

## MB-910 Dumps

# Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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



**NEW QUESTION 1**

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

**Answer:** AD

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

**NEW QUESTION 2**

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 3**

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

**Answer:** ADE

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

**NEW QUESTION 4**

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 5**

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

**Answer:** BC

**Explanation:**

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

**NEW QUESTION 6**

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 7**

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 8**

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 9**

HOTSPOT

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file. Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Record type
Store and track customer information.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Lead</p> <p>Account</p> </div> </div>
Attach a file to an activity.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Task</p> <p>Notes</p> <p>Phone Call</p> </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

**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 10**

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	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
Mechanism for categorizing and prioritizing records.	Queue	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
Description and performance measurement of services to be delivered.	Service-level agreement	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
Level and terms of support that are specific to a customer.	Entitlement	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
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 14**

HOTSPOT

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday. The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Dynamics 365 Sales</div> <div style="padding: 2px;">Dynamics 365 Customer Service</div> <div style="padding: 2px;">Dynamics 365 Marketing</div> </div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Bookings</div> <div style="padding: 2px;">Resource Management homepage</div> <div style="padding: 2px;">Universal Resource Scheduling</div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**NEW QUESTION 15**

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 16**

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 19**

**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; text-align: right;">▼</div> <div style="padding: 2px;">Power Virtual Agents</div> <div style="padding: 2px;">Dynamics 365 Field Service</div> <div style="padding: 2px;">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; text-align: right;">▼</div> <div style="padding: 2px;">SMS – text message</div> <div style="padding: 2px;">Webchat</div> <div style="padding: 2px;">Power Platform portal</div> </div>
Combine all customer and employee inquires into a single interface.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Omnichannel for Customer Service</div> <div style="padding: 2px;">Power BI</div> <div style="padding: 2px;">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 24**

**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	<div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Entitlement.</div> <div style="padding: 2px;">First Response By KPI.</div> <div style="padding: 2px;">Service-level agreement.</div> <div style="padding: 2px;">Customer service schedule.</div>
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- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

**NEW QUESTION 29**

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 31**

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 and 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 33**

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.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Return to vendor</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Asset management</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Knowledge management</div> </div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Return to vendor</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Asset management</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Return merchandise authorization</div> </div>

- 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 38**

**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.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 43**

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 48**

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 52**

**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	
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	
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 57**

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

**Answer:** BD

**Explanation:**

Reference:

<https://thescrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

**NEW QUESTION 59**

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 62**

**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 67**

**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.	
Power BI	They must be able to view business data that is always up to date.	
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 68**

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