MB-910 ^Q&As

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

DRAG DROP

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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

Export options

Dynamic worksheet

Static worksheet

Excel Online

User group   **Export option**

GroupA

GroupB

Correct Answer:

Answer Area

Export options

Dynamic worksheet

User group   **Export option**

GroupA | Static worksheet |

GroupB | Excel Online |

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

https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online

QUESTION 2

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.

Correct Answer: AC

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

QUESTION 3

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract.

You want to find other colleagues who have interacted with the potential customer so that you can discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

A. Power Virtual Agents

B. Sales Insights

C. Customer Service Insights

D. Market Insights

Correct Answer: B

QUESTION 4

HOTSPOT

A company implements cases in Dynamics 365 Customer Service.

You need to select the features that meet the requirements for a case.

Which feature should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Feature
Automatically open a new case	Convert To functionality Record creation and update rules Routing rules
Manage response time for a case	Entitlements Queues Service-level agreements
Guide an agent through stages to resolve a case	Business process flows Queues Tasks

Correct Answer:

Answer Area

Requirement	Feature
Automatically open a new case	Convert To functionality / **Record creation and update rules** / Routing rules
Manage response time for a case	Entitlements / Queues / **Service-level agreements**
Guide an agent through stages to resolve a case	**Business process flows** / Queues / Tasks

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-case-sla https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1

QUESTION 5

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	
Dynamics 365 Field Service		

Correct Answer:

Answer Area

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service
Dynamics 365 Field Service		

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/channels

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