DUMPSQUEEN

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

Microsoft MB-910

Version Demo

Total Demo Questions: 10

Total Premium Questions: 84

Buy Premium PDF

Topic Break Down

Topic	No. of Questions
Topic 1, Describe Dynamics 365 Marketing	10
Topic 2, Describe Dynamics 365 Sales	15
Topic 3, Describe Dynamics 365 Customer Service	21
Topic 4, Describe Dynamics 365 Field Service	16
Topic 5, Describe Project Operations	9
Topic 6, Describe shared features	13
Total	84

QUESTION NO: 1

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help.

You need to track customer issues until the issues are resolved.

What should you create?

A. opportunity

B. contact

C. case

D. quote

ANSWER: C

Explanation:

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

QUESTION NO: 2 - (HOTSPOT)

HOTSPOT

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	○	○
You can access SharePoint Online documents from within Dynamics 365 Sales.	○	○
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	○	○

ANSWER:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	○	●
You can access SharePoint Online documents from within Dynamics 365 Sales.	●	○
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	●	○

Explanation:

Reference:

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

QUESTION NO: 3

A company uses Dynamics 365 Customer Service.

The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case.

Which statement describes what happens when a case item is released from the queue?

A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.

B. The case is removed from all queues.

C. The case is removed from the agent's personal queue and returned to the original support queue.

ANSWER: C

Explanation:

Reference:

https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues

QUESTION NO: 4 - (DRAG DROP)

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.

Select and Place:

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		

ANSWER:

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		

Explanation:

QUESTION NO: 5

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

A. Draft

B. Waiting

C. Active

D. Canceled

ANSWER: D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement

QUESTION NO: 6 - (HOTSPOT)

HOTSPOT

A company plans to implement Dynamics 365 Field 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:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	O	O
Inspections can be completed without internet connectivity.	O	O

ANSWER:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	●	O
Inspections can be completed without internet connectivity.	●	O

Explanation:

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

QUESTION NO: 7

A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Time and Material

B. Fixed Price

C. Expense

D. Not-to-exceed Limit

ANSWER: A B

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based

---

QUESTION NO: 8

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: C D

Explanation:

Reference:

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

---

QUESTION NO: 9

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: A C

Explanation:

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

QUESTION NO: 10 - (DRAG DROP)

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.	
Edit row	Update the project task.	
Copy row		

ANSWER:

Answer Area

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

Explanation:

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