

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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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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



#### 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. 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

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**

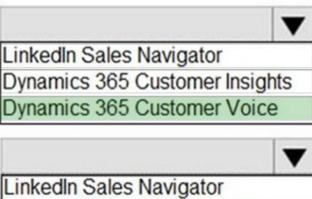
### Scenario

### App

Collect feedback on the effectiveness of a marketing campaign.

Synchronize leads from LinkedIn to Dynamics 365 Marketing.

Create a unified view of customer data from different sources.



LinkedIn Campaign Manager Dynamics 365 Customer Voice

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

▼



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:

StatementYesNoEach Dynamics 365 application contains unique data that is<br/>accessible only from reports embedded within those applications.Image: Colorado on the state of the s

Correct Answer:

-		
Rea	uirement	

### Option

Specify the certification type.

Rating value	
Category	
Skill	

Specify the certification level.

And the second	
Rating Value	
Category	
Skill	

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



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		0
You can use quick campaigns with both marketing lists and marketing segments.	0	0

Correct Answer:

# Answer Area

Statement	Yes	No
You can only query across accounts, and marketing lists when building seg		0
You can use quick campaigns with be marketing lists and marketing segme		0



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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