MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality.

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:

Answer Area		
Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	0	0
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	0	0
You can manually assign lead technicians to oversee large-scale emergency service calls.	0	0

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Answer Area		
Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	0	0
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	0	0
You can manually assign lead technicians to oversee large-scale emergency service calls.	0	0

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time

QUESTION 2

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.

Hot Area:



Answer Area		
Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	0	0
Executives must have Power Bl desktop installed to view Power Bl reports shared with them.	0	0
Salespeople can share notes within Dynamics 365 Sales using OneNote.	0	0

Correct Answer:

Answer Area		
Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	0	0
Executives must have Power Bl desktop installed to view Power Bl reports shared with them.	0	0
Salespeople can share notes within Dynamics 365 Sales using OneNote.	0	0

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

QUESTION 3

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40



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hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Correct Answer: D

You would have to create separate bookings for each of the working days.

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods

QUESTION 4

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 5

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.

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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	68,0	
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis	a distribution of the second	
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		



Answer Area



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

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

QUESTION 6

HOTSPOT

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

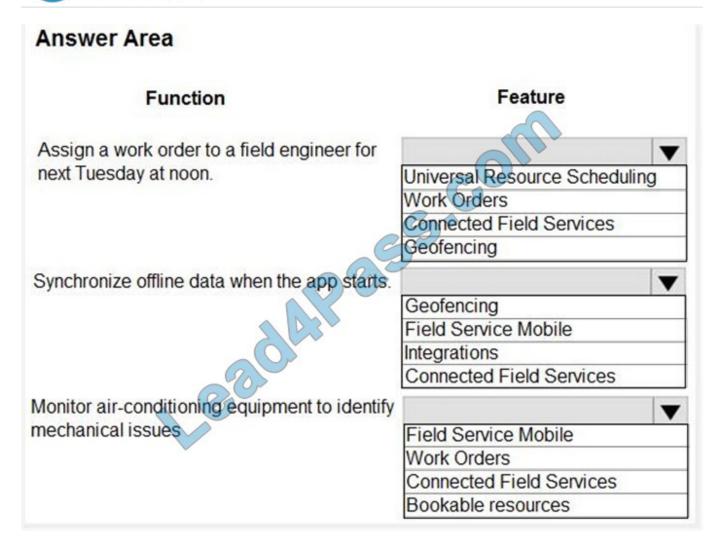
You need to recommend the features that the company should implement to meet business requirements.

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

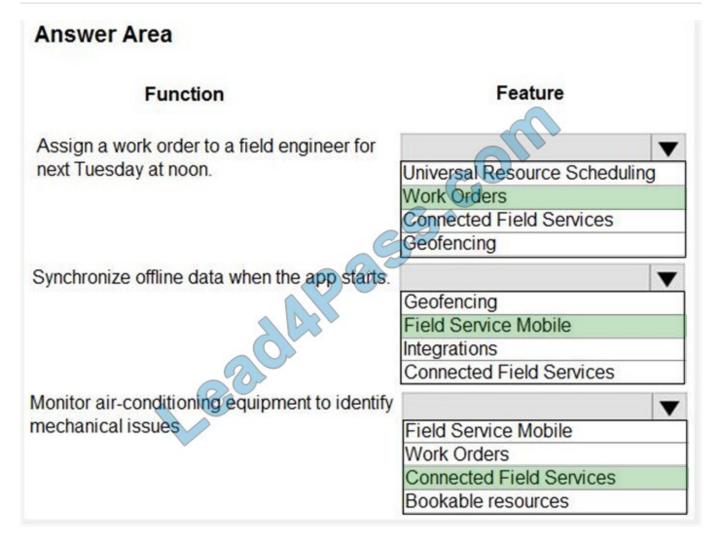
NOTE: Each correct selection is worth one point.

Hot Area:





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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 7

DRAG DROP

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to 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.

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1

Select and Place:

Answer Area

Requirement	Feature
Redirect a field technician to handle	
high-priority emergency jobs.	
Reduce field technician travel time by scheduling the technician to handle work	
Proactively detect issues in devices and reduce	
	Redirect a field technician to handle high-priority emergency jobs. Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.

