

Microsoft

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



NEW QUESTION 1

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.
 NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Answer: AD

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

NEW QUESTION 2

HOTSPOT

A company has implemented Dynamics 365 Marketing.
 You need to implement apps to meet the company's business requirements.
 Which app should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice </div> </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice </div> </div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

NEW QUESTION 3

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

creates a new lead that uses the LinkedIn data.
updates the current lead with the LinkedIn data.
overwrites the current lead with the LinkedIn data.
updates the current contact with the LinkedIn data.
creates a new lead with the LinkedIn data.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

NEW QUESTION 4

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

NEW QUESTION 5

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue. Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

Answer: D

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

NEW QUESTION 6

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.

D. Create an order

Answer: BC

Explanation:

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

NEW QUESTION 7

DRAG DROP

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Features	Requirement	Feature
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	<input type="text"/>
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	<input type="text"/>
Who knows whom		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant>

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

NEW QUESTION 8

DRAG DROP

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator. You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	<input type="text"/>
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

NEW QUESTION 9

A customer needs a cost-effective sales solution that can display current news about a lead or an account. You recommend Microsoft Relationship Sales. Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Answer: BD

Explanation:

Explanation/Reference:
 Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

NEW QUESTION 10

You are a sales representative for a company. Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

NEW QUESTION 10

DRAG DROP

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:
 ▪ View LinkedIn information from within Dynamics 365 Sales. Validate Dynamics 365 Sales data by using data from LinkedIn.
 Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
 NOTE: Each correct selection is worth one point.

Answer Area

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	<input type="text"/>
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	<input type="text"/>
Dynamics 365 Sales Insights		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>
<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

NEW QUESTION 14

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition. Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point. NOTE: Each correct selection is worth one point.

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	<input type="text"/>
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	<input type="text"/>
Service-level agreement	Rules that trigger on actions in the Customer Service app.	<input type="text"/>
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot- overview>

NEW QUESTION 17

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues. You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	<input type="text"/>
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	<input type="text"/>
Dynamics 365 Field Service		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

NEW QUESTION 19

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help. You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

Answer: C

Explanation:

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

NEW QUESTION 20

HOTSPOT

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Product

Configure the system to account for the impact of holidays on SLA response time.

▼
Dynamics 365 Sales
Dynamics 365 Customer Service
Dynamics 365 Marketing

Schedule a service representative in the correct department and time zone to address the customer issue.

▼
Bookings
Resource Management homepage
Universal Resource Scheduling

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEW QUESTION 25

HOTSPOT

A company plans to implement Omnichannel for Customer Service. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point. Hot Area:

Answer Area

Statement

Yes

No

Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.

Agents can only participate in one session at a time.

Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

NEW QUESTION 30

HOTSPOT

A company plans to implement new support software. You need to recommend solutions for the company. What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Power Virtual Agents</div> <div style="border: 1px solid black; padding: 2px;">Dynamics 365 Field Service</div> <div style="border: 1px solid black; padding: 2px;">Customer Service Insights</div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">SMS – text message</div> <div style="border: 1px solid black; padding: 2px;">Webchat</div> <div style="border: 1px solid black; padding: 2px;">Power Platform portal</div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Omnichannel for Customer Service</div> <div style="border: 1px solid black; padding: 2px;">Power BI</div> <div style="border: 1px solid black; padding: 2px;">Customer Service Insights</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

NEW QUESTION 32

DRAG DROP

A company is implementing Dynamics 365 Customer Service. You need to recommend features that will meet the requirements. Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
 NOTE: Each correct selection is worth one point.

Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

NEW QUESTION 33

HOTSPOT

A cable installation company is implementing Dynamics 365. You need to recommend Dynamics 365 applications for the company. Which app should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border: 1px solid gray; padding: 2px;"> <p>Dynamics 365 Field Service</p> <p>Dynamics 365 Sales</p> <p>Dynamics 365 Customer Service</p> </div> </div>
Allow technicians to see a list of the daily work orders on their mobile device.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border: 1px solid gray; padding: 2px;"> <p>Dynamics 365 Field Service Mobile App</p> <p>Dynamics 365 Sales</p> <p>Dynamics 365 Customer Service</p> </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

NEW QUESTION 37

A company uses Dynamics 365 Field Service. You create a work order from a case. A field service administrator schedules the work order. A technician arrives at the site of the work order and is ready to begin work on time. What is the status of the work order?

- A. Open – In progress
- B. Open – Unscheduled
- C. Traveling
- D. Open – Scheduled

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

NEW QUESTION 40

HOTSPOT

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians. The company often does not assign service jobs to the technician that is geographically closest to the customer. The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map. You enable location tracking. Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Answer Area

You should navigate to the

▼

Site Map

Schedule Board

Schedule Assistant

 to see the technician locations on a map.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

NEW QUESTION 45

HOTSPOT

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service. You need to recommend the features that the company should implement to meet business requirements. Which features should you recommend? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Universal Resource Scheduling Work Orders Connected Field Services Geofencing </div> </div>
Synchronize offline data when the app starts.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Geofencing Field Service Mobile Integrations Connected Field Services </div> </div>
Monitor air-conditioning equipment to identify mechanical issues	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Field Service Mobile Work Orders Connected Field Services Bookable resources </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order> <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

NEW QUESTION 49

HOTSPOT

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations. For each of the following statements, select Yes if the statement is true. Otherwise, select No.
 NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>
<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

NEW QUESTION 54

DRAG DROP

A company uses Dynamics 365 Field Service. The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs. You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements. Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
 NOTE: Each correct selection is worth one point.

Answer Area

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	<input type="text"/>
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	<input type="text"/>
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

NEW QUESTION 59

HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

NEW QUESTION 64

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

NEW QUESTION 67

DRAG DROP

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app. You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

NEW QUESTION 71

DRAG DROP

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales. Match each tool to the reporting requirements.

Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment.	<input type="text"/>
Power BI	They must be able to view business data that is always up to date.	<input type="text"/>
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	<input type="text"/>
Plug-in		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>

NEW QUESTION 75

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