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• Exam Code: MB-901

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• Exam Language: English

• Exam Duration: 90 mint

• Exam Format: MCQs



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#### **Question No. 1**

A company uses Dynamics 365 Customer Service.

The service team handles a large number of calls for common service requests. The company wants to provide customers a self-service option to reduce the number of service calls.

You need to recommend a solution for the company.

What should you recommend?

- A. Power Virtual Agents
- B. Customer Service Insights
- C. Sates Insights
- **D.** Customer Insights Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service. These bots can be created easily without the need for data scientists or developers. Some of the ways that Power Virtual Agents bots have been used include: COVID-19 infection rate and tracking information Sales help and support issues Opening hours and store information Employee health and vacation benefits Common employee questions for businesses Power Virtual Agents is available as both a standalone web app, and as a discrete app within Microsoft Teams. Most of the functionality between the two is the same. However, there might be different reasons to choose one version or the other based on the ways you want to use Power Virtual Agents.

**Answer:** A

#### Question No. 2

A company plans to implement a manufacturing solution that includes an integrated rate shipping costs tot distribution.

You need to recommend a product to the company.

What should you recommend?

- A. Dynamics 365 Commerce
- B. Dynamics 365 Sales
- C. Dynamics 365 Supply Chain Management
- **D.** Dynamics 365 Field Service

**Answer:** A

#### Question No. 3

A company uses Dynamics 365 Supply Chain Management Buyers order products that are received and stored in a warehouse. Customers place sales orders for just-in-time delivery. The warehouse is overstocked on products, but buyers continue to place more orders. You need to prevent overpurchasing. What should you use?

- A. minimum and maximum Quantities using master planning
- B. transfer orders
- C. cycle counting
- **D.** purchase orders

• E. purchase requisition workflow approvals

#### **Answer:** E

#### Question No. 4

A company owns and manages wind turbines that ate used to produce electricity. The company needs to track each turbine from the time of purchase to retirement. Maintenance costs must be tracked.

You need to recommend a solution for the company.

Which solution should you recommend?

- A. Dynamics 365 Project Service Automation
- B. Dynamics 365 Supply Chain Management
- C. Dynamics 365 Field Service
- D. Dynamics 365 Finance

#### **Answer:** B

#### Question No. 5

A construction services firm plans to standardize financial and payroll functions including the capability of adding project timesheets to track work and costs tor community improvement projects. You need to recommend a solution for the company. What should you recommend?

- A. Power Platform
- B. Dynamics 365 Human Resources
- C. Dynamics 365 Finance
- D. Dynamics 365 Supply Chain Management

**Answer:** C



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