Vendor: Microsoft

Exam Code:MB-910

Exam Name: Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

Version: Demo

QUESTION 1

HOTSPOT

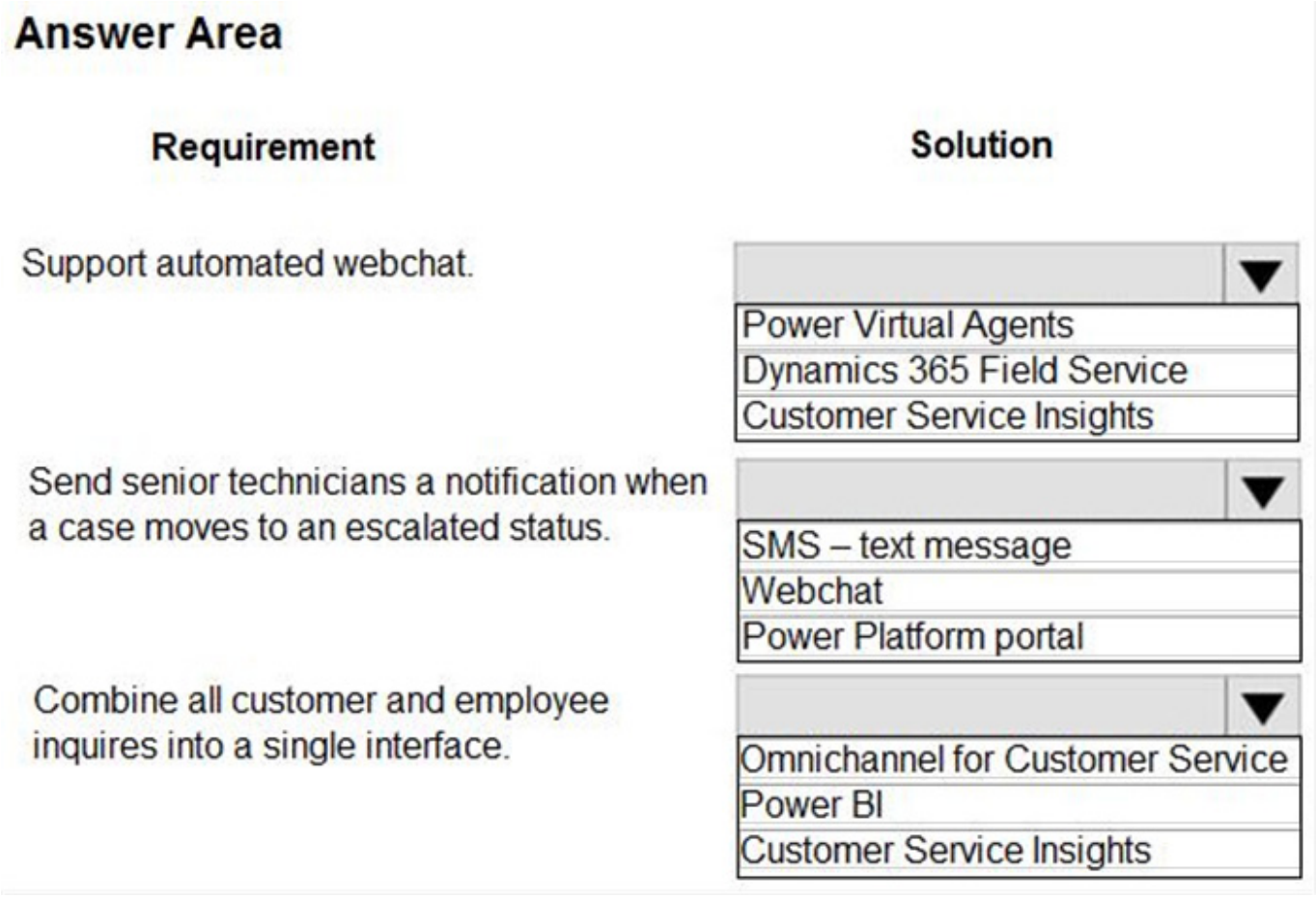
A company plans to implement new support software.

You need to recommend solutions for the company.

