

# MB-910<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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#### **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

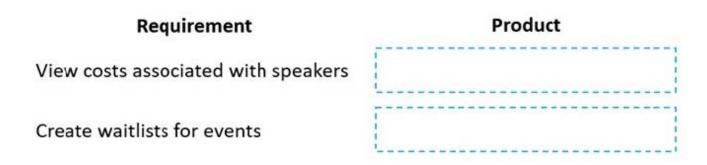
Dynamics 365 Marketing

**Customer Insights** 

**Dynamics 365 Sales** 

**Dynamics 365 Sales Insights** 

### **Answer Area**





# 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

Dynamics 365 Marketing

**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



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**

TaskAppSend a surveyIdentify customers in multiple types<br/>of data sources



### Apps



# 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	
LinkedIn Sales Navigator	the lead qualification process Display the latest news about the currently selected	
Microsoft Dataverse	Lead record to Dynamics 365 Sales users.	
Knowledge Articles	Acquire relevant account information from Dynamics 365 Finance.	



olutions	Requirement	Solution
	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Knowledge Articles	Acquire relevant account information from Dynamics 365 Finance.	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 356 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.



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.	0	0
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	0	0

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.	0	0
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	0	0

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

# Product

Product

Product

View costs associated with speakers.

Create waitlists for events.



# Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

# Requirement

# Product

View costs associated with speakers.

Create waitlists for events.

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:



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

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.	0	0
System views can be deleted or deactivated.	0	0
Views can be configured so that records are editable inline.	0	0
Correct Answer:		
Statements	Yes	No
Views can be created only by users who have access to customize the system.	0	0
System views can be deleted or deactivated.	0	0
Views can be configured so that records are editable inline.	0	0

#### **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:

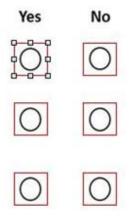


### Statement

You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service

You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service

When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs



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	ļÕį	0
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	0	0
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	0	0

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	
LinkedIn Sales Navigator	a Dynamics 365 form widget.	
Dynamics 365 Sales Insights	Sales by using data from LinkedIn.	

### Answer Area

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

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

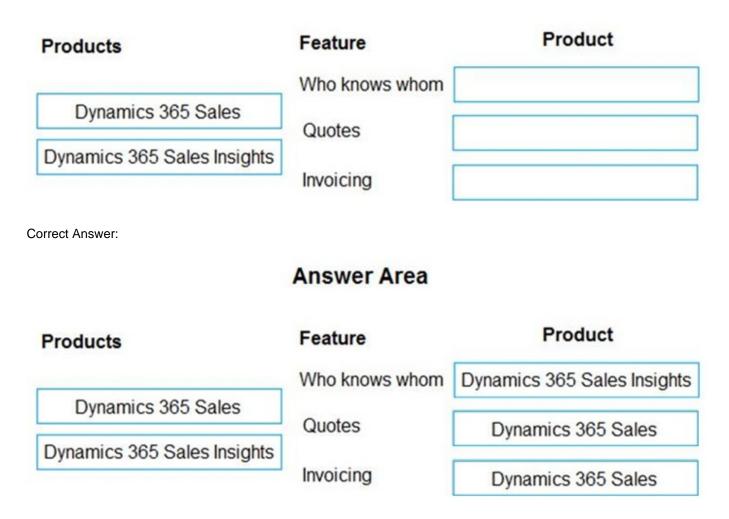
Match each product to its feature.

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:





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

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