



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

You create a survey by using Dynamics 365 Customer Voice.

You need to share the survey with customers.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Embed the survey in a webpage.
- B. Post the survey link on social media from Dynamics 365 Customer Voice.
- C. Have recipients receive a telephone call from Dynamics 365 Customer Voice with the survey.
- D. Have recipients open the survey by scanning a QR code from a mobile device.
- E. Send an email with the survey link from Dynamics 365 Customer Voice.

Correct Answer: ABE

Explanation:

If you want to collect feedback from recipients using a common survey link, or if you want to send email outside of Dynamics 365 Customer Voice, you can create a link for your survey. You can then send your survey by pasting the link in an

email, on a webpage, or in any mode of communication you want to use. The recipients can select the link and complete the survey. The survey link will be a short URL that can be distributed easily by the platforms that have a lower character

limit (for example, SMS or Twitter). The short URL will be in the following format: <https://microsoft.com/>.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-voice/send-survey-link>

QUESTION 2

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

Select one or more preset answers to a single question.

Choose how likely a service would be recommended.

Question type

Text
Likert
Choice

Likert
Ranking
Net promoter score

Correct Answer:

Use case

Select one or more preset answers to a single question.

Choose how likely a service would be recommended.

Question type

Text
Likert
Choice

Likert
Ranking
Net promoter score

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

QUESTION 3

A company uses Dynamics 365 Sales.



You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

QUESTION 4

HOTSPOT

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area	Yes	No
Statements		
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statements

	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input checked="" type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input checked="" type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

QUESTION 5

A company uses Dynamics 365 Sales.

You disqualify a lead. On a later date, the lead shows interest in buying a product that the company sells.

You need to convert the lead to an opportunity and retain all available history.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Qualify the closed lead as an opportunity.
- B. Qualify the reactivated lead to an opportunity.
- C. Convert the copied lead to an opportunity.
- D. Use the Reactivate Lead functionality to reopen the lead.
- E. Create a copy of the lead with data from the original lead.

Correct Answer: AD

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales/re-open-lead-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

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