

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