MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

HOTSPOT

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Configuration option	Record type
Services sold to customers	Units Products Price list items
Relationships between multiple items sold as a single SKU	Bundles Price lists Unit groups

Correct Answer:

Configuration option	Record type
Services sold to customers	**Units** Products Price list items
Relationships between multiple items sold as a single SKU	**Bundles** Price lists Unit groups

Box 1: Units

Create a unit group and add units to that group Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales. Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of products. This helps ensure that your customers receive the most appropriate and complete

solution.

Because of how units, discounts, and prices are tied together, it\\'s important that you create each of these components in a product catalog in the following sequence:

1.

Create discount lists to offer your products and services at different prices, depending on the quantity purchased.

2.

Define the measurements or quantities your products will be available in.

3.

Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.

4.

Etc.

Dynamics 365 Sales the product catalog record type services sold to customers Dynamics 365 Sales the services sold to customers Box 2: Bundles

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference: https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together

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QUESTION 2

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

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QUESTION 3

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
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	○	○
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	○	○
Knowledge base article content is limited to text with basic formatting.	○	○

Correct Answer:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	◯	⬤
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	⬤	◯
Knowledge base article content is limited to text with basic formatting.	◯	⬤

Box 1: No

You can search for knowledge content in external sources.

Business value

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on. The ability to quickly find and share knowledge from as many sources as

possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes

You can insert knowledge articles into an email.

Business value

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more

knowledge articles while working on an email.

Feature details

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an

agent can search and select a knowledge article to include in the email.

Box 3: No

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference: https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-

service/search-knowledge-content-external-sources https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter

QUESTION 4

A potential customer delays their decision to commit to a big multi-year contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies.

Which app should you recommend?

A. Customer Service Insights

B. Market Insights

C. Power Virtual Agents

D. Sales Insights

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity

QUESTION 5

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

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