



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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### QUESTION 1

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 2

#### 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

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

	▼
creates a new lead that uses the LinkedIn data.	
updates the current lead with the LinkedIn data.	
overwrites the current lead with the LinkedIn data.	
updates the current contact with the LinkedIn data.	
creates a new lead with the LinkedIn data.	

Correct Answer:



## Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

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>

### QUESTION 3

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.

Correct Answer: D

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

### QUESTION 4

A repair company offers five types of service-level agreements (SLAs). Customers can choose an SLA when they purchase a service contract. You define routing and assignment rules to support the SLAs.

A service manager observes that outstanding service requests are not being automatically assigned by the routing rules.

You need to resolve the issue.



What should you do?

- A. Configure queue item views.
- B. Configure the queue.
- C. Create five new queues.
- D. Create a view for the outstanding requests.

Correct Answer: C

One queue for each SLA.

Note: Use routing rules in Customer Service to route cases to the right agents at the right time without any manual intervention. You can also use routing rules to route cases that are escalated to specific queues.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

## QUESTION 5

### HOTSPOT

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

The Knowledge search feature uses

	▼
Similar cases	
Subjects	
Smart assist	
Microsoft Dataverse search	

Correct Answer:



Statement	Yes	No
Omnichannel requires separate workstreams for each channel that is used.	<input type="radio"/>	<input type="radio"/>
When an Omnichannel agent reaches capacity, the agent status shows as available.	<input type="radio"/>	<input type="radio"/>
Call assignments are automatically set to round robin and cannot be changed.	<input type="radio"/>	<input type="radio"/>

#### Box 1: Units

Create a unit group and add units to that group. Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales. Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of products. This helps ensure that your customers receive the most appropriate and complete

solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1.

Create discount lists to offer your products and services at different prices, depending on the quantity purchased.

2.

Define the measurements or quantities your products will be available in.

3.

Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.

4.

Etc.

Dynamics 365 Sales the product catalog record type services sold to customers Dynamics 365 Sales the services sold to customers Box 2: Bundles

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

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