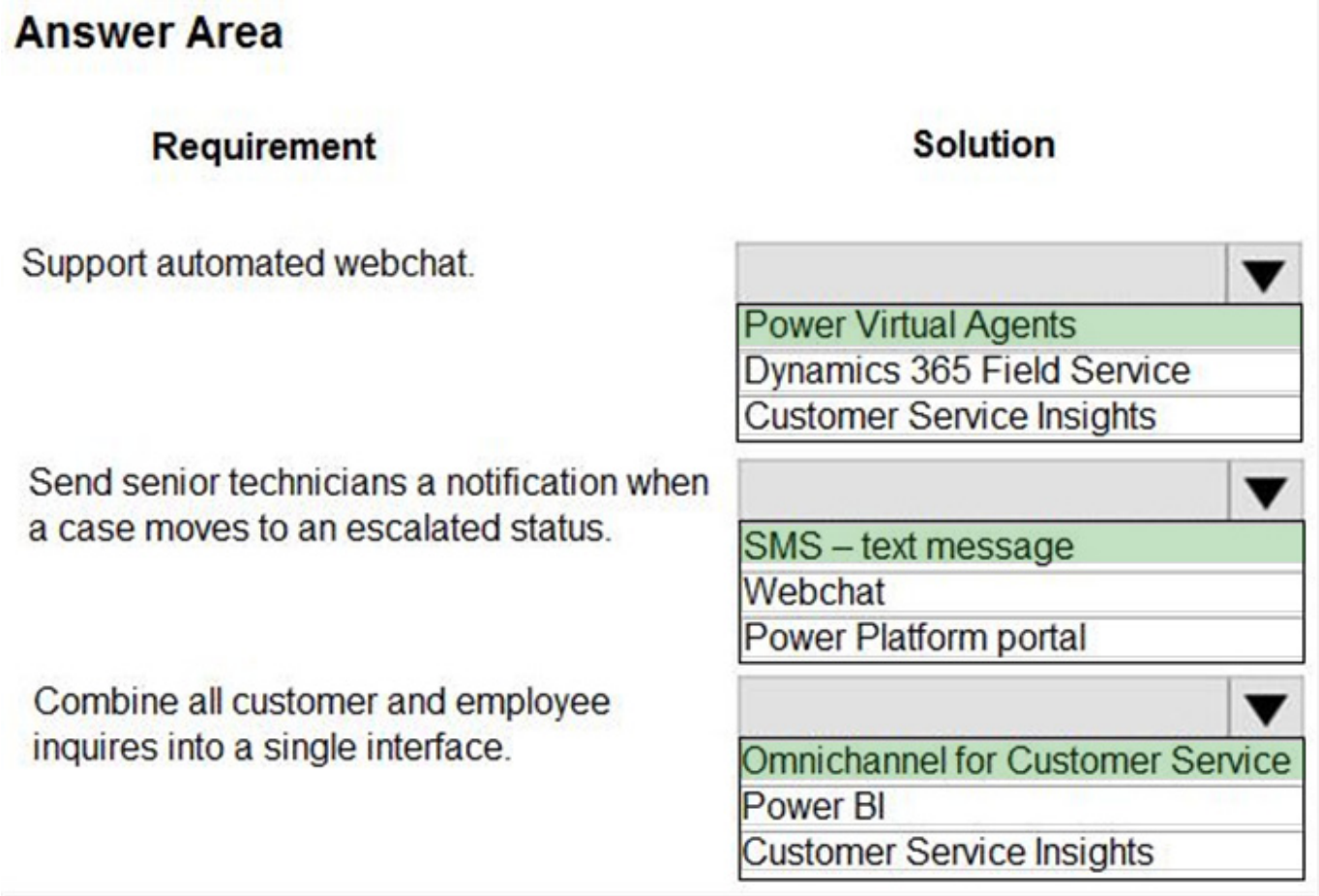
What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview

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QUESTION 2

You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer\\'s location.

You receive a service request and create a work order.

You need to identify the next step in the process. What should you do next?

A. Adjust inventory values.

B. Schedule and dispatch the work order.

C. Generate an invoice.

D. Review and close the work order.

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/create-work-order

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QUESTION 3

HOTSPOT

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents.

For each of the following statements, select Yeas if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	○	○
You can access SharePoint Online documents from within Dynamics 365 Sales.	○	○
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	○	○
You can access SharePoint Online documents from within Dynamics 365 Sales.	○	○
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	○	○

Reference: https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online

QUESTION 4

HOTSPOT

A company plans to use Microsoft Dynamics 365 Marketing. You need to describe app event functionality.

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
Payment gateways can be configured to work with an event website.	○	○
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	○	○
Attendees can book hotel rooms through an event website.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Payment gateways can be configured to work with an event website.	○	○
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	○	○
Attendees can book hotel rooms through an event website.	○	○

Box 1: Yes

You can add a new payment gateway to your event website.

