

# Microsoft

## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



**NEW QUESTION 1**

DRAG DROP

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

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
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

**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: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>LinkedIn Sales Navigator</li> <li>Dynamics 365 Customer Insights</li> <li>Dynamics 365 Customer Voice</li> </ul> </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>LinkedIn Sales Navigator</li> <li>LinkedIn Campaign Manager</li> <li>Dynamics 365 Customer Voice</li> </ul> </div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>Dynamics 365 Customer Insights</li> <li>LinkedIn Sales Navigator</li> <li>Dynamics 365 Customer Voice</li> </ul> </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**

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 4**

DRAG DROP

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users. Which export options should you recommend? To answer, drag the appropriate export options to the correct user groups. Each export option 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**

Export options	User group	Export option
Dynamic worksheet	GroupA	<input type="text"/>
Static worksheet	GroupB	<input type="text"/>
Excel Online		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 5**

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
<input type="checkbox"/> LinkedIn Sales Navigator Lead <input type="checkbox"/> LinkedIn Sales Navigator Account <input type="checkbox"/> LinkedIn InMail Control	Show potential customer that are similar to the current customer and represent relevant stakeholders.  Show potential leads within a company.	<input type="text"/>  <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 6**

A company plans to implement Dynamics 365 Sales.

Which two out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

**Answer:** AB

**Explanation:**

Explanation/Reference: Reference: <https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

**NEW QUESTION 7**

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 8**

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 9**

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 gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Power Virtual Agents</div> <div style="padding: 2px;">Dynamics 365 Field Service</div> <div style="padding: 2px;">Customer Service Insights</div> </div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">SMS – text message</div> <div style="padding: 2px;">Webchat</div> <div style="padding: 2px;">Power Platform portal</div> </div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Omnichannel for Customer Service</div> <div style="padding: 2px;">Power BI</div> <div style="padding: 2px;">Customer Service Insights</div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 10**

**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; text-align: right;">▼</div> <div style="padding: 2px;">Dynamics 365 Field Service</div> <div style="padding: 2px;">Dynamics 365 Sales</div> <div style="padding: 2px;">Dynamics 365 Customer Service</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; text-align: right;">▼</div> <div style="padding: 2px;">Dynamics 365 Field Service Mobile App</div> <div style="padding: 2px;">Dynamics 365 Sales</div> <div style="padding: 2px;">Dynamics 365 Customer Service</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 10**

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 13**

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 17**

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 21**

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs. Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

**Answer:** CD

**Explanation:**

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

**NEW QUESTION 26**

A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of questions to work orders to ensure that field technicians follow the same steps when servicing customer equipment. You need to explain to the manager which features are available to meet the requirement.

Which feature should you use?

- A. Connected Field Service
- B. Inspections

- C. Microsoft Customer Voice
- D. Scheduling

**Answer:** B

**Explanation:**

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

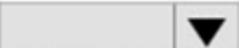
**NEW QUESTION 28**

**HOTSPOT**

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities. What should you do? To answer, select the appropriate option in the answer area. Hot Area:

**Answer Area**

You must assign a value to the  for each lead record

▼
Type
Topic
Last name
Stakeholder

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 31**

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 35**

**HOTSPOT**

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

- \* Monthly bookkeeping services that take four hours
- \* Yearly tax filings with variable hours that are based on a client's needs for one year
- \* Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Work type	Service type
Monthly bookkeeping services that take four hours.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Project-based service with Time and Material billing method                      Project-based service with Fixed Price billing method                      Product as Write-In Product                      Product as Existing Product                 </div> </div>
Yearly tax filings with variable hours that are based on a client's needs for one year.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Project-based service with Time and Material billing method                      Project-based service with Fixed Price billing method                      Product as Write-In Product                      Product as Existing Product                 </div> </div>
Reimbursements for unplanned government filing fees.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Project-based service with Time and Material billing method                      Project-based service with Fixed Price billing method                      Product as Write-In Product                      Product as Existing Product                 </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

**NEW QUESTION 36**

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 37**

You have a chart that displays a summary of accounts by industry. You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.  
 NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

**Answer:** BD

**NEW QUESTION 41**

**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 44**

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

**NEW QUESTION 48**

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 50**

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals. The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

**NEW QUESTION 55**

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