

## MB-910<sup>Q&As</sup>

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

### Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/mb-910.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



## QUESTION 1

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.

Correct Answer: C

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

---

## QUESTION 2

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

- A. Service level agreements
- B. Customer Service Insights
- C. Power Automate to transfer cases
- D. Knowledge base management

Correct Answer: C

---

## QUESTION 3

### 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.

Hot Area:

**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"/>

Correct Answer:

**Answer Area**

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

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

**QUESTION 4**

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week.

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below: Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Correct Answer: D

You would have to create separate bookings for each of the working days.

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

---

## QUESTION 5

### 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.

Hot Area:

## Answer Area

### Function

### Feature

Assign a work order to a field engineer for next Tuesday at noon.

	▼
Universal Resource Scheduling	
Work Orders	
Connected Field Services	
Geofencing	

Synchronize offline data when the app starts.

	▼
Geofencing	
Field Service Mobile	
Integrations	
Connected Field Services	

Monitor air-conditioning equipment to identify mechanical issues

	▼
Field Service Mobile	
Work Orders	
Connected Field Services	
Bookable resources	

Correct Answer:

## Answer Area

### Function

### Feature

Assign a work order to a field engineer for next Tuesday at noon.

▼
Universal Resource Scheduling
Work Orders
Connected Field Services
Geofencing

Synchronize offline data when the app starts.

▼
Geofencing
Field Service Mobile
Integrations
Connected Field Services

Monitor air-conditioning equipment to identify mechanical issues

▼
Field Service Mobile
Work Orders
Connected Field Services
Bookable resources

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>

[MB-910 PDF Dumps](#)

[MB-910 VCE Dumps](#)

[MB-910 Brindumps](#)