



Microsoft

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 using Dynamics 365 Finance has determined they have been paying for products they did not receive. You need to recommend a solution to prevent this from happening in the future. What should you recommend?

- A. Implement Accounts payable for three-way matching.
- B. Activate change management.
- C. Implement Accounts receivable for three-way matching.
- D. Use the Vendor portal.

Answer: A

NEW QUESTION 3

A company plans to implement Dynamics 365 Finance as their financial system. The company needs to know which features the system supports. 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
Configure separation of duties for tasks that must be performed by different users.	<input type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000.	<input type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Configure separation of duties for tasks that must be performed by different users.	<input checked="" type="radio"/>	<input type="radio"/>
Automatic notification for approval when an invoice created is higher than \$10,000.	<input checked="" type="radio"/>	<input type="radio"/>
Scheduled generation of financial statements.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 4

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

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

Answer: B

NEW QUESTION 5

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 6

A company uses 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
Tools, machines, and people are resources that are used to produce goods.	<input type="radio"/>	<input type="radio"/>
A formula defines the materials, ingredients, and outcomes of a specific process.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Tools, machines, and people are resources that are used to produce goods.	<input checked="" type="radio"/>	<input type="radio"/>
A formula defines the materials, ingredients, and outcomes of a specific process.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 7

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:

Answer Area

Statements	Yes	No
You can use a purchase order to return previously purchased items to a vendor.	<input type="radio"/>	<input type="radio"/>
You can create a payment proposal to select a set of invoices to pay for a payment batch.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can use a purchase order to return previously purchased items to a vendor.	<input checked="" type="radio"/>	<input type="radio"/>
You can create a payment proposal to select a set of invoices to pay for a payment batch.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 8

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 9

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.

Features

LinkedIn Learning

Dynamics 365 Human Resources

Answer Area

Requirement	Feature
Take courses about management led by other industry-wide experts.	Feature
Receive feedback from the employees about their experiences.	Feature

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Features

LinkedIn Learning

Dynamics 365 Human Resources

Answer Area

Requirement	Feature
Take courses about management led by other industry-wide experts.	LinkedIn Learning
Receive feedback from the employees about their experiences.	Dynamics 365 Human Resources

NEW QUESTION 10

A company implements Dynamics 365 Finance. Which two components can you use to create a financial dimension set? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Derived dimension
- B. Financial dimension
- C. Main account
- D. Account structure

Answer: BC

NEW QUESTION 10

A company uses Dynamics 365 Supply Chain Management. The company plans to implement Asset 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
Assets are single-level objects. You cannot create sub-assets.	<input type="radio"/>	<input type="radio"/>
You can define locations and assign assets to locations for tracking purposes.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Assets are single-level objects. You cannot create sub-assets.	<input type="radio"/>	<input checked="" type="radio"/>
You can define locations and assign assets to locations for tracking purposes.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 13

A company implements the performance management feature in Dynamics 365 Human Resources. Which performance management component can employees create by using the Employee Self-Service workspace?

- A. Goals
- B. Workflows
- C. Performance reviews
- D. Performance Journal

Answer: D

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

Calculate minimum quantities required to replenish inventory based on historic consumption.

Trigger expensive steps of the value chain by using a sales order or transfer order.

Create a prototype item based on specific requirements.

Manufacturing strategy

Manufacturing strategy
Manufacturing strategy
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

Calculate minimum quantities required to replenish inventory based on historic consumption.

Trigger expensive steps of the value chain by using a sales order or transfer order.

Create a prototype item based on specific requirements.

Manufacturing strategy

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

NEW QUESTION 20

A company is using Dynamics 365 Project Operations for a project implementation.

An internal project is being funded by three different organizations. The project billing should be standardized. You need to implement functionality to split the invoicing of the project.

Which Project component should you use?

- A. Contracts
B. Invoicing
C. Budgets
D. Subcontracts
E. Expenses

Answer: E

NEW QUESTION 24

A company is evaluating Dynamics 365 Fraud Protection for various types of transactions.

Which experience should you use? To answer, drag the appropriate experiences to the correct scenarios. Experiences 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.

Experiences

Evaluate the effectiveness of fraud protection.

Diagnose experience in fraud protection.

Protect online purchases from fraud.

Answer Area

Scenario

Analyze three years of historical customer transaction data and generate reports that provide insights into existing fraud patterns in their business.

Flag an online purchase that is initiated from a geographic region that is far away from the address of the account owner.

Experience

Experience

Experience

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Experiences

Evaluate the effectiveness of fraud protection.

Diagnose experience in fraud protection.

Protect online purchases from fraud.

Answer Area

Scenario

Analyze three years of historical customer transaction data and generate reports that provide insights into existing fraud patterns in their business.

Flag an online purchase that is initiated from a geographic region that is far away from the address of the account owner.

Experience

Evaluate the effectiveness of fraud protection.

Protect online purchases from fraud.

NEW QUESTION 29

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.

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"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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"/>

NEW QUESTION 30

A company plans to implement Dynamics 365 Commerce.
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
You can create separate payment methods and price groups for each retail store channel.	<input type="radio"/>	<input type="radio"/>
Modern Point of Sale (MPOS) devices can process sales even if the device has no network connectivity.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can create separate payment methods and price groups for each retail store channel.	<input checked="" type="radio"/>	<input type="radio"/>
Modern Point of Sale (MPOS) devices can process sales even if the device has no network connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 33

A company plans to implement 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.

