

Microsoft

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



NEW QUESTION 1

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.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

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 synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

creates a new lead that uses the LinkedIn data.
updates the current lead with the LinkedIn data.
overwrites the current lead with the LinkedIn data.
updates the current contact with the LinkedIn data.
creates a new lead with the LinkedIn data.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

NEW QUESTION 4

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/customer-voice>

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

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 7

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 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

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 10

HOTSPOT

A customer plans to use knowledge articles to share information as cases are resolved. For each of the following statement, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

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; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service </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; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> Dynamics 365 Field Service Mobile App Dynamics 365 Sales 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 14

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 16

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 21

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 22

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.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
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 26

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 30

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.	<input type="text"/>
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.	<input type="text"/>
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 31

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 33

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