MB-910 Q&As

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

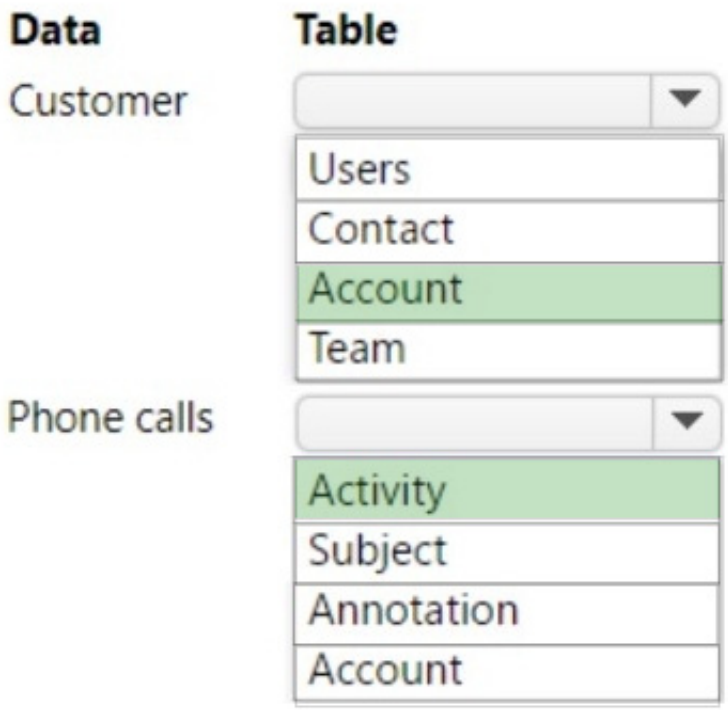
HOTSPOT

A company plans to implement Omnichannel for Customer Service.

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:



Correct Answer:

Answer Area

Statements	Yes	No
Knowledge articles are available to all users once they are created.	○	○
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	○	○
Knowledge articles can have multiple versions.	○	○

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel

QUESTION 2

DRAG DROP

Dynamics 365 Customer Service has the following requirements:

1.

Issues created on a website must be added to Dynamics 365 Customer Service.

2.

A customer must be limited to opening no more than 10 issues a month.

3.

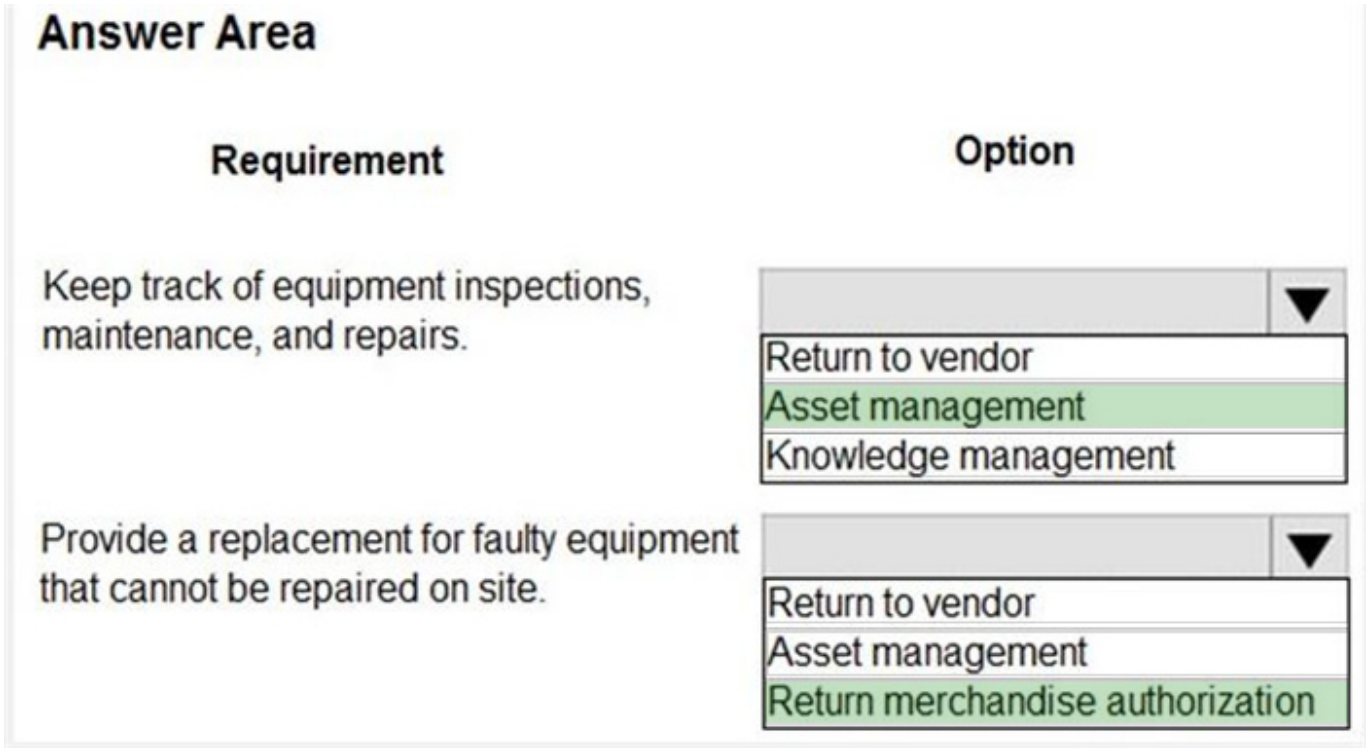
Escalations must be organized into an area that ensures managers can view escalated issues.

