MB-910$^{Q\&As}$

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

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 2

HOTSPOT

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

Statements	Yes	No
Microsoft Azure is required to use Dynamics 365 Connected Field Service.	●	○
Rules can be configured to determine which Internet of Things (IoT) error messages create IoT alerts.	●	○
All IoT alerts need to be analyzed manually before acting.	○	●

Correct Answer:

Answer Area

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

Box 1: No

A stakeholder can be a decision maker or any person who\'s working with you on the opportunity from the customer\'s end, such as a champion, end user, economic buyer, influencer, or technical buyer.

Box 2: Yes

Dynamics 365 Sales uses the Opportunity Sales Access Team template to provide access to the opportunity record to all the users connected under the Sales team connection role category. A salesperson who might not have access to a

given opportunity record by their assigned security role privileges can still get access when added as a sales team member from this subgrid. This allows the sales team member users to access and work with the opportunity record in

Dynamics 365 on a per-record basis. Similarly, when an existing sales team member is deleted from the subgrid, the access to the opportunity record granted via the access team template is also removed.

Box 3: Yes

The Stakeholders subgrid uses connections to associate contact records as stakeholders with the opportunity.

Reference:

https://learn.microsoft.com/en-us/dynamics365/sales/add-stakeholder

https://learn.microsoft.com/en-us/dynamics365/sales/stakeholders-sales-team-members

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

	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.	⊙	○

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.	○	○
You can see leads in your opportunities view even if the lead is not qualified.	○	○

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

QUESTION 4

DRAG DROP

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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

Feature	Yes	No
Create graphical email messages.	⦿	◯
Design dynamic content in email messages.	⦿	◯
Configure a website for an event.	⦿	◯

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-us/dynamics365/ai/sales/configure-assistant

https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points

QUESTION 5

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:

Answer Area

Work type	Service type
Monthly bookkeeping services that take four hours.	Project-based service with Time and Material billing method **Project-based service with Fixed Price billing method** Product as Write-In Product Product as Existing Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	**Project-based service with Time and Material billing method** Project-based service with Fixed Price billing method Product as Write-In Product Product as Existing Product
Reimbursements for unplanned government filing fees.	Project-based service with Time and Material billing method Project-based service with Fixed Price billing method **Product as Write-In Product** Product as Existing Product

Correct Answer:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	○	○
You can access SharePoint Online documents from within Dynamics 365 Sales.	○	○
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	○	○

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