

## Microsoft Dynamics 365 Fundamentals (ERP): MB-920

### EXAM DESIGN

#### Audience Profile

This exam covers the features and capabilities of Dynamics 365 finance and operations apps.

Candidates of this exam should have general technical knowledge. They should also have a fundamental understanding of financial principles and business operations.

## 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: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

### Describe Dynamics 365 Supply Chain Management (25-30%)

#### Identify general capabilities

- Describe use cases and Supply Chain Management capabilities
- Describe available Supply Chain Management modules
- Describe options for integrating Supply Chain Management with other apps and technologies

#### Describe product management capabilities

- Describe products and release products
- Describe product masters
- Describe product variants

#### Describe purchase and sales capabilities

- Describe the process for creating vendors and purchase orders
- Describe the process for creating customers and sales orders
- Describe trade agreements and contracts
- Describe picking, packing, and reserving stock



## Describe manufacturing strategies

- Describe lean, discrete, and process manufacturing
- Describe bills of materials (BOMs), routes, and operations as they relate to production orders
- Describe master planning

## Describe inventory and warehousing capabilities

- Describe inventory journals
- Describe stock breakdowns
- Describe on-hand lists
- Describe warehouse components including locations

## Describe Dynamics Finance (25-30%)

### Describe Dynamics 365 Finance core capabilities

- Describe use cases for legal entities
- Describe how Dynamics 365 Finance handles regional tax reporting requirements
- Describe accounting concepts
- Describe journaling concept

### Describe general ledgers

- Describe charts of accounts including main accounts, balance sheets, and income statements
- Describe financial dimensions and dimension set concepts
- Describe periodic financial processes

### Describe accounts payables and accounts receivables

- Describe core accounts payable components including vendors, purchase orders, and vendor invoices
- Describe vendor payments and settlements including three-way matching concepts
- Describe core accounts receivable components including customers, customer invoices, and free text invoices
- Describe credit and collection processes

### Describe expense management, fixed asset management and budgeting

- Describe cash and bank management concepts
- Describe expense management capabilities
- Describe fixed asset management capabilities
- Describe budgeting capabilities

## Describe Dynamics 365 Commerce (5-10%)

### Describe Dynamics 365 Dynamics 365 Commerce capabilities

- Describe retail channels including call centers, Cloud Point-Of-Sale (CPOS), and Modern Point-Of-Sale (MPOS)
- Describe channel management concepts
- Describe Distributed Order Management (DOM)
- Describe product assortments

### Describe product management capabilities

- Describe customer loyalty concepts
- Describe how Dynamics 365 Commerce helps create personalized customer experiences and provide product recommendations
- Describe how Dynamics 365 Commerce uses Retail Analytics to provide centralized retail data management

## Describe Dynamics 365 Human Resources (10-15%)

### Describe core capabilities

- Describe workers and positions
- Describe compensation and benefits capabilities
- Describe compliance features
- Describe performance management capabilities

### Describe personnel management capabilities

- Describe self-service capabilities
- Describe leave and absence capabilities
- Describe employee training and certification features
- Identify integration options between Dynamics 365 Human Resources and LinkedIn

## Describe Project Operations (5-10%)

### Identify Project Operations capabilities

- Describe project-based services and project types
- Describe project sales capabilities
- Describe project contract capabilities
- Describe project pricing capabilities
- Describe the project lifecycle including project invoicing and revenue recognition

## **Describe project planning and execution capabilities**

- Describe project planning, execution, and analysis capabilities
- Describe work breakdown structures
- Identify project features including contracts, stages, team assignments, and fixed price versus time and material estimates versus retainer contracts
- Describe project team management capabilities including allocation methods, resource scheduling, and skills
- Describe project schedule management capabilities including tasks, subtasks, assignments, and project plan management
- Describe project cost tracking capabilities including time and expense costs

## **Describe shared features (10-15%)**

### **Describe reporting capabilities**

- Describe built-in reporting capabilities including workspaces
- Describe options for working with Finance data from within Microsoft Excel
- Describe options for analyzing data by using Power BI

### **Describe integration options**

- Describe Microsoft Teams integration capabilities
- Describe use cases for integrating with Microsoft Excel and Microsoft Word
- Describe options for managing documents by using SharePoint Online
- Describe email integration capabilities