



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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## QUESTION 1

### DRAG DROP

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

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
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

Correct Answer:

### Answer Area

Features	Requirement	Feature
	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

## QUESTION 2

### 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:

### Configuration option

Services sold to customers

### Record type

Units
Products
Price list items

Relationships between multiple items sold as a single SKU

Bundles
Price lists
Unit groups

Correct Answer:

### Configuration option

Services sold to customers

### Record type

Units
Products
Price list items

Relationships between multiple items sold as a single SKU

Bundles
Price lists
Unit groups

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>

### QUESTION 3

#### DRAG DROP

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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

**Export options**

**User group**

**Export option**

Dynamic worksheet

Static worksheet

Excel Online

GroupA

GroupB

Correct Answer:

## Answer Area

**Export options**

**User group**

**Export option**

Dynamic worksheet

GroupA

GroupB

Static worksheet

Excel Online

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet>

<https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>



#### QUESTION 4

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.

Correct Answer: AC

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

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#### QUESTION 5

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality?

Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Correct Answer: ADE

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships>  
<https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>



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