

MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs. Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

Correct Answer: CD

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

QUESTION 2

Which three capabilities are included in Dynamics 365 Marketing?

Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

Correct Answer: ACE

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration> <https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle>

QUESTION 3

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 ?In progress
- B. Open ?Unscheduled
- C. Traveling
- D. Open ?Scheduled

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

QUESTION 4

HOTSPOT

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

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input checked="" type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input checked="" type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: No

A stakeholder can be a decision maker or any person who's working with you on the opportunity from the customer's end, such as a champion, end user, economic buyer, influencer, or technical buyer.

Box 2: Yes

Dynamics 365 Sales uses the Opportunity Sales Access Team template to provide access to the opportunity record to all the users connected under the Sales team connection role category. A salesperson who might not have access to a

given opportunity record by their assigned security role privileges can still get access when added as a sales team member from this subgrid. This allows the sales team member users to access and work with the opportunity record in

Dynamics 365 on a per-record basis. Similarly, when an existing sales team member is deleted from the subgrid, the access to the opportunity record granted via the access team template is also removed.

Box 3: Yes

The Stakeholders subgrid uses connections to associate contact records as stakeholders with the opportunity.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/add-stakeholder>

<https://learn.microsoft.com/en-us/dynamics365/sales/stakeholders-sales-team-members>

QUESTION 5

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

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