



## Microsoft

### Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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NEW QUESTION 1

DRAG DROP

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature should you recommend? 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	Requirement	Feature
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant>

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

NEW QUESTION 2

HOTSPOT

You are evaluating Dynamics 365 Sales as a potential replacement for your company’s existing sales system. What is a lead? To answer, select the appropriate option in the answer area.

Answer Area

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.

sale related to products in the product catalog.

sale that is always a product of a marketing campaign.

sale that needs to be related to an existing customer record.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 3

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**NEW QUESTION 4**

**HOTSPOT**

You plan to implement Dynamics 365 Customer Service.

For each of the following statements, select Yes if then statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

## Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

**NEW 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.

**Answer:** D

**Explanation:**

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

**NEW QUESTION 6**

**HOTSPOT**

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

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

NOTE: Each correct selection is worth one point.

## Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div><div></div><div>Dynamics 365 Sales</div><div>Dynamics 365 Customer Service</div><div>Dynamics 365 Marketing</div></div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div><div></div><div>Bookings</div><div>Resource Management homepage</div><div>Universal Resource Scheduling</div></div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

#### NEW QUESTION 7

##### DRAG DROP

A company is implementing Dynamics 365 Customer Service. You need to recommend features that will meet the requirements.

Which features should you recommend? 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.

#### Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

#### Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

#### NEW QUESTION 8

##### 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.

#### Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<div>▼</div> <div>Universal Resource Scheduling</div> <div>Work Orders</div> <div>Connected Field Services</div> <div>Geofencing</div>
Synchronize offline data when the app starts.	<div>▼</div> <div>Geofencing</div> <div>Field Service Mobile</div> <div>Integrations</div> <div>Connected Field Services</div>
Monitor air-conditioning equipment to identify mechanical issues	<div>▼</div> <div>Field Service Mobile</div> <div>Work Orders</div> <div>Connected Field Services</div> <div>Bookable resources</div>

- A. Mastered

B. Not Mastered

Answer: A

Explanation:

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>

NEW QUESTION 9

An air conditioning company uses Dynamics 365 Field Service.  
When a problem is detected with a customer’s air conditioning system, a new case must be opened automatically. You need to recommend a solution for the company.  
What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Answer: C

Explanation:

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

NEW QUESTION 10

HOTSPOT  
A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.  
You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div><div></div><div>Return to vendor</div><div>Asset management</div><div>Knowledge management</div></div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div><div></div><div>Return to vendor</div><div>Asset management</div><div>Return merchandise authorization</div></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

NEW QUESTION 10

You use Dynamics 365 Field Service.  
Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order. You need to identify the next step in the process.  
What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.
- C. Generate an invoice.
- D. Review and close the work order.

Answer: B

**Explanation:**

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

**NEW QUESTION 13**

**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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 15**

**DRAG DROP**

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales. You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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**

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	
Knowledge Articles		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

**NEW QUESTION 18**

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

Answer: D

Explanation:

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

NEW QUESTION 20

HOTSPOT

A customer purchases Microsoft 365 and Dynamics 365 Sales.  
For each of the following statements, select Yes if the statement is true. Otherwise, select No.  
NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

NEW QUESTION 24

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