D. Microsoft Teams
- E. Power Automate

Answer: BCD

QUESTION 138

A company uses Dynamics 365 Finance and Microsoft Office products.
An external partner sales representative requests a list of available products.
You need to recommend a solution to provide the report.
What should you recommend?

- A. Export the product list to Microsoft Excel.
- B. Use Management Reporter.
- C. Use a third-party add-on.
- D. Use the Vendor portal.

Answer: A

QUESTION 139

A potential customer delays their decision to commit to a big multi-year contract.
You want to find other colleagues who have interacted with the potential customer to discuss strategies.
Which app should you recommend?

- A. Customer Service Insights
- B. Sales Insights
- C. Power Virtual Agents
- D. Market Insights

Answer: B

QUESTION 140

Which three unique user experiences are offered by Dynamics 365 Fraud Protection? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Protect
- B. Evaluate
- C. Analyze
- D. Assign
- E. Diagnose
- F. Feedback

Answer: ABE

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/fraud-protection/overview>

QUESTION 141

An interior design company uses Dynamics 365 Layout to show clients what furniture could look like in their space.
Clients send files that represent the layout for their homes or offices. A specific client has a subscription to use Microsoft Office 365 apps.
You need to obtain a file from the client that can be imported into Dynamics 365 Layout.
Which type of file should you ask for?

- A. Microsoft Excel
- B. AI Builder

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- C. Microsoft Visio
- D. Microsoft Planner

Answer: C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/mixed-reality/import-tool/layout>

QUESTION 142

You need to enter leads in Dynamics 365 Sales.

Which two applications can you use to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Commerce
- B. emails
- C. CSV files
- D. Dynamics 365 Customer Insights

Answer: BC

QUESTION 143

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.

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales>

QUESTION 144

A company uses Dynamics 365 Customer Service.

Some of the customer calls to the support number are for complex needs that require live follow up, while others are simple support questions.

You need to recommend a self-service option that allows customers to request support and services.

What should you recommend?

- A. Remote Assist
- B. Power Virtual Agents
- C. Customer Service Insights
- D. Customer Insights

Answer: B

QUESTION 145

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

- A. Knowledge base management
- B. Service level agreements

- C. Power Automate to transfer cases
- D. Customer Service Insights

Answer: A

QUESTION 146

A company plans to open the following stores:

Store type	Details
Brick and mortar	Open Monday through Friday 9:00 AM to 5:00 PM. Accepts cash and limited types of credit cards.
Online	Open seven days a week and 24 hours a day. Accepts all major credit cards.

You need to ensure that Dynamics 365 Commerce can receive all needed data from the stores. Which feature should you implement?

- A. Channel management
- B. Monitor and analysis
- C. Point of sale (POS)
- D. Mobile commerce

Answer: A

QUESTION 147

You work for a large multinational corporation.

You must implement a solution that can manage manufacturing processes and customer sales order functions for your company.

What should you implement?

- A. Dynamics 365 Business Central and Dynamics 365 Customer Service.
- B. Dynamics 365 Supply Chain Management and Dynamics 365 Commerce.
- C. Dynamics 365 Supply Chain Management only
- D. Dynamics 365 Business Central only

Answer: B

QUESTION 148

A retailer sells products by using an e-commerce site, brick and mortar stores, and phone sales.

Different processes are used for each type of order source.

You need to ensure that you can support each type of sale.

What should you recommend?

- A. case management and loyalty programs
- B. a retail store, an online store, and a call center
- C. a mobile app and a credit card gateway
- D. a mobile app and online sales

Answer: B