Microsoft

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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
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 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

| Dynamic worksheet |
| Static worksheet |
| Excel Online |

User group   **Export option**

GroupA   [   ]

GroupB   [   ]

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
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
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
HOTSPOT
A company plans to implement Dynamics 365 Sales to manage sales pipelines.
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 a business process flow to ensure that all salespeople follow the same stages to qualify leads.	O	O
You can see leads in your opportunities view even if the lead is not qualified.	O	O

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process- flows

NEW QUESTION 7
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 8
HOTSPOT
You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system. What is a lead? To answer, select the appropriate option in the answer area.

Answer Area

A Dynamics 365 Sales lead is a potential	▼
	customer to be qualified or disqualified.
	sale related to products in the product catalog.
	sale that is always a product of a marketing campaign.
	sale that needs to be related to an existing customer record.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales- professional

NEW QUESTION 9
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 10
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 10
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.	▼
	Lead
	Account
Attach a file to an activity.	▼
	Task
	Notes
	Phone Call

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 13
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 17
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 22
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 24
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 28
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.	▼ Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	▼ Bookings Resource Management homepage Universal Resource Scheduling

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 32
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.	○	○
Agents can only participate in one session at a time.	○	○
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	○	○

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 35
DRAG DROP
A company is implementing Dynamics 365 Customer Service. You need to recommend features that will meet the requirements.
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
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

NEW QUESTION 36
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 38
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.	Dynamics 365 Field Service ▼ Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	▼ Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

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 43
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 46
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 47
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.	O	O
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	O	O
You can manually assign lead technicians to oversee large-scale emergency service calls.	O	O

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 51
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 56
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
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 62
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.	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 63
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 68
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