Statements	Yes	No
You can convert a budget plan to a budget register entry.	<input type="radio"/>	<input type="radio"/>
You can prevent purchases if budget funds are not available.	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Finance supports rolling forecasting.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text Description automatically generated
<https://docs.microsoft.com/en-us/dynamics365/finance/budgeting/budgeting-overview>

NEW QUESTION 35

A company uses Dynamics 365 Supply Chain Management. You need to recommend costing methods for the company.
What should you recommend? To answer, drag the appropriate costing methods to the correct scenarios. Each costing method 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.

Costing methods	Answer Area	
	Scenario	Costing method
FIFO	Items have a limited shelf life, and cost of items varies significantly.	Costing method
Average		Costing method
LIFO	Cost is critical and is preset based on an estimate.	Costing method
Standard	Product costs change often, and items are mixed together during manufacturing processes.	Costing method

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Costing methods	Answer Area	
	Scenario	Costing method
FIFO	Items have a limited shelf life, and cost of items varies significantly.	FIFO
Average		LIFO
LIFO	Cost is critical and is preset based on an estimate.	Average
Standard	Product costs change often, and items are mixed together during manufacturing processes.	

NEW QUESTION 40

A company manufactures custom medications.

You need to recommend a Dynamics 365 app that allows the company to manage the concentration of specific active ingredients, provide traceability of ingredients from supplier to customer, and substitute ingredients based on compound type.

What should you recommend?

- A. Dynamics 365 Supply Chain Management
B. Dynamics 365 Product Insights
C. Dynamics 365 Customer Service
D. Dynamics 365 Asset Management

Answer: A

NEW QUESTION 45

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
Project lifecycle stages govern the time entry and expense transaction postings.	<input type="radio"/>	<input type="radio"/>
Project transaction billing, including single transactions, can be split among different customers.	<input type="radio"/>	<input type="radio"/>
Project contracts can specify a do not exceed limit for billing.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statements	Yes	No
Project lifecycle stages govern the time entry and expense transaction postings.	<input checked="" type="radio"/>	<input type="radio"/>
Project transaction billing, including single transactions, can be split among different customers.	<input checked="" type="radio"/>	<input type="radio"/>
Project contracts can specify a do not exceed limit for billing.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 48

A company that manufactures bottled and canned beverages implements Dynamics 365 Supply Chain Management. Most products are packed in quantities of 12 or 24. You need to recommend a process to ensure that customers always purchase the products in these predefined package quantities. What should you recommend?

- A. Set up purchase order multiples for the items.
- B. Configure a standard order quantity for the items.
- C. Create a purchase order and manually adjust the order quantities.
- D. Set up a safety stock quantity for the items.

Answer: B

NEW QUESTION 51

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 54

A company plans to implement 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.

Answer Area

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can assign the following status values to illness and injuries incidents: Open, In process, and Closed.	<input checked="" type="radio"/>	<input type="radio"/>
You can specify required physical activity types, physical effort, and required environmental conditions for a job.	<input type="radio"/>	<input checked="" type="radio"/>
You can add information about costs, treatments, and filings to reporting agencies to illness and injuries incidents.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 55

A company uses Dynamics 365 Finance and Power BI. The company plans to analyze operational data for retail stores that they operate across the United States. The company wants to analyze customer visit data based on the population in the areas where stores are located. You need to recommend a Power BI visualization for the company. Which Power BI visualization should you recommend?

- A. Basic maps
- B. Doughnut chart
- C. Bar chart

Answer: A

NEW QUESTION 56

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.

Answer Area

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

NEW QUESTION 61

An oil refinery uses Dynamics 365 Supply Chain Management. They create work orders for their equipment and machinery. The refinery needs to perform equipment and machinery maintenance according to internal requests. Which maintenance type is performed in enterprise asset management based on internal requests? To answer, select the appropriate option in the answer area.

▼

Corrective

Preventive

Reactive

maintenance in enterprise asset management is performed based on internal requests.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Text Description automatically generated

NEW QUESTION 64

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.

Features

Nonconformances

Inventory blocking

Quality orders

Answer Area

Use case	Feature
You perform regularly scheduled product testing in production.	Feature
You observe unexpected quality issues with a product during production.	Feature
You must inspect all materials before they can be used to produce products.	Feature

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Features	Answer Area	Use case	Feature
Nonconformances		You perform regularly scheduled product testing in production.	Quality orders
Inventory blocking		You observe unexpected quality issues with a product during production.	Nonconformances
Quality orders		You must inspect all materials before they can be used to produce products.	Inventory blocking

NEW QUESTION 65

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 67

A company implements 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.

Statements	Yes	No
You can use a purchase order to return previously purchased items to a vendor.	<input type="radio"/>	<input type="radio"/>
You can create a payment proposal to select a set of invoices to pay for a payment batch.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statements	Yes	No
You can use a purchase order to return previously purchased items to a vendor.	<input type="radio"/>	<input checked="" type="radio"/>
You can create a payment proposal to select a set of invoices to pay for a payment batch.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 69

A company uses Dynamics 365 Human Resources.
You need to ensure that workers can document their own performance relative to goals. What should you direct the workers?

- A. Compensation management page
- B. Personnel management page
- C. Performance goals page
- D. Employee self-service workspace

Answer: D

NEW QUESTION 73

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