

MB-910 Dumps

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

<https://www.certleader.com/MB-910-dumps.html>



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.	<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 3

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><div></div><div>▼</div><div>LinkedIn Sales Navigator</div><div>Dynamics 365 Customer Insights</div><div>Dynamics 365 Customer Voice</div></div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div><div></div><div>▼</div><div>LinkedIn Sales Navigator</div><div>LinkedIn Campaign Manager</div><div>Dynamics 365 Customer Voice</div></div>
Create a unified view of customer data from different sources.	<div><div></div><div>▼</div><div>Dynamics 365 Customer Insights</div><div>LinkedIn Sales Navigator</div><div>Dynamics 365 Customer Voice</div></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 4
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 5
HOTSPOT
Which features are available in Dynamics 365 Marketing?
For each of the following features, select Yes if the feature is available. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

NEW QUESTION 6

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 7

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.

Answer Area

Products	Feature	Product
<div>Dynamics 365 Sales</div>	Who knows whom	
<div>Dynamics 365 Sales Insights</div>	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 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
<div>LinkedIn Sales Navigator Lead</div>	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
<div>LinkedIn Sales Navigator Account</div>		
<div>LinkedIn InMail Control</div>	Show potential leads within a company.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

NEW QUESTION 9

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 10

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 10

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 11

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	
Service-level agreement	Rules that trigger on actions in the Customer Service app.	
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 12

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 13

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 16

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.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- 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 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>▼</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Field Service</div> <div>Customer Service Insights</div>
Send senior technicians a notification when a case moves to an escalated status.	<div>▼</div> <div>SMS – text message</div> <div>Webchat</div> <div>Power Platform portal</div>
Combine all customer and employee inquiries into a single interface.	<div>▼</div> <div>Omnichannel for Customer Service</div> <div>Power BI</div> <div>Customer Service Insights</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 22

HOTSPOT

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

Which app should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<div>▼</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Sales</div> <div>Dynamics 365 Customer Service</div>
Allow technicians to see a list of the daily work orders on their mobile device.	<div>▼</div> <div>Dynamics 365 Field Service Mobile App</div> <div>Dynamics 365 Sales</div> <div>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 26

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically. You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Answer: C

Explanation:

Reference:

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

NEW QUESTION 29

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 33

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 34

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Answer: CD

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

NEW QUESTION 35**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
- * 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.	<div><div></div><div>Project-based service with Time and Material billing method</div><div>Project-based service with Fixed Price billing method</div><div>Product as Write-In Product</div><div>Product as Existing Product</div></div>
Yearly tax filings with variable hours that are based on a client's needs for one year.	<div><div></div><div>Project-based service with Time and Material billing method</div><div>Project-based service with Fixed Price billing method</div><div>Product as Write-In Product</div><div>Product as Existing Product</div></div>
Reimbursements for unplanned government filing fees.	<div><div></div><div>Project-based service with Time and Material billing method</div><div>Project-based service with Fixed Price billing method</div><div>Product as Write-In Product</div><div>Product as Existing Product</div></div>

- 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 39

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
<div>Dashboard</div>	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<div></div>
<div>Report</div>	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.	<div></div>
<div>View</div>		

- 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 44

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 49

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 50

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 55

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.	<input type="text"/>
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.	<input type="text"/>
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 57

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