

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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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## QUESTION 1

You have a chart that displays a summary of accounts by industry.

You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

Correct Answer: BD

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## QUESTION 2

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

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## QUESTION 3

### HOTSPOT

A company plans to implement Omnichannel for Customer 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.

Hot Area:

**Answer Area**

| Statement  | Yes                                 | No                       |
|--|-------------------------------------|--------------------------|
| You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service               | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service               | <input type="checkbox"/>            | <input type="checkbox"/> |
| When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs | <input type="checkbox"/>            | <input type="checkbox"/> |

Correct Answer:

**Answer Area**

| Statement  | Yes                                 | No                                  |
|--|-------------------------------------|-------------------------------------|
| You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

**QUESTION 4**

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online

C. OneDrive for Business

D. Microsoft Teams

E. Power Automate

Correct Answer: BCD

Reference: <https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-install-app>

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## QUESTION 5

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/>

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