

# Microsoft

## Exam Questions MB-920

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)



NEW QUESTION 1

A retailer plans to award its customers based on the amount of money they spend. The retailer has not previously offered a customer reward program. You need to recommend a method for tracking customer spending. What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.  
Hot Area:

Answer Area

App to use: 

Dynamics 365 Sales

Dynamics 365 Finance

Dynamics 365 Customer Service

Dynamics 365 Commerce

Feature to implement: 

Loyalty program

Customer statement

Accounts receivable transaction

Retail statement

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

App to use: 

Dynamics 365 Sales

Dynamics 365 Finance

Dynamics 365 Customer Service

Dynamics 365 Commerce

Feature to implement: 

Loyalty program

Customer statement

Accounts receivable transaction

Retail statement

NEW QUESTION 2

A company plans to implement Dynamics 365 Project Operations. 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.

Statements	Yes	No
You can create project-based sales orders directly from a project record.	<input type="radio"/>	<input type="radio"/>
You can create multiple quotes for a project and group them under a single opportunity record.	<input type="radio"/>	<input type="radio"/>

- A. Mastered

B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text Description automatically generated

NEW QUESTION 3

A company plans to use Dynamics 365 Supply Chain Management.

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.

Statements	Yes	No
Lean manufacturing processes produce only what is needed to meet customer demands.	<input type="radio"/>	<input type="radio"/>
Lean manufacturing processes rely on recipes, ingredients, and formulas to mix ingredients in specific proportions.	<input type="radio"/>	<input type="radio"/>

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Yes No

NEW QUESTION 4

A company implements Dynamics 365 Supply Chain Management. The company plans to use maintenance work orders.

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.

Statements	Yes	No
Work orders for maintenance of machines can be created automatically.	<input type="radio"/>	<input type="radio"/>
Work orders can be created and updated by using a mobile device.	<input type="radio"/>	<input type="radio"/>

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

NEW QUESTION 5

A company implements Dynamics 365 Supply Chain Management. The company uses external vendors to produce some parts.

You need to recommend actions to manage vendor operations.

Which three actions should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Update the status of production order operations that are subcontracted to Completed when the vendor's work is done.
- B. Create an operation for the subcontractor to track the progress of the vendor's work.
- C. Assign each operation in a production order to multiple vendors.
- D. Ensure that each production order relates to a single vendor.
- E. Automatically generate purchase orders for operations that you subcontract to a vendor.

Answer: BDE

NEW QUESTION 6


A company plans to implement Dynamics 365 Commerce.

Some products must only be available in specific physical stores due to product weight and physical measurements.

You need to recommend a solution to meet the requirement.

What should you recommend? To answer, select the appropriate option in the answer area.

Answer Area

Implement  to restrict the products that are available at each physical location.

promotions

product dimensions


product assortments

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Implement  to restrict the products that are available at each physical location.

promotions

product dimensions

product assortments

NEW QUESTION 7

A company plans to use Dynamics 365 Supply Chain Management.  
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.

Answer Area

Statements	Yes	No
Lean manufacturing processes produce only what is needed to meet customer demands.	<input type="radio"/>	<input type="radio"/>
Lean manufacturing processes rely on recipes, ingredients, and formulas to mix ingredients in specific proportions.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Lean manufacturing processes produce only what is needed to meet customer demands.	<input checked="" type="radio"/>	<input type="radio"/>
Lean manufacturing processes rely on recipes, ingredients, and formulas to mix ingredients in specific proportions.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 8

A company plans to implement Dynamics 365 Supply Chain Management. You need to recommend manufacturing process types for the company. What should you recommend? To answer, drag the appropriate manufacturing process types to the correct scenarios. Each manufacturing process type 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.



Manufacturing process types	Answer Area	
<div>Discrete</div>	<b>Scenario</b>	<b>Manufacturing process type</b>
<div>Process</div>	Produce items including food and pharmaceuticals that cannot be reverted to original ingredients.	<div>Manufacturing process type</div>
	Produce items including automobile engines that may be disassembled.	<div>Manufacturing process type</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Manufacturing process types	Answer Area	
<div>Discrete</div>	<b>Scenario</b>	<b>Manufacturing process type</b>
<div>Process</div>	Produce items including food and pharmaceuticals that cannot be reverted to original ingredients.	<div>Process</div>
	Produce items including automobile engines that may be disassembled.	<div>Discrete</div>

NEW QUESTION 9

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.

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"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 10

An organization has two legal entities. Items may be sold by one company only or by both companies. You need to recommend a solution to standardize the items across the legal entities.  
What should you recommend?

- A. Lifecycle Services
- B. Item templates
- C. Products and product masters
- D. Product Insights

Answer: C

NEW QUESTION 10

A company plans to implement a manufacturing solution that includes integrated rate shipping costs for distribution.  
You need to recommend a product to the company. What should you recommend?

