



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

Type
Topic
Last name
Stakeholder

Correct Answer:

Answer Area

You must assign a value to the

	▼
--	---

 for each lead record

Type
Topic
Last name
Stakeholder

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

QUESTION 2



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	App
Capture the technician's daily on-site time while performing cable installations.	<input type="text"/> Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	<input type="text"/> Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

Correct Answer:



Answer Area

Requirement

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.

App

	▼
Dynamics 365 Field Service	
Dynamics 365 Sales	
Dynamics 365 Customer Service	

	▼
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.

Select and Place:



Answer Area

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

Correct Answer:

Answer Area

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

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



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.	<input type="radio"/>	<input type="radio"/>
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Data can be exported only by using a system view.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statement	Yes	No
Microsoft Excel templates can be used to update row information.	<input checked="" type="radio"/>	<input type="radio"/>
Changes that are saved in Microsoft Excel Online update rows in Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
Data can be exported only by using a system view.	<input checked="" type="radio"/>	<input type="radio"/>

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. LinkedIn 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.

Select and Place:



Products

- Dynamics 365 Marketing
- Customer Insights
- Dynamics 365 Sales
- Dynamics 365 Sales Insights

Answer Area

Requirement

- View costs associated with speakers
- Create waitlists for events

Product

Correct Answer:



Products

- Dynamics 365 Marketing
- Customer Insights
- Dynamics 365 Sales
- Dynamics 365 Sales Insights

Answer Area

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

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-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:



Answer Area

Requirement

Record type

Store and track customer information.

	▼
Lead	
Account	

Attach a file to an activity.

	▼
Task	
Notes	
Phone Call	

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.

Select and Place:



Answer Area

Features

- Work orders
- Scheduling an dispatch tools
- Asset management
- Preventive maintenance

Requirement

- Specify types of services needed at customer locations.
- Staff and route resources needed for on-site appointments.
- Track customer equipment.
- Automatically generate recurring maintenance appointments.

Feature

-
-
-
-

Correct Answer:

Answer Area

Features

-
-
-
-

Requirement

- Specify types of services needed at customer locations.
- Staff and route resources needed for on-site appointments.
- Track customer equipment.
- Automatically generate recurring maintenance appointments.

Feature

- Work orders
- Scheduling an dispatch tools
- Asset management
- 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.

Select and Place:



Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

Correct Answer:

Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	Recall
Edit row	Update the project task.	Recall
Copy row		

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



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