



# MB-920<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps  
(ERP)

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### QUESTION 1

#### HOTSPOT

A company plans to implement Dynamics 365 Customer Insights and use the audience insights capability.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

#### Answer Area

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input checked="" type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/overview>

### QUESTION 2

#### HOTSPOT

A company wants to understand the self-service capabilities of Dynamics 365 Human Resources. Instructions: For each



of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
Employees can change personal details including their home address and phone number.	<input type="radio"/>	<input type="radio"/>
Employees can create requests for time off.	<input type="radio"/>	<input type="radio"/>
Employees can create time sheets to track time and attendance.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statements	Yes	No
Employees can change personal details including their home address and phone number.	<input checked="" type="radio"/>	<input type="radio"/>
Employees can create requests for time off.	<input checked="" type="radio"/>	<input type="radio"/>
Employees can create time sheets to track time and attendance.	<input type="radio"/>	<input checked="" type="radio"/>

### QUESTION 3

#### DRAG DROP

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.



Select and Place:

### Actions

Recall transaction.

Void transaction.

Cancel order.

Suspend transaction.

### Requirement

Hold items.

Complete sales transactions.

### Action

Action

Action

Correct Answer:



### Actions

Cancel order.
Suspend transaction.

### Requirement

### Action

Hold items.

Void transaction.

Complete sales transactions.

Recall transaction.

#### QUESTION 4

##### DRAG DROP

A company plans to implement Dynamics 365 Finance and Dynamics 365 Supply Chain Management.

You need to recommend tools to meet the company's reporting requirements.

What should you recommend? To answer, drag the appropriate tools to the correct requirements. 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.

Select and Place:



**Tools**

- 
- 
- 

**Answer Area**

**Requirement**

Ensure that users can view, edit, and act on business data even if they have intermittent network connectivity.

Schedule reports to run periodically by using a scheduled batch job.

**Tool**

- 
- 

Correct Answer:

**Tools**

- 
- 
- 

**Answer Area**

**Requirement**

Ensure that users can view, edit, and act on business data even if they have intermittent network connectivity.

Schedule reports to run periodically by using a scheduled batch job.

**Tool**

- 
- 

**QUESTION 5**

**HOTSPOT**

A company uses Dynamics 365 Finance.

Instructions: For each of the following statements, select Yes if the statement is true.

Otherwise, select No.



NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
You can use export data from Dynamics 365 Finance to Microsoft Word by using templates.	<input type="radio"/>	<input type="radio"/>
The Dynamics 365 Finance Open in Excel experience allows users to edit and refresh data in Microsoft Excel.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statements	Yes	No
You can use export data from Dynamics 365 Finance to Microsoft Word by using templates.	<input checked="" type="radio"/>	<input type="radio"/>
The Dynamics 365 Finance Open in Excel experience allows users to edit and refresh data in Microsoft Excel.	<input checked="" type="radio"/>	<input type="radio"/>

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