You need to identify the areas in the system that meet the requirements.

Which area should you identify? To answer, drag the appropriate areas to the correct requirements. Each area 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:



Correct Answer:

QUESTION 3

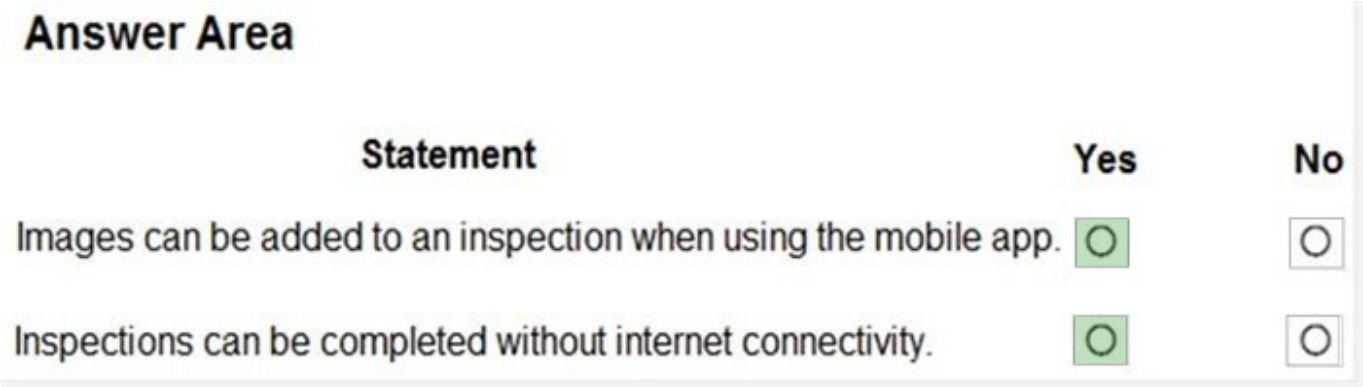
DRAG DROP

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