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

Answer: D

NEW QUESTION 13

You are exploring the capabilities in Dynamics 365 Human Resources to manage employee leaves and absences.  
Leave requests for paid time off must be approved either by a manager, by a human resources representative, or automatically based on specific rules.  
You need to describe how this requirement can be configured in the system.  
What should you recommend? To answer, select the appropriate option in the answer area.

Create a workflow of type Leave and absence request and assign the workflow to a

▼

Leave balance.

Leave and absence plan.

Leave and absence type.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
Graphical user interface, text, application Description automatically generated

NEW QUESTION 16

A company plans to implement Dynamics 365 Supply Chain Management. Match each manufacturing strategy to its definition.  
To answer, drag the appropriate manufacturing strategy from the column on the left to its definition on the right. Each manufacturing strategy may be used once, more than once, or not at all.  
NOTE: Each correct selection is worth one point.

Manufacturing strategies

Make-to-order

Make-to-stock

Configure-to-order

Engineer-to-order

Answer Area

Definition	Manufacturing strategy
Calculate minimum quantities required to replenish inventory based on historic consumption.	Manufacturing strategy
Trigger expensive steps of the value chain by using a sales order or transfer order.	Manufacturing strategy
Create a prototype item based on specific requirements.	Manufacturing strategy

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Manufacturing strategies

- Make-to-order
- Make-to-stock
- Configure-to-order
- Engineer-to-order

Answer Area

Definition	Manufacturing strategy
Calculate minimum quantities required to replenish inventory based on historic consumption.	Make-to-stock
Trigger expensive steps of the value chain by using a sales order or transfer order.	Make-to-order
Create a prototype item based on specific requirements.	Engineer-to-order

NEW QUESTION 19

A company implements Dynamics 365 Finance.  
You need to recommend features that the company can use for integrated reporting scenarios.  
Which feature should you recommend? To answer, drag the appropriate features to the correct scenarios. 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.

	Scenario	Feature
Native controls	Display personalized views of data.	Feature
Structured documents	Display income statements and balance sheets.	Feature
Workspaces	Create tax statements for customers and vendors.	Feature
Financial reporting		

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

	Scenario	Feature
Native controls	Display personalized views of data.	Workspaces
Structured documents	Display income statements and balance sheets.	Financial reporting
Workspaces	Create tax statements for customers and vendors.	Structured documents
Financial reporting		

NEW QUESTION 23

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	Requirement	Action
Recall transaction.	Hold items.	Action
Void transaction.	Complete sales transactions.	Action
Cancel order.		
Suspend transaction.		

- A. Mastered  
B. Not Mastered



Answer: A

Explanation:

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

NEW QUESTION 25

A company implements Dynamics 365 finance and operations apps. You need to describe the shared features that are available to technical and business users to company stakeholders.

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.

Statements	Yes	No
Report customizations that are made to a specific analytical workspace apply to all users of that workspace.	<input type="radio"/>	<input type="radio"/>
The Export to Excel option exports the currently selected data that is visible in a grid on a page.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statements	Yes	No
Report customizations that are made to a specific analytical workspace apply to all users of that workspace.	<input checked="" type="radio"/>	<input type="radio"/>
The Export to Excel option exports the currently selected data that is visible in a grid on a page.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 26

A company uses Dynamics 365 Finance.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statements	Yes	No
Account segments can be defined and used in an organization's chart of accounts.	<input type="radio"/>	<input type="radio"/>
You must have Project Operations in order to enter timesheets and expenses against a project.	<input type="radio"/>	<input type="radio"/>
Budget entries can be created from a Microsoft Excel workbook.	<input type="radio"/>	<input type="radio"/>



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Account segments can be defined and used in an organization's chart of accounts.	<input checked="" type="radio"/>	<input type="radio"/>
You must have Project Operations in order to enter timesheets and expenses against a project.	<input type="radio"/>	<input checked="" type="radio"/>
Budget entries can be created from a Microsoft Excel workbook.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 30

An international hotel company implements Dynamics 365 Finance. You need to help the hotel company identify email integration capabilities. What are two valid use cases for sharing Dynamics 365 Finance documents with customers by using email integration? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

- A. The company sends statements to customers based on request.
- B. Customers negotiate prices for hotel reservations with company agents by using their personal email addresses.
- C. A customer registers a complaint online regarding their stay at any of the company's hotels.
- D. The company emails invoices to customers after their hotel stay.

Answer: BD

NEW QUESTION 34

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

Statements	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.	<input type="radio"/>	<input type="radio"/>
You can account and plan for subcontracting services such as painting metal parts, during production.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	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.	<input checked="" type="radio"/>	<input type="radio"/>
You can account and plan for subcontracting services such as painting metal parts, during production.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 38

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