

Microsoft

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



NEW QUESTION 1

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Answer: AC

Explanation:

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

NEW QUESTION 2

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 3

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 4

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.

Answer Area

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 5

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 6

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 7

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 8

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 9

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.

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 10

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.	
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	
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 10

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 12

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 13

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.	<div><div></div><div>Dynamics 365 Sales</div><div>Dynamics 365 Customer Service</div><div>Dynamics 365 Marketing</div></div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div><div></div><div>Bookings</div><div>Resource Management homepage</div><div>Universal Resource Scheduling</div></div>

- 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 18

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases. Which two options should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

Answer: AC

Explanation:

Reference:
<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

NEW QUESTION 20

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 24

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><div>▼</div><div>Dynamics 365 Field Service</div><div>Dynamics 365 Sales</div><div>Dynamics 365 Customer Service</div></div>
Allow technicians to see a list of the daily work orders on their mobile device.	<div><div></div><div>▼</div><div>Dynamics 365 Field Service Mobile App</div><div>Dynamics 365 Sales</div><div>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 25

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 26

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 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>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 30

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.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

- 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 34

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 38

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.	
Edit row	Update the project task.	
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 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 45

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 50

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 54

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 58

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 61

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