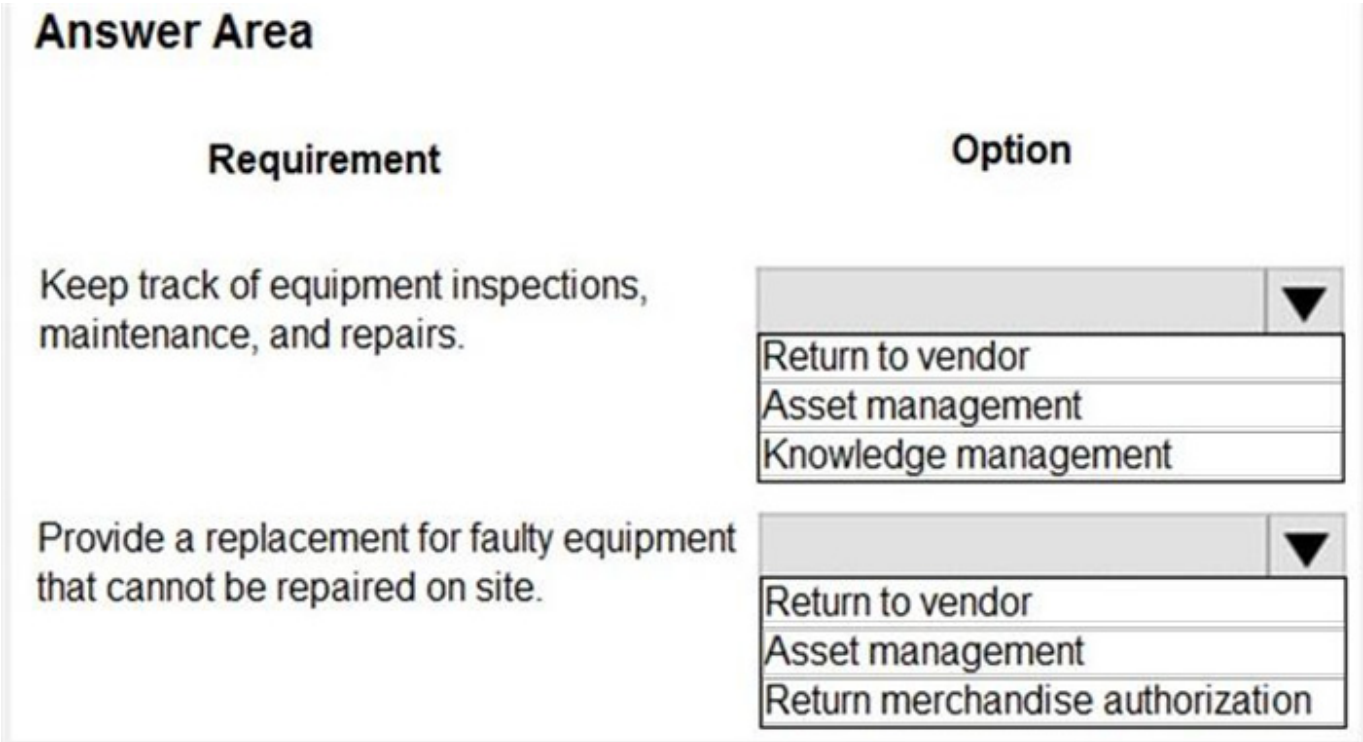
Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 4

HOTSPOT

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

Monthly bookkeeping services that take four hours

Yearly tax filings with variable hours that are based on a client\\'s needs for one year

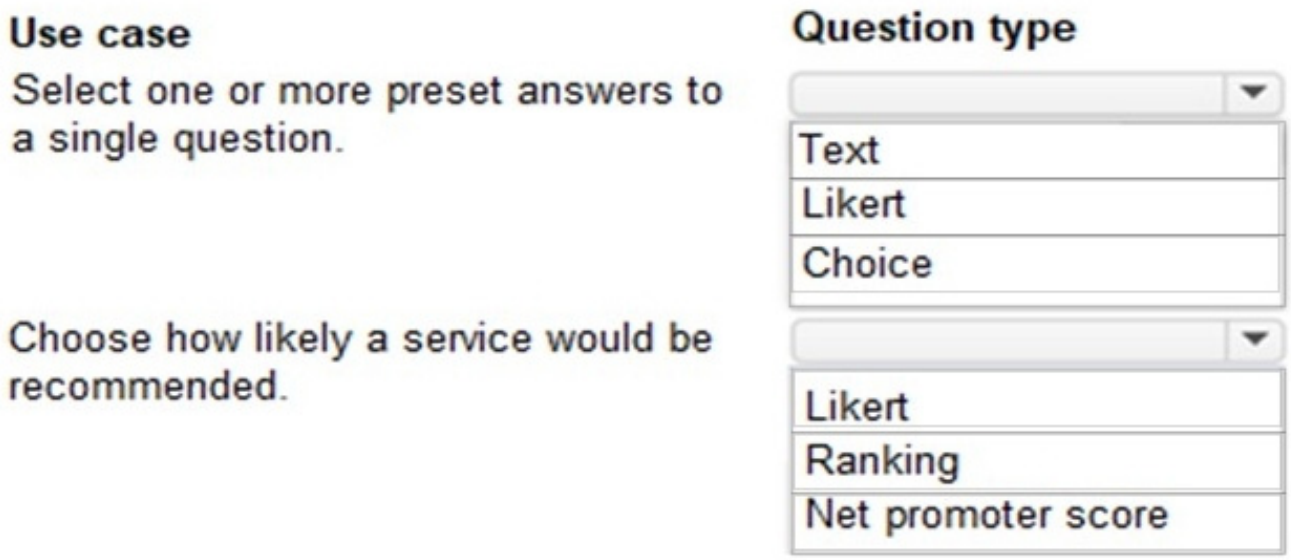
Reimbursements for unplanned government filing fees

