



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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### QUESTION 1

You need to explain to the manager which features are available to meet the requirement.

Which feature should you use?

- A. Connected Field Service
- B. Inspections
- C. Microsoft Customer Voice
- D. Scheduling

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

### QUESTION 2

DRAG DROP

Match each product to its feature.

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

NOTE: Each correct match is worth one point.

Select and Place:

### Answer Area

#### Products

Dynamics 365 Sales

Dynamics 365 Sales Insights

#### Feature

Who knows whom

Quotes

Invoicing

#### Product

Correct Answer:



## Answer Area

### Products

Dynamics 365 Sales
Dynamics 365 Sales Insights

### Feature

Who knows whom  
Quotes  
Invoicing

### Product

Dynamics 365 Sales Insights
Dynamics 365 Sales
Dynamics 365 Sales

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices>

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

### QUESTION 3

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 4



## 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:

### Actions

SLA key performance indicator (KPI)

SLA actions

Business Hours

Allow Pause and Resume

### Answer Area

#### Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

#### Feature


Correct Answer:

**Actions**

SLA key performance indicator (KPI)

Business Hours

**Answer Area****Scenario**

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

**Feature**

Allow Pause and Resume

SLA actions

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

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**QUESTION 5**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

- A. Dynamics 365 Sales Insights
- B. Microsoft Excel
- C. Microsoft Outlook
- D. Microsoft Teams

Correct Answer: A



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