Microsoft

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

NEW QUESTION 1
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.	▼ LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	▼ LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	▼ Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice

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 2
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 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
A potential customer delays their decision to commit to a big multi-year contract.
You want to find other colleagues who have interacted with the potential customer to discuss strategies. Which app should you recommend?

A. Customer Service Insights
B. Market Insights
C. Power Virtual Agents
D. Sales Insights

Answer: D

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of -a-customer-or-opportunity

NEW QUESTION 5
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 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
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 8
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 9
You manage a call center for a company that uses Dynamics 365 Customer Service.
The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year. You need to help the customer service manager make the changes.
Which status indicates that an entitlement must be renewed?

A. Draft
B. Waiting
C. Active
D. Canceled

Answer: D

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement

NEW QUESTION 10
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 10
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 13
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 16
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 [▼] to see the technician locations on a map.

- Site Map
- Schedule Board
- Schedule Assistant

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing

NEW QUESTION 21
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 23
DRAG DROP
A manufacturing company plans to implement Dynamics 365 Field Service.
You need to determine which features are needed to meet the company's requirements.
Which features should you implement? 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
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/overview

NEW QUESTION 24
HOTSPOT
A company plans to implement Dynamics 365 Field 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.

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	○	○
Inspections can be completed without internet connectivity.	○	○

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 27
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 31
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 32
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 35
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 37
HOTSPOT
A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. 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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with- travel-time

NEW QUESTION 42
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 47
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 52
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 53
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 54
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.	O	O
You can use the Active Role Utilization chart to determine when the resource is available.	O	O
You can use Resource Reconciliation to determine when the resource is available.	O	O

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 59
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
ュ* 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.	▼ 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
Yearly tax filings with variable hours that are based on a client's needs for one year.	▼ 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
Reimbursements for unplanned government filing fees.	▼ 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

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 64
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 65
All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

A. Remaining capacity
B. Percentage capacity
C. Full capacity
D. Front-load hours

Answer: D

Explanation:
You would have to create separate bookings for each of the working days.
Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods

NEW QUESTION 67
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 68
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
Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	
Report	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.	
View		

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 69
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 71
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 76
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 79
DRAG DROP
You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales. Match each tool to the reporting requirements.
Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.
NOTE: Each correct match is worth one point.

Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	
Power BI		
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	
Plug-in		

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic- worksheet

NEW QUESTION 81
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

MB-910 Practice Exam Features:

* MB-910 Questions and Answers Updated Frequently

* MB-910 Practice Questions Verified by Expert Senior Certified Staff

* MB-910 Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* MB-910 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The MB-910 Practice Test Here](https://www.certshared.com/exam/MB-910/)