You need to create opportunity rows.

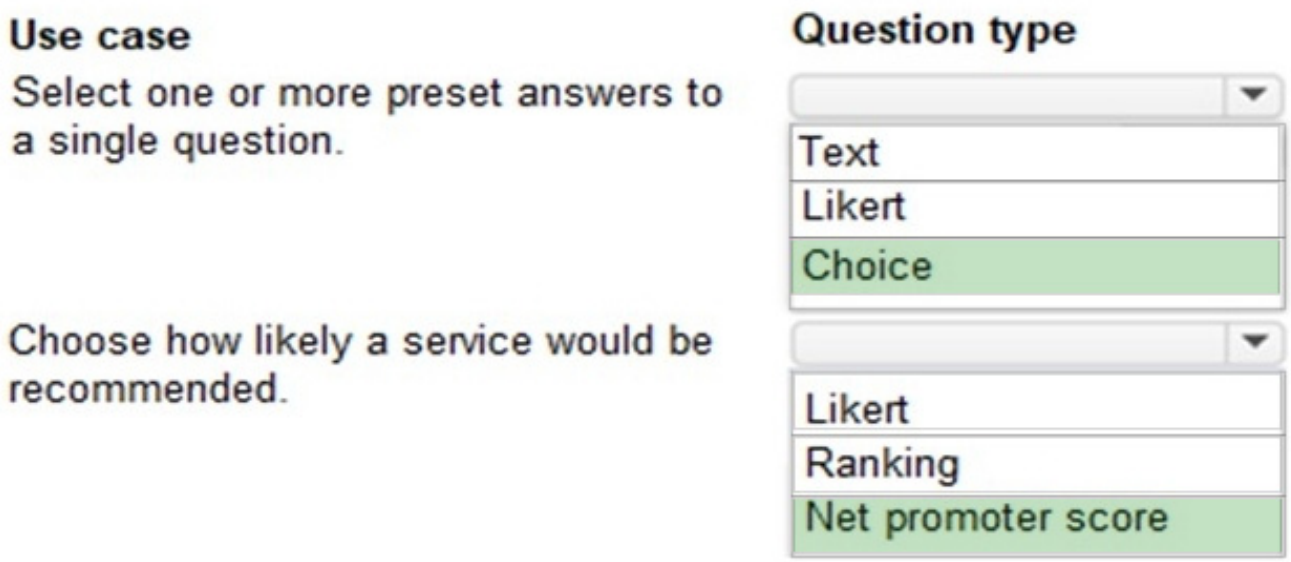
Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types