Correct Answer:

Answer Area

Features	Requirement	Feature
	Redirect a field technician to handle high-priority emergency jobs.	Universal Resource Scheduling
	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	Resource scheduling optimization
	Proactively detect issues in devices and reduce costs associated with assisted service.	Connected Field Service

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

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

QUESTION 8

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns



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D. Session and speaker tracking

E. Registration and attendance

Correct Answer: ADE

Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management

QUESTION 9

DRAG DROP

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales.

Match each tool to the reporting requirements.

Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

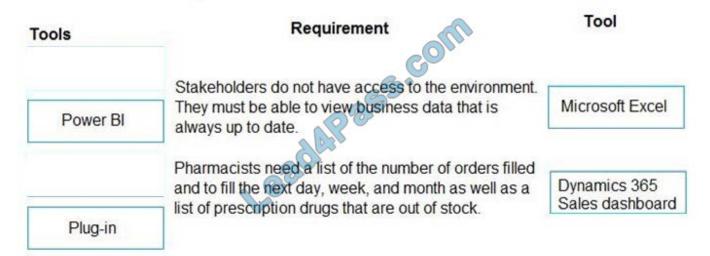
Select and Place:

Answer Area

Tools	Requirement	Tool
Microsoft Excel	Stakeholders do not have access to the environment.	
Power BI	They must be able to view business data that is always up to date.	
Dynamics 365 Sales dashboard	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	
Plug-in	ist of prescription drugs that are out of stock.	

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Answer Area



Reference: https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet

QUESTION 10

HOTSPOT

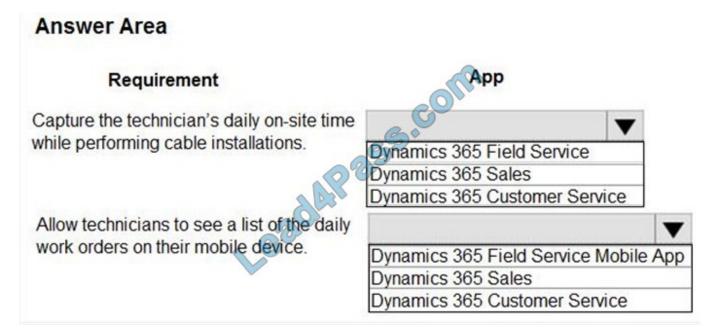
A cable installation company is implementing Dynamics 365.

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:



Correct Answer:



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 11

DRAG DROP

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue.

Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

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.

Select and Place:



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Answer Area

Solutions	Requirement	Solution
Azure Hub telemetry	55.0	
Customer Service Insights	Detect and diagnose equipment problems before customers are aware of an issue.	
Connected Customer Service	Create cases from social channels and SMS text messages.	
Omnichannel for Customer Service	omo tentinessages.	

Correct Answer:

Answer Area

Requirement	Solution
3.0	
Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Create cases from social channels and SMS text messages.	Omnichannel for Customer Service
	Detect and diagnose equipment problems before customers are aware of an issue. Create cases from social channels and

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

QUESTION 12

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order.

A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

A. Open

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status

QUESTION 13

HOTSPOT

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



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a product during a company holiday.

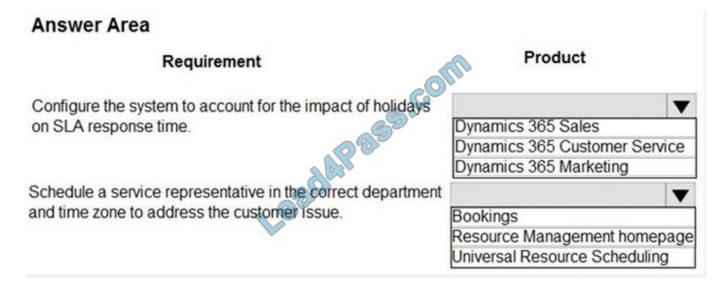
The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

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.

Hot Area:



Correct Answer:



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

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