

MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

HOTSPOT

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You must assign a value to the



for each lead record

Correct Answer:

Answer Area

You must assign a value to the



for each lead record

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads

QUESTION 2

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A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast

QUESTION 3

HOTSPOT

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

Which app 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

Requirement Capture the technician's daily on-site time while performing cable installations. Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Sales Dynamics 365 Customer Service

Correct Answer:

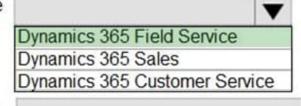
Answer Area

Requirement

App

Capture the technician's daily on-site time while performing cable installations.

Allow technicians to see a list of the daily work orders on their mobile device.



Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry

https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use

QUESTION 4

DRAG DROP

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

View LinkedIn information from within Dynamics 365 Sales.

Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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.

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Answer Area

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using	
LinkedIn Sales Navigator	a Dynamics 365 form widget.	
Dynamics 365 Sales Insights	Validate data in Dynamics 365 Sales by using data from Linkedln.	

Correct Answer:

Answer Area

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using	LinkedIn Sales Navigator
LinkedIn Sales Navigator	a Dynamics 365 form widget.	Linkedin Gales Navigator
Dynamics 365 Sales Insights	Validate data in Dynamics 365 Sales by using data from Linkedln.	LinkedIn Sales Navigator

Reference: https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation

https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget

QUESTION 5

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer\\'s equipment will need service.

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

QUESTION 6



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A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event-based
- B. Audience-based
- C. Scheduled
- D. Customer onboarding

Correct Answer: AB

A: Triggering a custom event allows you to use activate a custom event at any point in the customer journey.

B: Segment-based journey Audience: The audience property lets you specify the segment of people that will start the journey. Segment-based journeys support segments from outbound marketing as well as segments created in Dynamics 365 Customer Insights. The journey will use audience data based upon the segment selected.

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/real-time-marketing-tile-reference

QUESTION 7

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. Users must be able to attach notes to the proposal.

You need to recommend an app for the company. Which app should you recommend?

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

Correct Answer: D

Reference: https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview

QUESTION 8

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations. You need to ensure that you can select a service technician for an assignment that has the required

expertise to address the equipment issues reported by a customer.



Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

Correct Answer: AC

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-

proficiency

QUESTION 9

Which three capabilities are included in Dynamics 365 Marketing?

Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

Correct Answer: ACE

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/event-management https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle

QUESTION 10

HOTSPOT

A company implements Dynamics 365 Customer Service.

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
Microsoft Excel templates can be used to update row information.	0	0
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	0	0
Data can be exported only by using a system view.	0	0
Correct Answer:		
Statement	Yes	No
Microsoft Excel templates can be used to update row information.	0	0
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	0	0
Data can be exported only by using a system view.	0	0

QUESTION 11

A company wants an application that meets the following requirements:

1.

Display the latest news about the company.

2.

Recommend leads to sales team members.

You need to identify an application to meet the requirements. What should you recommend?

- A. Dynamics 365 Customer Service
- B. LinkedIn Campaign Manager
- C. Dynamics 365 Sales Insights



D. Linkedln Sales Navigator

Correct Answer: B

Reference: https://www.linkedin.com/help/linkedin/answer/a420420/get-started-with-campaign-manager?lang=en

QUESTION 12

DRAG DROP

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company\\'s requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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.

Products

Dynamics 3	865 Marketing
Customer I	nsights
Dynamics 3	65 Sales
Dynamics 3	865 Sales Insights

Answer Area

Requirement	Product		
View costs associated with speakers			
Create waitlists for events			

Correct Answer:



Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Answer Area

Requirement Product Dynamics 365 Marketing View costs associated with speakers Create waitlists for events Dynamics 365 Marketing

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials https://docs.micros us/dynamics365/marketing/event-waitlist

QUESTION 13

HOTSPOT

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer\\'s contract to the customer record as a PDF file.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement Record type Store and track customer information. Lead Account Attach a file to an activity. Task Notes Phone Call

Correct Answer:

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Answer Area

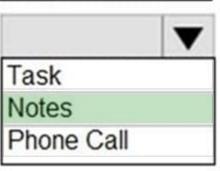
Requirement

Record type

Store and track customer information.



Attach a file to an activity.



Reference: https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/

QUESTION 14

DRAG DROP

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company\\'s requirements.

Which features should you implement? 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.



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Answer Area

Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

Correct Answer:

Answer Area

Features	Requirement	Feature
	Specify types of services needed at customer locations.	Work orders
	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
	Track customer equipment.	Asset management
	Automatically generate recurring maintenance appointments.	Preventive maintenance

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/overview

QUESTION 15

DRAG DROP

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app.

You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality 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.



Answer Area

Functionali	ties Scenario	Functionality
Recall	Update the hours.	
Edit row	Update the project task	
Copy row	opadie ine project task	

Correct Answer:

Answer Area

Functionali	ties Scenario	Functionality
Recall	Update the hours.	Recall
Edit row	Update the project task	Recall
Copy row	opaate the project task	recail

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time



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