



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/mb-910.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

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>

QUESTION 2

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

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

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.

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

QUESTION 3

DRAG DROP

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

What 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
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		

Correct Answer:



Answer Area

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

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

QUESTION 4

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians\' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

Correct Answer: A

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

QUESTION 5

**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
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input checked="" type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input checked="" type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input checked="" type="radio"/>	<input type="radio"/>

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>

[Latest MB-910 Dumps](#)

[MB-910 VCE Dumps](#)

[MB-910 Exam Questions](#)