

MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.certbus.com/mb-910.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

DRAG DROP

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. 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.

Select and Place:

Products

- Dynamics 365 Marketing
- Customer Insights
- Dynamics 365 Sales
- Dynamics 365 Sales Insights

Answer Area

Requirement

Product

View costs associated with speakers

Create waitlists for events

Correct Answer:

Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Answer Area

Requirement

Product

View costs associated with speakers

Dynamics 365 Marketing

Create waitlists for events

Dynamics 365 Marketing

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>

QUESTION 2

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

Correct Answer: AD

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

QUESTION 3

DRAG DROP

A company plans to replace its existing software with Microsoft products.

You need to recommend an app to accomplish each task.

Which app should you recommend? To answer, drag the appropriate applications to the correct links. 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.

Select and Place:

Apps

- Dynamics 365 Customer Voice
- Dynamics 365 Customer Insights
- Dynamics 365 Sales Insights

Answer Area

Task	App
Send a survey	
Identify customers in multiple types of data sources	

Correct Answer:

Apps

Dynamics 365 Sales Insights

Answer Area

Task	App
Send a survey	Dynamics 365 Customer Voice
Identify customers in multiple types of data sources	Dynamics 365 Customer Insights

QUESTION 4

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Number of cases
- C. Initial response time
- D. Hours of service

Correct Answer: AB

Define what kind of support your customers are eligible for by creating entitlements in Dynamics 365 Customer Service. With entitlements, you specify the support term based on number of hours or number of cases. The customer's support level can vary based on the product or service that the customer has purchased.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

QUESTION 5

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.

Select and Place:

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		

Correct Answer:

Answer Area

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

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

Correct Answer: B

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

QUESTION 7

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.

Correct Answer: AC

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

QUESTION 8

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.

Hot Area:

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"/>

Correct Answer:

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 checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

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

QUESTION 9

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.

Correct Answer: B

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

QUESTION 10

DRAG DROP

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. 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.

Select and Place:

Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Requirement

View costs associated with speakers.

Create waitlists for events.

Product

Product

Product

Correct Answer:

Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Requirement

View costs associated with speakers.

Create waitlists for events.

Product

Dynamics 365 Marketing

Dynamics 365 Marketing

QUESTION 11

DRAG DROP

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues.

Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.

Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type 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.

Select and Place:

Answer Area

Rule Types	Need	Rule Type
Prioritization	Updating the priority column on a case based on existing information.	
Skill-based routing	Assignment order when agents have capacity available.	
Work classification		

Correct Answer:

Answer Area

Rule Types	Need	Rule Type
	Updating the priority column on a case based on existing information.	Prioritization
	Assignment order when agents have capacity available.	Skill-based routing
Work classification		

Box 1: Prioritization

Prioritization: Lists the prioritization rule that was applied if any. Work items are routed according to their priority.

Box 2: Skill-based routing

In the customer service center, your agents have different skill sets and abilities. The customers who reach out to the contact center might have different needs. Skill-based routing lets your customer service center distribute work items

(conversations) to the agent who is most qualified to solve the issue. Skill-based routing improves the quality of customer service by automatically distributing work items to the agent who has the skills necessary to do the work.

Reference: <https://learn.microsoft.com/en-us/dynamics365/customer-service/unified-routing-diagnostics>
<https://learn.microsoft.com/en-us/dynamics365/customer-service/overview-skill-work-distribution>

QUESTION 12

HOTSPOT

You are examining the functionality of views in 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.

Hot Area:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	<input type="radio"/>	<input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input type="radio"/>
Views can be configured so that records are editable inline.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	<input checked="" type="radio"/>	<input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input checked="" type="radio"/>
Views can be configured so that records are editable inline.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 13

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
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="checkbox"/>	<input type="checkbox"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="checkbox"/>	<input type="checkbox"/>

Correct Answer:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

QUESTION 14

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.

Select and Place:

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		

Correct Answer:

Answer Area

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
Dynamics 365 Sales Insights		

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>

QUESTION 15

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.

Select and Place:

Answer Area

Products

Dynamics 365 Sales

Dynamics 365 Sales Insights

Feature

Who knows whom

Quotes

Invoicing

Product

Correct Answer:

Answer Area

Products

Dynamics 365 Sales

Dynamics 365 Sales Insights

Feature

Who knows whom

Quotes

Invoicing

Product

Dynamics 365 Sales Insights

Dynamics 365 Sales

Dynamics 365 Sales

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>

[Latest MB-910 Dumps](#)

[MB-910 PDF Dumps](#)

[MB-910 Practice Test](#)