Note: To add a new payment page to your event website:

Make an agreement with a third-party payment provider and prepare a web page that provides a payment front end, as described in their documentation.

Sign in to Dynamics 365 Marketing and go to the custom app by choosing Dynamics 365—custom from the app selector.

In the custom app, use the area switcher at the bottom left of the page to open Portals. Then go to Content > Web Templates

Select + New on the control bar to create a new web template.

Enter a Name for your template and set the Website to the Event Portal.

Etc.

Box 2: Yes

You can use Microsoft Teams for Dynamics 365 Marketing online events.

Use Microsoft Teams as an online meeting provider for Dynamics 365 Marketing events. Teams event functionality is incorporated directly into the Marketing app, allowing you to use Teams webinars or Teams live events for one/some to

many online events, and Teams meetings for interactive online meetings.

Box 3: Yes

Book hotel rooms for staff, speakers, and guests

If your organization has set up hotels and room allocations for your event in Dynamics 365 Marketing, you can view and create room bookings by going to Events > Logistics > Hotel Room Reservations. Each room booking links an event-

registration record (and its associated contact) to a hotel room allocation set up in Dynamics 365 Marketing. Each room allocation represents a block of rooms of a specific type (single, double, or suite) at a specific hotel during a specific

event. After all the rooms in an allocation are booked, that allocation is considered sold out unless you can request more from that hotel. Room bookings don\\'t specify a room number, just a room type (based on allocation) and a unique

reservation number.

Reference:

https://learn.microsoft.com/en-us/dynamics365/marketing/event-payment-gateway

https://learn.microsoft.com/en-us/dynamics365/marketing/invite-register-house-event-attendees

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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.

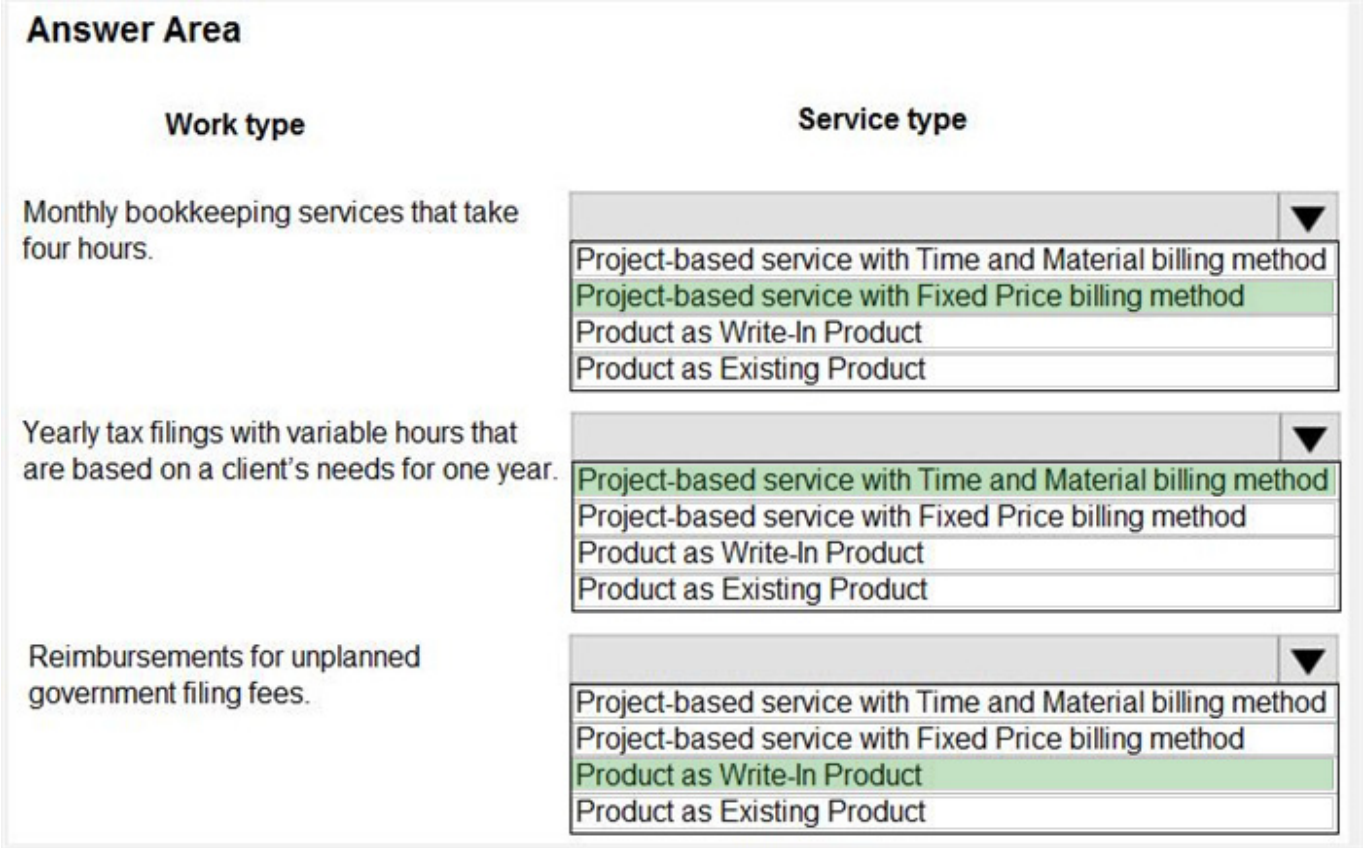
NOTE: Each correct selection is worth one point.

