

Microsoft

MB-910

**Microsoft Dynamics 365 Fundamentals Customer
Engagement Apps (CRM)**

QUESTION & ANSWERS

QUESTION 1

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Section: Describe Dynamics 365 Marketing

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Correct Answer: A,D

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

QUESTION 2

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.

Section: Describe Dynamics 365 Sales

- 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

Correct Answer: B,C

Explanation/Reference:

Reference:

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

QUESTION 3

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?

Section: Describe Dynamics 365 Customer Service

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

Correct Answer: D

Explanation/Reference:

Reference:

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

QUESTION 4

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

Section: Describe Dynamics 365 Sales

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Correct Answer: B,D

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

QUESTION 5

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.

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation/Reference:

Reference:

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

QUESTION 6

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine

who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

Section: Describe Dynamics 365 Marketing

Correct Answer:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

Explanation/Reference:

Reference:

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

QUESTION 7

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.

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		

Section: Describe Dynamics 365 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		
Connected Customer Service	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service
Omnichannel for Customer Service		

Explanation/Reference:

Reference:

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