



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.lead4pass.com/mb-910.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





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.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



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.

☒☐

Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.

☒☐

You can manually assign lead technicians to oversee large-scale emergency service calls.

☒☐

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.	<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"/>

Correct Answer:

Answer Area

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

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



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.



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		

Correct Answer:



Answer Area

Features	Requirement	Feature
<input type="checkbox"/>	Keep track of upcoming appointments and commitments.	<input type="checkbox"/> Assistant
<input type="checkbox"/> Auto capture		
<input type="checkbox"/> Notes analysis	Restart a conversation with a customer on a topic of interest.	<input type="checkbox"/> Talking points
<input type="checkbox"/>		
<input type="checkbox"/> Who knows whom		

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:



Answer Area

Function

Feature

Assign a work order to a field engineer for next Tuesday at noon.

Universal Resource Scheduling
Work Orders
Connected Field Services
Geofencing

Synchronize offline data when the app starts.

Geofencing
Field Service Mobile
Integrations
Connected Field Services

Monitor air-conditioning equipment to identify mechanical issues

Field Service Mobile
Work Orders
Connected Field Services
Bookable resources

Correct Answer:



Answer Area

Function

Feature

Assign a work order to a field engineer for next Tuesday at noon.

Universal Resource Scheduling
Work Orders
Connected Field Services
Geofencing

Synchronize offline data when the app starts.

Geofencing
Field Service Mobile
Integrations
Connected Field Services

Monitor air-conditioning equipment to identify mechanical issues

Field Service Mobile
Work Orders
Connected Field Services
Bookable resources

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.



Select and Place:

Answer Area

Features

- Connected Field Service
- Universal Resource Scheduling
- Resource scheduling optimization

Requirement

- 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.
- Proactively detect issues in devices and reduce costs associated with assisted service.

Feature

Correct Answer:

Answer Area

Features

Requirement

- 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.
- Proactively detect issues in devices and reduce costs associated with assisted service.

Feature

Universal Resource Scheduling

Resource scheduling optimization

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

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		

Correct Answer:



Answer Area

Tools

Power BI

Plug-in

Requirement

Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.

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.

Tool

Microsoft Excel

Dynamics 365 Sales dashboard

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:

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



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 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:



Answer Area

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

Correct Answer:

Answer Area

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

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



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:

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>

Correct Answer:

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>

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>



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average 99.9% Success Rate

More than 800,000 Satisfied Customers Worldwide

Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

<https://www.lead4pass.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.	 Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.	 Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © lead4pass, All Rights Reserved.