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:



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

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QUESTION 6

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

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QUESTION 7

You need to explain to the manager which features are available to meet the requirement.

Which feature should you use?

A. Connected Field Service

B. Inspections

C. Microsoft Customer Voice

D. Scheduling

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/inspections

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QUESTION 8

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Number of hours

B. Number of cases

C. Initial response time

D. Hours of service

Correct Answer: AB

Define what kind of support your customers are eligible for by creating entitlements in Dynamics 365 Customer Service. With entitlements, you specify the support term based on number of hours or number of cases. The customer\\'s support level can vary based on the product or service that the customer has purchased.

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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QUESTION 9

HOTSPOT

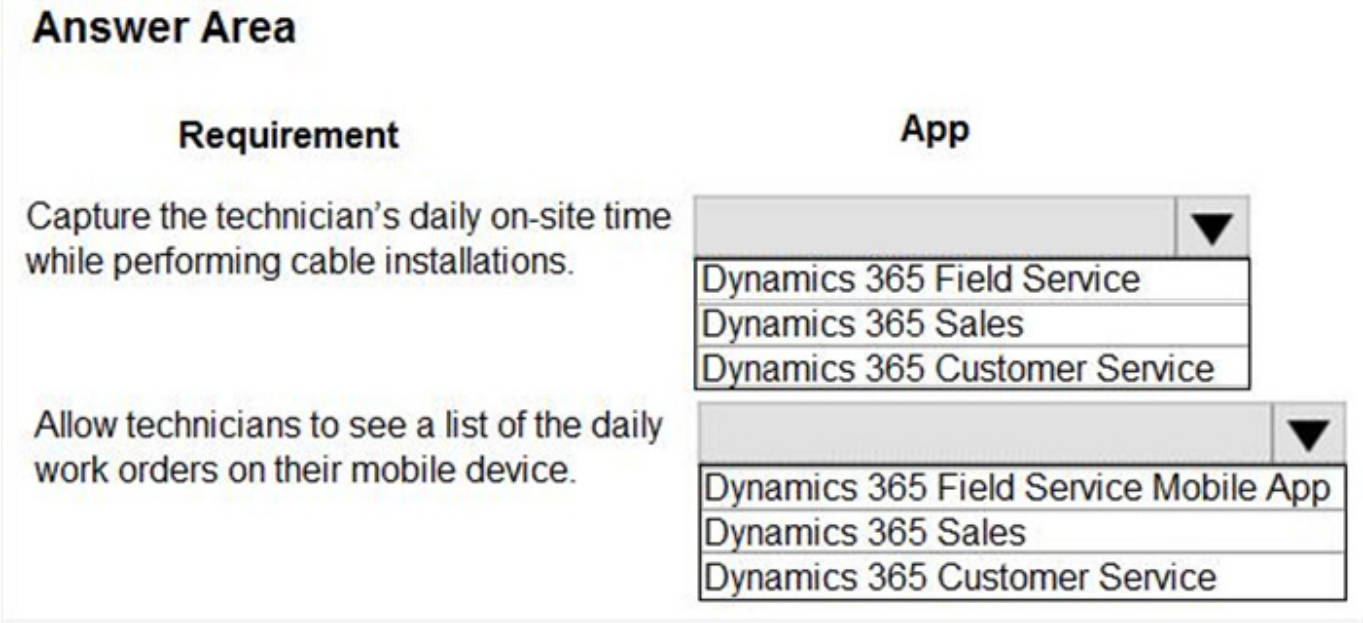
A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

