



**Microsoft**

## **Exam Questions MB-920**

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)

#### NEW QUESTION 1

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 2

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 3

An international services company is implementing Dynamics 365 Finance. You need to help the implementation team set up the app. What must be created and configured first?

- A. Business unit
- B. Chart of accounts
- C. Project
- D. Legal entity

**Answer:** B

#### NEW QUESTION 4

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 5

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 6

A company wants to use sales, resourcing, project management, and expense tracking in a single application. What should the company implement?

- A. Dynamics 365 Project Operations  
B. Dynamics 365 Finance  
C. Dynamics 365 Business Central  
D. Dynamics 365 Human Resources

Answer: C

NEW QUESTION 7

A company implements 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 invoice one or more projects at the same time by using a project contract.	<input type="radio"/>	<input type="radio"/>
You can specify only one source of funding in a project contract.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

**Explanation:**

Graphical user interface, text, application Description automatically generated

**NEW QUESTION 8**

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 9**

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 10

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.  
Hot Area:

Answer Area

Statements	Yes	No
You can assign employees or contractors to user-defined tasks and subtasks on a project.	<input type="radio"/>	<input type="radio"/>
You can only associate one subproject with each project.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can assign employees or contractors to user-defined tasks and subtasks on a project.	<input checked="" type="radio"/>	<input type="radio"/>
You can only associate one subproject with each project.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 10

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 12

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 15

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 20

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 25

A company plans to implement Dynamics 365 Finance. The company wants to be able to perform the following actions:  
Calculate aged balances by customer.  
Create customer invoices that are not related to sales orders.  
You need to explore accounting solutions for these business requirements.  
What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Calculate aged balances by customer.	<div><div>Customer invoices</div><div>Credit and collections</div><div>Free text invoices</div></div>
Create customer invoices that are not related to sales orders.	<div><div>Customer invoices</div><div>Credit and collections</div><div>Free text invoices</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Option
Calculate aged balances by customer.	<div><div>Customer invoices</div><div>Credit and collections</div><div>Free text invoices</div></div>
Create customer invoices that are not related to sales orders.	<div><div>Customer invoices</div><div>Credit and collections</div><div>Free text invoices</div></div>

### NEW QUESTION 30

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	Answer Area	Experience
Evaluate the effectiveness of fraud protection.	<b>Scenario</b> 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
Diagnose experience in fraud protection.		Experience
Protect online purchases from fraud.		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Experiences	Answer Area	Experience
Evaluate the effectiveness of fraud protection.	<b>Scenario</b> 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.	Evaluate the effectiveness of fraud protection.
Diagnose experience in fraud protection.		Protect online purchases from fraud.
Protect online purchases from fraud.		

### NEW QUESTION 35

A company uses Dynamics 365 Supply Chain Management. The company wants to use SharePoint to manage documents from 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
You can integrate Dynamics 365 finance and operations apps with SharePoint Online and SharePoint on-premises.	<input type="radio"/>	<input type="radio"/>
The document management feature is only supported for SharePoint sites that use the modern experience.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Statements	Yes	No
You can integrate Dynamics 365 finance and operations apps with SharePoint Online and SharePoint on-premises.	<input checked="" type="radio"/>	<input type="radio"/>
The document management feature is only supported for SharePoint sites that use the modern experience.	<input type="radio"/>	<input checked="" type="radio"/>

### NEW QUESTION 40



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 45

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 50

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 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

An organization consisting of several companies is implementing Dynamics 365 Finance. The organization views company and department data by geographical regions and business functions. You need to recommend organization types for the company based on the requirements. What should you recommend? To answer, drag the appropriate organization types to the correct scenarios. Each organization 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.

Organization types	Answer Area	
	Requirement	Organization type
Legal entity	One group must be able to define their own ledger and rules for Balance Sheet and Profit and Loss accounts.	Organization type
Operating unit	Define various regions in which multiple groups of business operate. All regions must use the same ledger.	Organization type

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Organization types	Answer Area	
	Requirement	Organization type
Legal entity	One group must be able to define their own ledger and rules for Balance Sheet and Profit and Loss accounts.	Legal entity
Operating unit	Define various regions in which multiple groups of business operate. All regions must use the same ledger.	Operating unit

NEW QUESTION 57

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.

Answer Area

Statements	Yes	No
You can invoice one or more projects at the same time by using a project contract.	<input type="radio"/>	<input type="radio"/>
You can specify only one source of funding in a project contract.	<input type="radio"/>	<input type="radio"/>
The type of project that you create for a project contract determines the method that you use to invoice project customers.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can invoice one or more projects at the same time by using a project contract.	<input checked="" type="radio"/>	<input type="radio"/>
You can specify only one source of funding in a project contract.	<input type="radio"/>	<input checked="" type="radio"/>
The type of project that you create for a project contract determines the method that you use to invoice project customers.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 62

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 64

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 66

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