

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 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	<div><div></div><div>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.</div></div>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 3

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 4

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations. Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Answer: ADE

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

NEW QUESTION 5

HOTSPOT

A company plans to implement Dynamics 365 Customer Voice. Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

NEW QUESTION 6

HOTSPOT

A company plans to implement Dynamics 365 Sales to manage sales pipelines. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

NEW QUESTION 7

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.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
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 8

HOTSPOT

You are a sales manager working for a paper manufacturer.
You need to create customers in Dynamics 365 Sales and attach the customer’s contract to the customer record as a PDF file. Which record type should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Record type
Store and track customer information.	<div><div></div><div>Lead</div><div>Account</div></div>
Attach a file to an activity.	<div><div></div><div>Task</div><div>Notes</div><div>Phone Call</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

NEW QUESTION 9

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales.
You need to review the timeline for a case that you are managing.
Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

Answer: C

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

NEW QUESTION 10

DRAG DROP

A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses. You need to create a glossary for employees.
Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

Answer Area

Definitions	Item	
Details related to inquiries or issues reported by a customer.	Case	
Mechanism for categorizing and prioritizing records.	Queue	
Description and performance measurement of services to be delivered.	Service-level agreement	
Level and terms of support that are specific to a customer.	Entitlement	
Information that can be used to respond to customer inquiries or issues.		

- A. Mastered
- B. Not Mastered

Answer: A

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

NEW QUESTION 10
HOTSPOT
A customer plans to use knowledge articles to share information as cases are resolved.
For each of the following statement, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Reference:
<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

NEW QUESTION 12
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 15

DRAG DROP

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

- * Detect and diagnose equipment problems before customers are aware of an issue.
- * Create cases from social channels and SMS text messages.
- * Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights	Create cases from social channels and SMS text messages.	
Connected Customer Service		
Omnichannel for Customer Service		

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Reference:

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

NEW QUESTION 17

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>▼</div> <div>Universal Resource Scheduling</div> <div>Work Orders</div> <div>Connected Field Services</div> <div>Geofencing</div>
Synchronize offline data when the app starts.	<div>▼</div> <div>Geofencing</div> <div>Field Service Mobile</div> <div>Integrations</div> <div>Connected Field Services</div>
Monitor air-conditioning equipment to identify mechanical issues	<div>▼</div> <div>Field Service Mobile</div> <div>Work Orders</div> <div>Connected Field Services</div> <div>Bookable resources</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 22

An air conditioning company uses Dynamics 365 Field Service.
When a problem is detected with a customer’s air conditioning system, a new case must be opened automatically. You need to recommend a solution for the company.
What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Answer: C

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

NEW QUESTION 27

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 29

HOTSPOT

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div><div></div><div><div>Return to vendor</div><div>Asset management</div><div>Knowledge management</div></div></div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div><div></div><div><div>Return to vendor</div><div>Asset management</div><div>Return merchandise authorization</div></div></div>

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

NEW QUESTION 34

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

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 38

You use Dynamics 365 Field Service.
Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order. You need to identify the next step in the process.
What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.
- C. Generate an invoice.
- D. Review and close the work order.

Answer: B

Explanation:

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

NEW QUESTION 39

A company plans to implement Dynamics 365 Project Operations.
Which two billing methods does Dynamics 365 Project Operations support? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

Answer: AB

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

NEW QUESTION 43

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.
You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer. Which two features should you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

Answer: AC

Explanation:

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

NEW QUESTION 48

DRAG DROP
All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales. You need to recommend solutions for the company.
What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	
Knowledge Articles		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

NEW QUESTION 49

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

Answer: BD

Explanation:

Reference:

<https://thescrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

NEW QUESTION 52

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

NEW QUESTION 55

DRAG DROP

A company implements Dynamics 365 Sales. Users are unsure how to perform various tasks.

You need to recommend features to help the company configure the system.

What 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
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

NEW QUESTION 60

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company.

Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

Answer: D

Explanation:

Reference: <https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

NEW QUESTION 63

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