

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 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue.

Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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

| Solutions | Requirement | Solution |
|----------------------------------|--|----------|
| Azure Hub telemetry | Detect and diagnose equipment problems before customers are aware of an issue. | |
| Customer Service Insights | | |
| Connected Customer Service | Create cases from social channels and SMS text messages. | |
| Omnichannel for Customer Service | | |

Correct Answer:

Answer Area

| Solutions | Requirement | Solution |
|---------------------------|--|----------------------------------|
| Azure Hub telemetry | Detect and diagnose equipment problems before customers are aware of an issue. | Connected Customer Service |
| Customer Service Insights | | |
| | Create cases from social channels and SMS text messages. | Omnichannel for Customer Service |
| | | |

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

QUESTION 2

HOTSPOT

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site.

What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

| Answer Area | | | | |
|---|---|------------------|------------------|----------------------------------|
| Requirement | Option | | | |
| Keep track of equipment inspections, maintenance, and repairs. | <div data-bbox="871 999 1461 1066">▼</div> <table border="1"><tr><td data-bbox="871 1066 1461 1111">Return to vendor</td></tr><tr><td data-bbox="871 1111 1461 1155">Asset management</td></tr><tr><td data-bbox="871 1155 1461 1211">Knowledge management</td></tr></table> | Return to vendor | Asset management | Knowledge management |
| Return to vendor | | | | |
| Asset management | | | | |
| Knowledge management | | | | |
| Provide a replacement for faulty equipment that cannot be repaired on site. | <div data-bbox="871 1245 1461 1312">▼</div> <table border="1"><tr><td data-bbox="871 1312 1461 1357">Return to vendor</td></tr><tr><td data-bbox="871 1357 1461 1402">Asset management</td></tr><tr><td data-bbox="871 1402 1461 1458">Return merchandise authorization</td></tr></table> | Return to vendor | Asset management | Return merchandise authorization |
| Return to vendor | | | | |
| Asset management | | | | |
| Return merchandise authorization | | | | |

Correct Answer:

Answer Area

Requirement

Option

Keep track of equipment inspections, maintenance, and repairs.

| |
|----------------------|
| ▼ |
| Return to vendor |
| Asset management |
| Knowledge management |

Provide a replacement for faulty equipment that cannot be repaired on site.

| |
|----------------------------------|
| ▼ |
| Return to vendor |
| Asset management |
| Return merchandise authorization |

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets>

<https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

QUESTION 3

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

Correct Answer: BC

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

QUESTION 4

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 5

HOTSPOT

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

Monthly bookkeeping services that take four hours

Yearly tax filings with variable hours that are based on a client's needs for one year

Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Work type

Service type

Monthly bookkeeping services that take four hours.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Yearly tax filings with variable hours that are based on a client's needs for one year.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Reimbursements for unplanned government filing fees.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Correct Answer:

Answer Area

Work type

Service type

Monthly bookkeeping services that take four hours.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Yearly tax filings with variable hours that are based on a client's needs for one year.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Reimbursements for unplanned government filing fees.

| |
|---|
| ▼ |
| Project-based service with Time and Material billing method |
| Project-based service with Fixed Price billing method |
| Product as Write-In Product |
| Product as Existing Product |

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

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