MB-910^{Q&As}

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

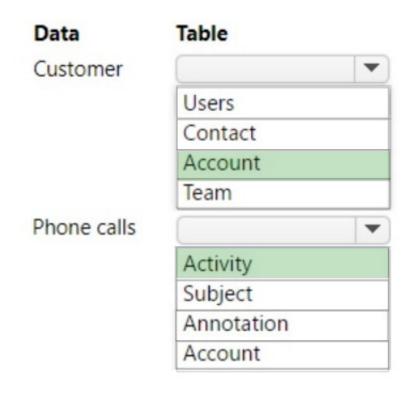**800,000+** Satisfied Customers

QUESTION 1

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:

Data	Table
Customer	▼
	Users
	Contact
	Account
	Team
Phone calls	▼
	Activity
	Subject
	Annotation
	Account

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:

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	Return to vendor **Asset management** Knowledge management ▼
Provide a replacement for faulty equipment that cannot be repaired on site.	Return to vendor Asset management **Return merchandise authorization** ▼

Correct Answer:

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

QUESTION 3

DRAG DROP

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.
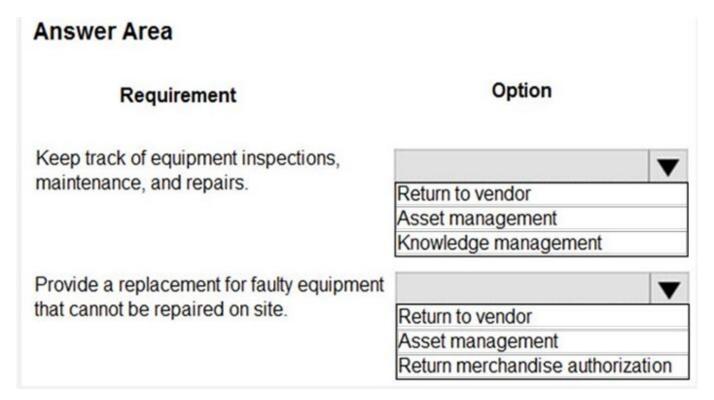
Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	O	O
Inspections can be completed without internet connectivity.	O	O

Correct Answer:

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	Return to vendor / Asset management / Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	Return to vendor / Asset management / Return merchandise authorization

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:

Use case	Question type
Select one or more preset answers to a single question.	Text / Likert / Choice
Choose how likely a service would be recommended.	Likert / Ranking / Net promoter score

Correct Answer:

Use case	Question type
Select one or more preset answers to a single question.	Text / Likert / **Choice**
Choose how likely a service would be recommended.	Likert / Ranking / **Net promoter score**

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:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	◯	◯
Automatic invoice schedules are specified on project contracts	◯	◯

Correct Answer:

Answer Area

Requirement	Feature
Automatically open a new case	▼ Convert To functionality / Record creation and update rules / Routing rules
Manage response time for a case	▼ Entitlements / Queues / Service-level agreements
Guide an agent through stages to resolve a case	▼ Business process flows / Queues / Tasks

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

knowledge-article

MB-910 VCE Dumps   MB-910 Practice Test   MB-910 Exam Questions