



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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## QUESTION 1

### HOTSPOT

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service.

You need to recommend the features that the company should implement to meet business requirements.

Which features should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Function

#### Feature

Assign a work order to a field engineer for next Tuesday at noon.

	▼
Universal Resource Scheduling	
Work Orders	
Connected Field Services	
Geofencing	

Synchronize offline data when the app starts.

	▼
Geofencing	
Field Service Mobile	
Integrations	
Connected Field Services	

Monitor air-conditioning equipment to identify mechanical issues

	▼
Field Service Mobile	
Work Orders	
Connected Field Services	
Bookable resources	

Correct Answer:



## Answer Area

### Function

### Feature

Assign a work order to a field engineer for next Tuesday at noon.

Universal Resource Scheduling  
Work Orders  
Connected Field Services  
Geofencing

Synchronize offline data when the app starts.

Geofencing  
Field Service Mobile  
Integrations  
Connected Field Services

Monitor air-conditioning equipment to identify mechanical issues

Field Service Mobile  
Work Orders  
Connected Field Services  
Bookable resources

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order>  
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline>  
<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

## QUESTION 2

### HOTSPOT

An online drone retailer uses Dynamics 365 Customer Service. The company uses Customer Service Hub and cases to manage their product warranty and return policies.

Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

You need to configure the system.

Which setting should you use? To answer, select the appropriate options in the answer area.

Hot Area:



## Answer Area

Parameter	Setting
Allocation type	<div><div></div><div>▼</div></div> <div><div>Number of cases</div><div>Hours</div><div>360</div></div>
End date	<div><div></div><div>▼</div></div> <div><div>Purchase date + 360</div><div>Purchase date + 30</div></div>
Total term	<div><div></div><div>▼</div></div> <div><div>2</div><div>30</div><div>100</div><div>360</div></div>

Correct Answer:



## Answer Area

Parameter	Setting
Allocation type	<div><div></div><div>▼</div></div> <div>Number of cases</div> <div>Hours</div> <div>360</div>
End date	<div><div></div><div>▼</div></div> <div>Purchase date + 360</div> <div>Purchase date + 30</div>
Total term	<div><div></div><div>▼</div></div> <div>2</div> <div>30</div> <div>100</div> <div>360</div>

Box 1: Number of cases

Allocation Type: Choose whether the entitlement is for number of hours or number of cases.

Note: Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

Box 2: Purchase date + 360

End Date: Choose the date after which the customer will no longer be entitled for support.

Box 3: 2

Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type. For example, if the allocation type is number of cases and you specify 100 in Total Term, the customer is entitled to support up to

100 cases.



Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer?tabs=customerserviceadmincenter>

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### QUESTION 3

A company plans to use Dynamics 365 Sales out-of-the-box functionality.

The company wants to use leads to track potential business. Salespeople want an automatic record creation process after qualifying leads.

You need to identify which records are automatically created.

Which three record types are automatically created? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Contact
- B. Quote
- C. Project
- D. Account
- E. Opportunity

Correct Answer: ADE

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### QUESTION 4

A potential customer delays their decision to commit to a big multi-year contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies.

Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

Correct Answer: D

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

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**QUESTION 5**

A repair company offers five types of service-level agreements (SLAs). Customers can choose an SLA when they purchase a service contract. You define routing and assignment rules to support the SLAs.

A service manager observes that outstanding service requests are not being automatically assigned by the routing rules.

You need to resolve the issue.

What should you do?

- A. Configure queue item views.
- B. Configure the queue.
- C. Create five new queues.
- D. Create a view for the outstanding requests.

Correct Answer: C

One queue for each SLA.

Note: Use routing rules in Customer Service to route cases to the right agents at the right time without any manual intervention. You can also use routing rules to route cases that are escalated to specific queues.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

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