

Exam MB-901: Microsoft Dynamics 365 Fundamentals

– Skills Measured

This exam will be updated on April 17, 2020. Following the current exam guide, we have included a version of the exam guide with Track Changes set to “On,” showing the changes that will be made to the exam on that date.

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.

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
- SSO

- Data loss protection (DLP)
- industry standard certifications (GDPR, etc)

Understand the benefits of role based security

- app role-based security
- leveraging security roles
- streamlined user experience
- out-of-the-box security roles

Identify the business value of the Microsoft cloud

- Azure features used by Dynamics 365
- PaaS
- Life Cycle Services (LCS)

Understand the use of Power Platform in Dynamics 365

- Power Apps
- Power BI
- Power Automate
- AI Builder
- Common Data Service

Understand the benefits of the Common Data Service

- analytics
- extensibility
- interoperability
- consistency

Identify Dynamics 365 reporting capabilities

- built in reporting
- role-based reporting
- extensible reporting

Understand AI and Mixed Reality for Dynamics 365 (10-15%)

Leverage AI for data insights

- fraud protection
- virtual agents
- sales insights

- customer insights
- relationship insights
- customer service insights

Leverage mixed reality

- remote assist
- guides
- layouts

Understand model-driven apps (25-30%)

Understand the capabilities of Dynamics 365 Sales

- dynamics 365 sales automation
- pipeline management
- contact management
- customer requests and follow up
- LinkedIn Sales Navigator

Understand the capabilities of Dynamics 365 Marketing

- lead generation and qualifications
- customer journey
- surveys
- landing pages
- segmentation
- event management
- dynamics 365 for marketing

Understand the capabilities of Dynamics 365 Field Service

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

Understand the capabilities of Dynamics 365 Customer Service

- account management
- omni channel service
- case life cycle
- knowledge articles

Understand Finance and Operations apps (25-30%)

Understand the capabilities of Dynamics 365 Finance

- General Ledger
- Accounts Payable
- Accounts Receivable
- project accounting
- budgeting
- global attributes
- end to end business processes
- real time cash flow visibility
- enterprise asset management

Understand the capabilities of Dynamics 365 Human Resources

- employee self-service
- personnel management
- benefits management
- employee development

Understand the capabilities of Dynamics 365 Business Central

- finance
- supply chain
- project management
- sales and service
- budgeting
- when to use Business Central vs other Dynamics 365 products

Understand the capabilities of Dynamics 365 Supply Chain Management

- project accounting
- modernize operations
- procurement and sourcing
- manufacturing
- warehouse management
- master planning
- product information

Understand the capabilities of Dynamics 365 Commerce

- retail capability
- Channel Management

- Point of Sale (POS)
- mobile commerce

The exam guide below shows the changes that will be implemented on April 17, 2020.

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.

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
- SSO
- Data loss protection (DLP)
- industry standard certifications (GDPR, etc)

Understand the benefits of role based security

- app role-based security
- leveraging security roles
- streamlined user experience
- out-of-the-box security roles

Identify the business value of the Microsoft cloud

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

Understand the use of Power Platform in Dynamics 365

- Power Apps
- Power BI
- Power Automate
- AI Builder
- Common Data Service

Understand the benefits of the Common Data Service

- analytics
- extensibility
- interoperability
- consistency
- [Common Data Model](#)

Identify Dynamics 365 reporting capabilities

- built in reporting
- role-based reporting
- extensible reporting

Understand AI and Mixed Reality for Dynamics 365 (10-15%)

Leverage AI for data insights

- fraud protection
- virtual agents
- sales insights
- customer insights
- relationship insights

- customer service insights

Leverage mixed reality

- remote assist
- guides
- layouts

Understand model-driven apps (25-30%)

Understand the capabilities of Dynamics 365 Sales

- dynamics 365 sales automation
- pipeline management
- contact management
- customer requests and follow up
- LinkedIn Sales Navigator

Understand the capabilities of Dynamics 365 Marketing

- lead generation and qualifications
- customer journey
- surveys
- landing pages
- segmentation
- event management
- ~~dynamics 365 for~~ marketing forms

Understand the capabilities of Dynamics 365 Field Service

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

Understand the capabilities of Dynamics 365 Customer Service

- account management
- omni channel service
- case life cycle
- knowledge articles
- service schedules

Understand Finance and Operations apps (25-30%)

Understand 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
- ~~enterprise asset management~~

Understand the capabilities of Dynamics 365 Human Resources

- employee self-service
- personnel management
- benefits management
- employee development

Understand 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

Understand the capabilities of Dynamics 365 Supply Chain Management

- project cost accounting
- ~~modernize operations~~
- Cost management
- procurement and sourcing
- Inventory management
- ~~manufacturing~~
- warehouse management
- master planning
- product ~~i~~nformation Management (PIM)
- Vendor collaboration

- [Transportation management](#)
- [Asset management](#)

Understand the capabilities of Dynamics 365 Commerce

- ~~retail capability~~
- [Unified commerce](#)
- Channel Management
- [Merchandise management](#)
- [Modern](#) Point of Sale ([M](#)POS)
- [Analytical workspaces](#)
- [Customer loyalty](#)
- ~~mobile commerce~~