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 plans to implement Dynamics 365 Marketing.
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
You can only query across accounts, leads, and marketing lists when building segments.	○	○
You can use quick campaigns with both marketing lists and marketing segments.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions

NEW QUESTION 3
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.

Answer Area

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	○	○
You can present specific survey questions based on responses to previous questions.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Explanation/Reference: Reference: https://docs.microsoft.com/en- gb/dynamics365/marketing/custome r-voice

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

Dynamic worksheet

Static worksheet

Excel Online

User group   **Export option**

GroupA [   ]

GroupB [   ]

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

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
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.	○	○
You can see leads in your opportunities view even if the lead is not qualified.	○	○

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 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 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.	
LinkedIn Sales Navigator Account	Show potential leads within a company.	
LinkedIn InMail Control		

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
HOTSPOT
You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system. What is a lead? To answer, select the appropriate option in the answer area.

Answer Area

A Dynamics 365 Sales lead is a potential ▼
customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

A. Mastered
B. Not Mastered

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

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 11
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 14
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.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 16
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 17
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 21
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 26
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		
Connected Customer Service	Create cases from social channels and SMS text messages.	
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 27
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.	[▼] Dynamics 365 Field Service / Dynamics 365 Sales / Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	[▼] Dynamics 365 Field Service Mobile App / Dynamics 365 Sales / Dynamics 365 Customer Service

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 28
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 31
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.	▼ Universal Resource Scheduling / Work Orders / Connected Field Services / Geofencing
Synchronize offline data when the app starts.	▼ Geofencing / Field Service Mobile / Integrations / Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	▼ Field Service Mobile / Work Orders / Connected Field Services / Bookable resources

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 36
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 38
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.	▼ Return to vendor Asset management Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	▼ Return to vendor Asset management Return merchandise authorization

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 41
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 44
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 48
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 49
HOTSPOT
You are a project manager for a company that uses Dynamics 365 Project Operations. You need to determine whether a specific resource has availability to work on a project.
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 the Schedule Board to determine when the resource is available.	○	○
You can use the Active Role Utilization chart to determine when the resource is available.	○	○
You can use Resource Reconciliation to determine when the resource is available.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-book-resources- scheduleboard
https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resource-reconciliation- overview

NEW QUESTION 50
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 55
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 59
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.

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 60
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 63
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 64
HOTSPOT
A customer purchases Microsoft 365 and Dynamics 365 Sales.
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
Salespeople can only use Microsoft Teams to call customers who also use Teams.	O	O
Executives must have Power BI desktop installed to view Power BI reports shared with them.	O	O
Salespeople can share notes within Dynamics 365 Sales using OneNote.	O	O

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365

NEW QUESTION 65
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