

## Exam Questions MB-920

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)

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#### NEW QUESTION 1

A company uses Dynamics 365 Human Resources. The company establishes a new department and hires employees to staff the department. The company wants to manage annual employee reviews.

What are two capabilities of Dynamics 365 Human Resources performance management? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

- A. Personnel actions
- B. Goals
- C. Competencies
- D. Performance journals

**Answer:** CD

#### 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.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Graphical user interface, text Description automatically generated

#### NEW QUESTION 3

A company plans to implement Dynamics 365 finance and operations apps.

You need to recommend a feature that allows users to edit Dynamics 365 data by using Microsoft Office. Changes that you make in Microsoft Office must update Dynamics 365.

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

**NEW QUESTION 4**

A company implements Dynamics 365 Project Operations for the sales quotation process. A qualified lead requests a quotation for services. Which records are used for this stage of the sales process? To answer, select the appropriate option in the answer area.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 5**

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:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 6**

A manufacturer uses Dynamics 365 Human Resources and Microsoft HoloLens to augment manufacturing tasks. The company promotes five employees to a newly created position named quality assurance manager. You need to use Dynamics 365 functionality to facilitate self-education and apply continuous improvement to the process. What should you implement? To answer, drag the appropriate features to the correct requirements. 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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 7

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 mobile app and online sales
- C. a retail store, an online store, and a call center
- D. a mobile app and a credit card gateway

**Answer:** C

#### NEW QUESTION 8

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 9

A company is implementing expense management capabilities in 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:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 10

A company purchases Dynamics 365 finance.

Which two features can the company implement? Each correct selection presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Accounts receivable
- B. General ledger
- C. Omnichannel
- D. Manufacturing
- E. Payment fraud prevention

**Answer:** AB

#### NEW QUESTION 10

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 11**

A company plans to implement Dynamics 365 Supply Chain Management.

Which three actions can vendors perform? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Change the inventory cost of items.
- B. Submit invoices electronically.
- C. Create transfer orders.
- D. Approve purchase orders.
- E. Respond to a request for quote (RFQ).

**Answer:** BDE

**NEW QUESTION 14**

A customer owes two vendors \$500 each for services performed. The customer wants to post a lump sum of \$1,000 to a bank to cover the payments. You need to be able to track vendor payments individually. Which feature should you recommend?

- A. Ledger setup
- B. Journal voucher
- C. Bank reconciliation

**Answer:** B

**NEW QUESTION 16**

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 20**

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 24**

A company manufactures, rents, and resells equipment for dental clinics. Maintaining high-quality standards is crucial for operations. All quality-related issues in the supply chain must be managed in the system.

Match each feature to its use case.

Instructions: To answer, drag the appropriate feature from the column on the left to its use case on the right. Each feature may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 28**

Which two modules are included in Dynamics 365 Supply Chain Management? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Product information management
- B. Project management and accounting
- C. Service hub
- D. Dynamics 365 Remote Assist
- E. Master planning

**Answer:** AB

**NEW QUESTION 31**

A company implements Dynamics 365 Finance.

You need to recommend a way for the company to view overdue balances for a group of customers at a point in time.

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 36**

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