



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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### QUESTION 1

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

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

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### QUESTION 2

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

Correct Answer: C

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

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### QUESTION 3

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

Correct Answer: AB

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

#### QUESTION 4

##### HOTSPOT

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



## Answer Area

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input checked="" type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input checked="" type="radio"/>	<input type="radio"/>

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

### QUESTION 5

#### 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.

Select and Place:



## Answer Area

### Definitions

### Item

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Correct Answer:



## Answer Area

### Definitions

### Item

Case

Details related to inquiries or issues reported by a customer.

Queue

Mechanism for categorizing and prioritizing records.

Service-level agreement

Description and performance measurement of services to be delivered.

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

### QUESTION 6

#### 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.

Hot Area:





## Answer Area

### Requirement

Configure the system to account for the impact of holidays on SLA response time.

Schedule a service representative in the correct department and time zone to address the customer issue.

### Product

	▼
Dynamics 365 Sales	
Dynamics 365 Customer Service	
Dynamics 365 Marketing	
	▼
Bookings	
Resource Management homepage	
Universal Resource Scheduling	

Correct Answer:

## Answer Area

### Requirement

Configure the system to account for the impact of holidays on SLA response time.

Schedule a service representative in the correct department and time zone to address the customer issue.

### Product

	▼
Dynamics 365 Sales	
Dynamics 365 Customer Service	
Dynamics 365 Marketing	
	▼
Bookings	
Resource Management homepage	
Universal Resource Scheduling	

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>

## QUESTION 7

### 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.

	▼
LinkedIn Sales Navigator	
Dynamics 365 Customer Insights	
Dynamics 365 Customer Voice	

Synchronize leads from LinkedIn to Dynamics 365 Marketing.

	▼
LinkedIn Sales Navigator	
LinkedIn Campaign Manager	
Dynamics 365 Customer Voice	

Create a unified view of customer data from different sources.

	▼
Dynamics 365 Customer Insights	
LinkedIn Sales Navigator	
Dynamics 365 Customer Voice	

Correct Answer:





## Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div>▼</div> <div>LinkedIn Sales Navigator</div> <div>Dynamics 365 Customer Insights</div> <div>Dynamics 365 Customer Voice</div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div>▼</div> <div>LinkedIn Sales Navigator</div> <div>LinkedIn Campaign Manager</div> <div>Dynamics 365 Customer Voice</div>
Create a unified view of customer data from different sources.	<div>▼</div> <div>Dynamics 365 Customer Insights</div> <div>LinkedIn Sales Navigator</div> <div>Dynamics 365 Customer Voice</div>

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

<https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

### QUESTION 8

#### 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.

Select and Place:



### Answer Area

#### Features

Work orders
Scheduling an dispatch tools
Asset management
Preventive maintenance

#### Requirement

Specify types of services needed at customer locations.

Staff and route resources needed for on-site appointments.

Track customer equipment.

Automatically generate recurring maintenance appointments.

#### Feature


Correct Answer:

### Answer Area

#### Features


#### Requirement

Specify types of services needed at customer locations.

Staff and route resources needed for on-site appointments.

Track customer equipment.

Automatically generate recurring maintenance appointments.

#### Feature

Work orders
Scheduling an dispatch tools
Asset management
Preventive maintenance

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

### QUESTION 9

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

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>



## QUESTION 10

### 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.

Select and Place:

### Answer Area

#### Components

Azure IoT Hub

Azure IoT Central

Service-level agreement

Power Automate

#### Definition

Service for integration environmental sensors with Dynamics 365 Customer Service.

Service for configuring integrations between the Customer Service app and environmental sensors.

Rules that trigger on actions in the Customer Service app.

Rules and actions that execute the integration between environmental sensors and the Customer Service app.

#### Component

Correct Answer:

### Answer Area

#### Components

#### Definition

Service for integration environmental sensors with Dynamics 365 Customer Service.

Service for configuring integrations between the Customer Service app and environmental sensors.

Rules that trigger on actions in the Customer Service app.

Rules and actions that execute the integration between environmental sensors and the Customer Service app.

#### Component

Azure IoT Hub

Azure IoT Central

Power Automate

Service-level agreement

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

## QUESTION 11



## 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.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
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 12





## HOTSPOT

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

### Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide->





knowledge-article

### QUESTION 13

#### HOTSPOT

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Hot Area:

### Answer Area

You must assign a value to the 

	▼
Type	
Topic	
Last name	
Stakeholder	

 for each lead record

Correct Answer:

### Answer Area

You must assign a value to the 

	▼
Type	
Topic	
Last name	
Stakeholder	

 for each lead record

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>



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