Microsoft

MB-900 Exam

Microsoft Dynamics 365 Fundamentals Exam

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Version: 10.0

Question: 1

DRAG DROP
Match each tool to its task.
NOTE: Each correct match is worth one point.

Tools

| Microsoft PowerBI |
| Microsoft Visual Studio |
| Microsoft PowerApps |

Answer Area

Task	Tool
Configure dashboards.	tool
Manage test automation.	tool
Deploy models.	tool
Integrate data sources.	tool

Answer:

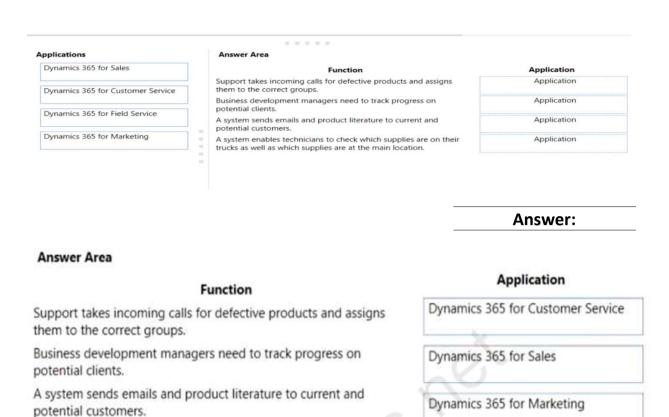| Task	Tool
Configure dashboards.	Microsoft PowerBI
Manage test automation.	Microsoft Visual Studio
Deploy models.	Microsoft Visual Studio
Integrate data sources.	Microsoft PowerApps

Question: 2

DRAG DROP
A company wants to automate functions performed by some of its departments.
You need to select the appropriate Dynamics 365 application for each function.
Which applications should you select?
To answer, drag the appropriate applications to the correct functions. Each application 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.

Applications

| Dynamics 365 for Sales |
| Dynamics 365 for Customer Service |
| Dynamics 365 for Field Service |
| Dynamics 365 for Marketing |

Answer Area

Function	Application
Support takes incoming calls for defective products and assigns them to the correct groups.	Application
Business development managers need to track progress on potential clients.	Application
A system sends emails and product literature to current and potential customers.	Application
A system enables technicians to check which supplies are on their trucks as well as which supplies are at the main location.	Application

Answer:

Answer Area

Function	Application
Support takes incoming calls for defective products and assigns them to the correct groups.	Dynamics 365 for Customer Service
Business development managers need to track progress on potential clients.	Dynamics 365 for Sales
A system sends emails and product literature to current and potential customers.	Dynamics 365 for Marketing
A system enables technicians to check which supplies are on their trucks as well as which supplies are at the main location.	Dynamics 365 for Field Service

Question: 3

You need to select a Dynamics 365 for Customer Engagement application to help your organization efficiently track, manage, and deliver project-based services.
Which application should you select?

A. Customer Service
B. Field Service
C. Project Service automation
D. Sales

Answer: C

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/project-service/overview

Question: 4

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

Answer: BE

Question: 5

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.

Answer: DE

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