QUESTION 5

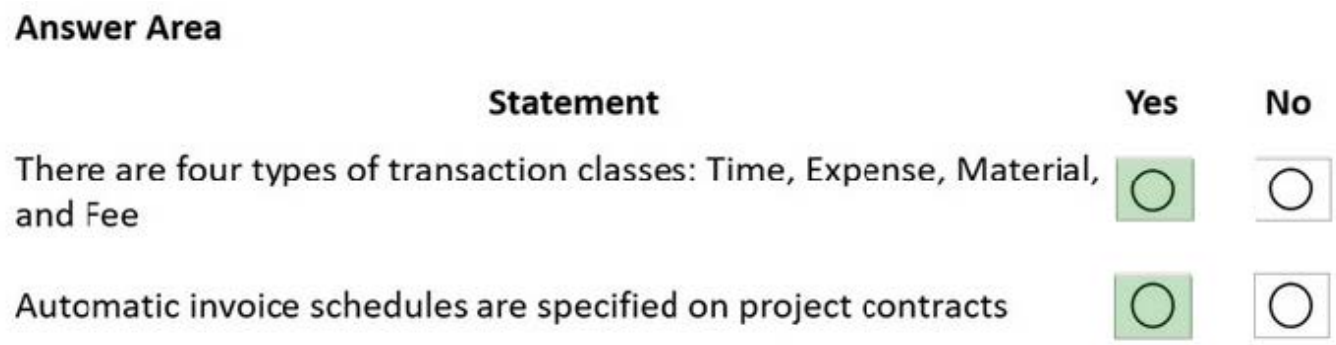
HOTSPOT

A customer plans to use knowledge articles to share information as cases are resolved.

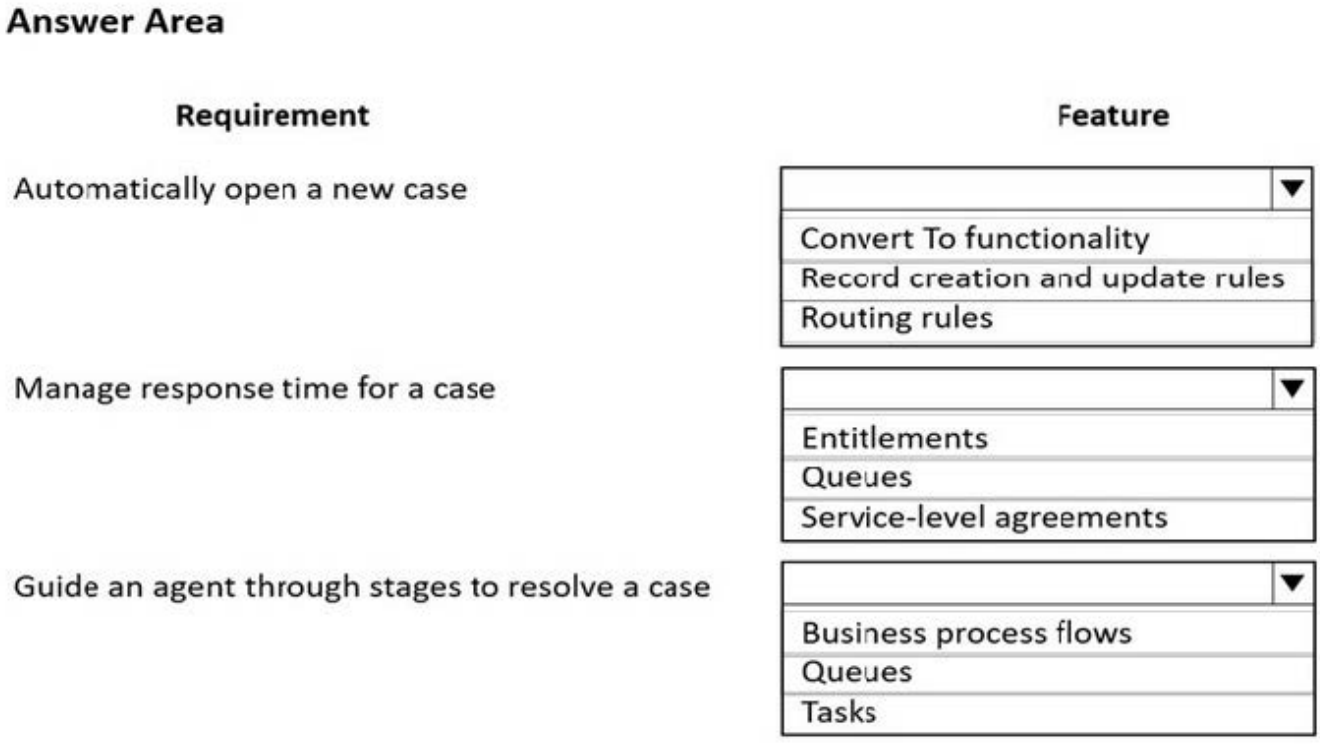
For each of the following statement, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-

knowledge-article

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