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Microsoft Dynamics 365 Fundamentals: MB-901

EXAM DESIGN

Audience Profile

This exam will cover the positioning and benefits of adopting Dynamics 365.

Candidates should have a functional understanding of Dynamics 365 capabilities and Microsoft cloud computing.

Candidates of this exam should have general knowledge or relevant working experience in an Information Technology (IT) environment. Candidates should also have a basic understanding of business scenarios and experience in addressing business, legal, and security requirements for IT projects.

Objective Domains

SKILLS MEASURED

- NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is not definitive or exhaustive.
- NOTE: In most cases, exams do NOT cover preview features, and some features will only be added to an exam when they are GA (General Availability).

Identify Microsoft platform components for Dynamics 365 (30-35%)

Describe integration capabilities

- Integration across Dynamics 365 apps
- Integration across Microsoft products
- Integration with third-party apps
- Custom integrations in Dynamics 365

Describe Dynamics 365 cloud security

- Encryption
- Authentication
- Data ownership
- Data center access
- Single Sign On (SSO)
- Data loss protection (DLP)
- Industry standard certifications (including GDPR)

Describe the benefits of role-based security

- App role-based security
- Leveraging security roles
- Streamlined user experience
- Out-of-the-box security roles

Microsoft

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Dynamics 365 Fundamentals

Identify Microsoft platform components for Dynamics 365 (30-35%)

Describe the business value of the Microsoft cloud

- Azure features used by Dynamics 365
- Platform as a Service (PaaS)
- Life Cycle Services (LCS)

Identify use cases of Power Platform in Dynamics 365

- Power Apps
- Power BI
- Power Automate
- AI Builder
- Power Virtual Agents
- Common Data Model

Describe the benefits of the Common Data Service

- Analytics
- Extensibility
- Interoperability
- Consistency
- Common Data Model

Describe Dynamics 365 reporting capabilities

- Built in reporting
- Role-based reporting
- Extensible reporting

Describe artificial intelligence and mixed reality in Dynamics 365 (10-15%)

Describe use cases for Dynamics 365 AI

- Dynamics 365 Fraud Protection
- Dynamics 365 Sales Insights
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Service Insights

Describe use cases for mixed reality

- Dynamics 365 Remote Assist
- Dynamics 365 Guides
- Dynamics 365 Layouts

Describe model-driven apps (25-30%)

Describe the capabilities of Dynamics 365 Sales

- Dynamics 365 sales automation
- Pipeline management
- Contact management
- Customer requests and follow up
- LinkedIn Sales Navigator

Describe the capabilities of Dynamics 365 Marketing

- Lead generation and qualifications
- Customer journey
- Surveys
- Landing pages
- Segmentation
- Event management
- Marketing forms

Describe the capabilities of Dynamics 365 Field Service

- Resource Scheduling Optimization (RSO)
- Connected Field Service
- Service resource scheduling
- Proactive customer service
- Field Service Mobile

Describe the capabilities of Dynamics 365 Customer Service

- Account management
- Omni channel service
- Case life cycle
- Knowledge articles
- Service schedules

Describe Finance and Operations apps (25-30%)

Describe the capabilities of Dynamics 365 Finance

- General Ledger
- Accounts Payable
- Accounts Receivable
- Project accounting
- Budgeting
- Global attributes and attribute groups
- End to end business processes
- Real time cash flow visibility

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Dynamics 365 Fundamentals

Describe Finance and Operations apps (25-30%)

Describe the capabilities of Dynamics 365 Human Resources

- Employee self-service
- Personnel management
- Benefits management
- Employee development

Describe the capabilities of Dynamics 365 Business Central

- Finance
- Supply Chain
- Purchase Cycle
- Project management
- Sales and service
- Budgeting
- When to use Business Central vs other Dynamics 365 products

Describe the capabilites of Dynamics 365 Supply Chain Management

- Cost accounting
- Cost management
- Procurement and sourcing
- Inventory management
- Warehouse management
- Master planning
- Product Information Management (PIM)
- Vendor collaboration
- Transportation management
- Asset management

Describe the capabilites of Dynamics 365 Commerce

- Unified commerce
- Channel Management
- Merchandise management
- Modern Point of Sale (MPOS)
- Analytical workspaces
- Customer loyalty

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