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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.

As an exam candidate, you should have general knowledge of or relevant working experience with an Information Technology (IT) environment. You 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 (20-25%)

Describe Supply Chain Management core capabilities

- Describe Supply Chain Management capabilities and features
- Describe the order-to-cash process
- Describe the procure-to-pay process
- Describe products and release products
- Describe product masters records, product variants, and product dimensions
- Describe pricing and discounts in relation to trade agreements
- 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 shop floor management
- Describe master planning

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Describe inventory and warehousing capabilities

- Describe costing methods
- Describe on-hand inventory capabilities
- Describe inventory reservations, picking and packing, replenishment, and shipments
- Describe use cases for Warehouse Management Systems (WMS)
- Describe use cases for Transportation Management Systems (TMS)

Describe Dynamics 365 Finance (20-25%)

Describe Finance core capabilities

- Describe Finance capabilities and features
- Describe organization and legal entities
- Describe tax capabilities

Describe general ledgers

- Describe charts of accounts including main accounts, balance sheets, and income statements
- Describe journaling concepts
- 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 (10-15%)

Describe Commerce channels

- Describe Commerce channels
- Describe channel management concepts
- Describe product hierarchies and assortments
- Describe pricing and discounts
- Describe e-commerce capabilities, including business-to-business (B2B) and business-to-customer (B2C)

Describe Commerce clienteling and Dynamics 365 Fraud Protection

- Describe customer loyalty concepts
- Describe how to create personalized customer using clienteling
- Describe how Fraud Protection reduces fraudulent activities in the system

Describe Dynamics 365 Human Resources (10-15%)

Describe Human Resources core capabilities

- Describe workers and positions
- Describe the hire-to-retire process
- Describe leave and absence capabilities
- Identify integration options between Human Resources and LinkedIn
- Describe compensation and benefits capabilities

Describe personnel management capabilities

- Describe self-service capabilities
- Describe employee training and certification features
- Describe performance management capabilities

Describe Dynamics 365 Project Operations (10-15%)

Describe 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 management capabilities

- Describe project planning, scheduling, and resourcing capabilities
- Describe work breakdown structures (WBS)
- Describe project cost tracking capabilities including time and expense costs

Describe the finance and operations core functionality (15–20%)

Describe the finance and operations apps

- Describe Enterprise Resource Planning (ERP)
- Describe finance and operations apps use cases
- Explore the finance and operations user interface

Describe reporting and integration capabilities in finance and operations apps

- Describe built-in reporting capabilities including workspaces
- Describe options for analyzing data by using Power BI
- Describe Microsoft Office 365 integration capabilities, including Microsoft Excel, SharePoint, and Teams
- Describe Microsoft Power Platform integration options
- Describe Business Events integration capabilities