



# Microsoft

## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

NEW QUESTION 1

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 2

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.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
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 3

HOTSPOT

You plan to implement Dynamics 365 Customer Service.  
For each of the following statements, select Yes if then statement is true. Otherwise, select No.  
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 4

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

Answer: D

Explanation:

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

NEW QUESTION 5

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:

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- 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 6

HOTSPOT

A company provides roadside assistance for disabled automobiles.  
The company enacts a policy that specifies a 30-minute response time for all requests for assistance. You need to ensure that data about assistance crew response times is captured correctly.  
For what type of object should you define details? To answer, select the appropriate option in the answer area.

Answer Area

Defining the details for the

	▼
Entitlement.	
First Response By KPI.	
Service-level agreement.	
Customer service schedule.	

- A. Mastered
- B. Not Mastered



**Answer:** A

**Explanation:**

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

**NEW QUESTION 7**

**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>▼</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Sales</div> <div>Dynamics 365 Customer Service</div>
Allow technicians to see a list of the daily work orders on their mobile device.	<div>▼</div> <div>Dynamics 365 Field Service Mobile App</div> <div>Dynamics 365 Sales</div> <div>Dynamics 365 Customer Service</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 8**

**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 9

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>Return to vendor</div><div>Asset management</div><div>Knowledge management</div></div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div><div></div><div>Return to vendor</div><div>Asset management</div><div>Return merchandise authorization</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 10

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 10

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 12

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client. 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. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client’s project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Answer: CD

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

NEW QUESTION 17

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 21

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 22

DRAG DROP

A company implements Dynamics 365 Sales. You need to recommend the features to implement that meet the following requirements:

- \* Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.
- \* Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. 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
<div>Dashboard</div>	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<div></div>
<div>Report</div>	Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	<div></div>
<div>View</div>		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

NEW QUESTION 26

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