

# Microsoft

## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



NEW QUESTION 1

HOTSPOT

A company plans to implement Dynamics 365 Marketing.

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
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

NEW QUESTION 2

HOTSPOT

A company has implemented Dynamics 365 Marketing.

You need to implement apps to meet the company's business requirements.

Which app 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

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div><div></div><div>LinkedIn Sales Navigator</div><div>Dynamics 365 Customer Insights</div><div>Dynamics 365 Customer Voice</div></div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div><div></div><div>LinkedIn Sales Navigator</div><div>LinkedIn Campaign Manager</div><div>Dynamics 365 Customer Voice</div></div>
Create a unified view of customer data from different sources.	<div><div></div><div>Dynamics 365 Customer Insights</div><div>LinkedIn Sales Navigator</div><div>Dynamics 365 Customer Voice</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

**NEW QUESTION 3**

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.  
Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

**Answer:** AC

**Explanation:**  
Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

**NEW QUESTION 4**

HOTSPOT  
Which features are available in Dynamics 365 Marketing?  
For each of the following features, select Yes if the feature is available. Otherwise, select No.  
NOTE: Each correct selection is worth one point.

**Answer Area**

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

**NEW QUESTION 5**

HOTSPOT  
A company plans to implement Dynamics 365 Customer Voice.  
Instructions: 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**

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

**NEW QUESTION 6**

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

Answer: D

Explanation:

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

NEW QUESTION 7

Your company uses Dynamics 365 Sales. You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

Answer: BC

Explanation:

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

NEW QUESTION 8

HOTSPOT  
A company plans to implement Dynamics 365 Sales to manage sales pipelines. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

NEW QUESTION 9

DRAG DROP  
Match each product to its feature. Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all. NOTE: Each correct match is worth one point.

Answer Area

Products	Feature	Product
<div>Dynamics 365 Sales</div>	Who knows whom	<div></div>
<div>Dynamics 365 Sales Insights</div>	Quotes	<div></div>
	Invoicing	<div></div>

- A. Mastered
- B. Not Mastered



Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

NEW QUESTION 10

DRAG DROP

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator. You need to determine the controls that you should implement. Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

NEW QUESTION 10

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.

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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>

NEW QUESTION 14

A company plans to implement Dynamics 365 Sales. Which two out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

Answer: AB

**Explanation:**

Explanation/Reference: Reference: <https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

**NEW QUESTION 17**

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales. You need to review the timeline for a case that you are managing. Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

**Answer:** C

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

**NEW QUESTION 18**

DRAG DROP

A company plans to implement Dynamics 365 Customer Service. Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses. You need to create a glossary for employees. Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

Definitions

Details related to inquiries or issues reported by a customer.

Mechanism for categorizing and prioritizing records.

Description and performance measurement of services to be delivered.

Level and terms of support that are specific to a customer.

Information that can be used to respond to customer inquiries or issues.

Answer Area

Item

Case

Queue

Service-level agreement

Entitlement

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

**NEW QUESTION 19**

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.

☐

☐

Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.

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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 23

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 25

HOTSPOT

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians. The company often does not assign service jobs to the technician that is geographically closest to the customer. The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map. You enable location tracking. Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Answer Area

You should navigate to the	<div><div></div><div>Site Map</div><div>Schedule Board</div><div>Schedule Assistant</div></div>	to see the technician locations on a map.
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

NEW QUESTION 28

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><div>Universal Resource Scheduling</div><div>Work Orders</div><div>Connected Field Services</div><div>Geofencing</div></div>
Synchronize offline data when the app starts.	<div><div></div><div>Geofencing</div><div>Field Service Mobile</div><div>Integrations</div><div>Connected Field Services</div></div>
Monitor air-conditioning equipment to identify mechanical issues	<div><div></div><div>Field Service Mobile</div><div>Work Orders</div><div>Connected Field Services</div><div>Bookable resources</div></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 30

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.

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

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

NEW QUESTION 35

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.



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"/>

- A. Mastered
- B. Not Mastered

Answer: A

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

**NEW QUESTION 39**  
You work for a job placement agency that uses Dynamics 365 Project Operations. A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client. What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Answer: CD

Explanation:  
Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

**NEW QUESTION 40**  
HOTSPOT  
A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents. 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
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
Reference:  
<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NEW QUESTION 45**  
DRAG DROP

A company implements Dynamics 365 Sales.  
 You need to recommend the features to implement that meet the following requirements:  
 \* Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.  
 \* Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. 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
<div>Dashboard</div>	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<div></div>
<div>Report</div>	Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	<div></div>
<div>View</div>		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
 Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

**NEW QUESTION 46**

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals. The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.  
 You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

**Answer:** C

**Explanation:**  
 Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

**NEW QUESTION 50**

**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.	<div></div>	<div></div>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<div></div>	<div></div>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<div></div>	<div></div>

- 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 53**  
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