



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

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>

QUESTION 2

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service apps.

Technicians doing repair work should not have access to customer orders and invoices.

You need to limit the technicians access to data.

Which feature should you use?

- A. Environment-level security
- B. Data loss prevention policy
- C. Role-based security
- D. Row-level security

Correct Answer: C



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.

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">LinkedIn Sales Navigator</div> <div style="padding: 2px;">Dynamics 365 Customer Insights</div> <div style="padding: 2px;">Dynamics 365 Customer Voice</div> </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">LinkedIn Sales Navigator</div> <div style="padding: 2px;">LinkedIn Campaign Manager</div> <div style="padding: 2px;">Dynamics 365 Customer Voice</div> </div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Dynamics 365 Customer Insights</div> <div style="padding: 2px;">LinkedIn Sales Navigator</div> <div style="padding: 2px;">Dynamics 365 Customer Voice</div> </div>

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

Scenario

App

Collect feedback on the effectiveness of a marketing campaign.

	▼
LinkedIn Sales Navigator	
Dynamics 365 Customer Insights	
Dynamics 365 Customer Voice	

Synchronize leads from LinkedIn to Dynamics 365 Marketing.

	▼
LinkedIn Sales Navigator	
LinkedIn Campaign Manager	
Dynamics 365 Customer Voice	

Create a unified view of customer data from different sources.

	▼
Dynamics 365 Customer Insights	
LinkedIn Sales Navigator	
Dynamics 365 Customer Voice	

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-us/powerapps/user/export-excel-static-worksheet>

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



QUESTION 4

HOTSPOT

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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:

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input checked="" type="radio"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input checked="" type="radio"/>	<input type="radio"/>

Correct Answer:

Requirement

Option

Specify the certification type.

Rating value
Category
Skill

Specify the certification level.

Rating Value
Category
Skill

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>



QUESTION 5

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

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>



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>

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