



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

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.

Hot Area:

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input checked="" type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input checked="" type="radio"/>

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

QUESTION 2

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

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

QUESTION 3

DRAG DROP

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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		
Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Correct Answer:

**Answer Area**

Controls	Requirement	Control
<input type="text"/> <input type="text"/>	Show potential customer that are similar to the current customer and represent relevant stakeholders.	<input type="text" value="LinkedIn Sales Navigator Lead"/>
<input type="text" value="LinkedIn InMail Control"/>	Show potential leads within a company.	<input type="text" value="LinkedIn Sales Navigator Account"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

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.

☒☐

You can present specific survey questions based on responses to previous questions.

☒☐

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

QUESTION 5

DRAG DROP

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.

Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.

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.

Select and Place:



Answer Area

Features	Requirement	Feature
<input type="text" value="Dashboard"/>	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<input type="text"/>
<input type="text" value="Report"/>	Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	<input type="text"/>
<input type="text" value="View"/>		

Correct Answer:

Answer Area

Features	Requirement	Feature
<input type="text"/>	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<input type="text" value="Dashboard"/>
<input type="text" value="Report"/>	Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	<input type="text" value="View"/>
<input type="text"/>		

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

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