

# 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.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">LinkedIn Sales Navigator</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Customer Insights</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Customer Voice</div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">LinkedIn Sales Navigator</div> <div style="border: 1px solid gray; padding: 2px;">LinkedIn Campaign Manager</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Customer Voice</div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Customer Insights</div> <div style="border: 1px solid gray; padding: 2px;">LinkedIn Sales Navigator</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Customer Voice</div>

- 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**

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.	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

**NEW QUESTION 3**

**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	
Static worksheet	GroupB	
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 4**

**DRAG DROP**

Match each product to its feature.

Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

<b>Answer Area</b>		
<b>Products</b>	<b>Feature</b>	<b>Product</b>
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <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**

**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.	<input type="text"/>
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	<input type="text"/>
Dynamics 365 Sales Insights		

- 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 6**

A company wants to be able to give quotes to customers from their parts list. You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**NEW QUESTION 7**

A company uses Dynamics 365 Customer Service. The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case. Which statement describes what happens when a case item is released from the queue?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.
- B. The case is removed from all queues.
- C. The case is removed from the agent's personal queue and returned to the original support queue.

**Answer:** C

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues>

**NEW QUESTION 8**

DRAG DROP

A company plans to implement Dynamics 365 Customer Service. Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses. You need to create a glossary for employees. Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

**Answer Area**

**Definitions**

**Item**

Details related to inquiries or issues reported by a customer.	Case	<input type="text"/>
Mechanism for categorizing and prioritizing records.	Queue	<input type="text"/>
Description and performance measurement of services to be delivered.	Service-level agreement	<input type="text"/>
Level and terms of support that are specific to a customer.	Entitlement	<input type="text"/>
Information that can be used to respond to customer inquiries or issues.		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

**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.

**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 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.	<input type="text"/>
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	<input type="text"/>
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**

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 14**

**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 17**

**HOTSPOT**

A company plans to implement new support software. You need to recommend solutions for the company. What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Power Virtual Agents                      Dynamics 365 Field Service                      Customer Service Insights                 </div> </div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     SMS – text message                      Webchat                      Power Platform portal                 </div> </div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Omnichannel for Customer Service                      Power BI                      Customer Service Insights                 </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**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 22**

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**

**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 30**

**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
<input type="text" value="Work orders"/>	Specify types of services needed at customer locations.	<input type="text"/>
<input type="text" value="Scheduling an dispatch tools"/>	Staff and route resources needed for on-site appointments.	<input type="text"/>
<input type="text" value="Asset management"/>	Track customer equipment.	<input type="text"/>
<input type="text" value="Preventive maintenance"/>	Automatically generate recurring maintenance appointments.	<input type="text"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 31**

**HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations. 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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>

<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

**NEW QUESTION 36**

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 37**

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 40**

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 45**

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>

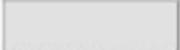
**NEW QUESTION 49**

**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 57**

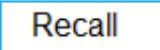
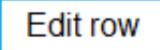
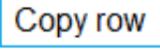
**DRAG DROP**

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
	Update the hours.	
	Update the project task.	
		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

**NEW QUESTION 59**

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 61**

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**

**HOTSPOT**

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents. 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
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NEW QUESTION 66**

**DRAG DROP**

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales. You need to recommend solutions for the company. 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
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	<input type="text"/>
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	<input type="text"/>
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	<input type="text"/>
Knowledge Articles		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

**NEW QUESTION 67**

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 68**

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.	<input type="text"/>
views	Display all appointments and sales orders for a day on a single page.	<input type="text"/>
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	<input type="text"/>
activities		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 69**

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 70**

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 74**

**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.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- 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**

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