



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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## QUESTION 1

### 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
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



## Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No

You can search for knowledge content in external sources.

Business value

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on. The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes

You can insert knowledge articles into an email.

Business value

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.

Feature details

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an agent can search and select a knowledge article to include in the email.

Box 3: No

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer->



service/search-knowledge-content-external-sources <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email> <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter>

## QUESTION 2

### DRAG DROP

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales.

Match each tool to the reporting requirements.

Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

### Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment.	
Power BI	They must be able to view business data that is always up to date.	
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	
Plug-in		

Correct Answer:



## Answer Area

Tools	Requirement	Tool
Power BI	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	Microsoft Excel
Plug-in	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	Dynamics 365 Sales dashboard

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

### 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

The CEO of a company asks you to provide basic reporting for Dynamics 365 Sales.



The solution must have lists of records and visuals and must also support data from multiple, unrelated tables.

You need to determine how to construct the report.

What should you use?

- A. Microsoft Excel PivotTable
- B. Dynamic worksheet in Microsoft Excel
- C. Dashboard
- D. View

Correct Answer: C

Dashboards in Dynamics 365 Sales provide an overview of actionable business data that's viewable across the organization. Use dashboards to see important data at a glance.

Dashboards use views, lists, and charts to bring data that's meaningful to you to one place.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/dashboards>

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## QUESTION 5

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.

You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

Correct Answer: A

Export to an Excel dynamic worksheet Export data to an Office Excel worksheet so users can have the latest Dynamics 365 Customer Engagement (on-premises) information any time they view the worksheet. Imagine the CEO of your company getting the critical information they need without having to navigate Dynamics 365 Customer Engagement (on-premises) but instead, merely opening the Excel link on their desktop. You can export up to 100,000 records at a time.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-dynamic-worksheet?view=op-9-1>