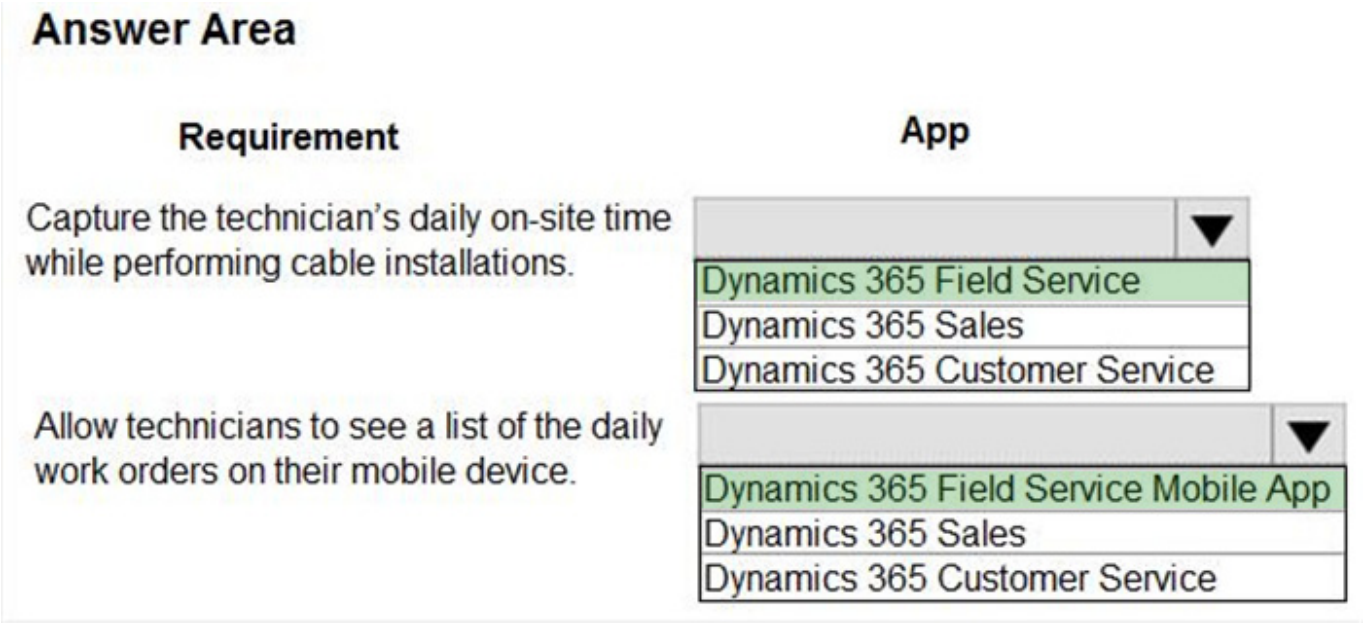
Which app should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry

https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use

QUESTION 10

HOTSPOT

A company uses Dynamics 365 Customer Insights.

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
Dynamics 365 Customer Insights can combine data from multiple sources into a single view.	○	○
Match conditions in Dynamics 365 Customer Insights determine which data is included in the unified profile.	○	○
Dynamics 365 Customer Insights can merge records.	○	○

Correct Answer:

Answer Area

Statements	Yes	No
Dynamics 365 Customer Insights can combine data from multiple sources into a single view.	○	○
Match conditions in Dynamics 365 Customer Insights determine which data is included in the unified profile.	○	○
Dynamics 365 Customer Insights can merge records.	○	○

Explanation:

Box 1: Yes

Dynamics 365 Customer Insights can combine data from multiple sources into a single view.

Dynamics 365 Customer Insights provides connections to bring data from a broad set of sources. Connecting to a data source is often referred to as the process of data ingestion. After ingesting the data, you can unify, generate insights,

and

activate the data for building personalized experiences.

Box 2: Yes

Match conditions in Dynamics 365 Customer Insights determine which data is included in the unified profile.

Match conditions for data unification

This step in unification defines the match order and rules for cross-table matching. This step requires at least two tables.

Box 3: No

Reference:

https://learn.microsoft.com/en-us/dynamics365/customer-insights/data-sources

https://learn.microsoft.com/en-us/dynamics365/customer-insights/data-unification-match-tables

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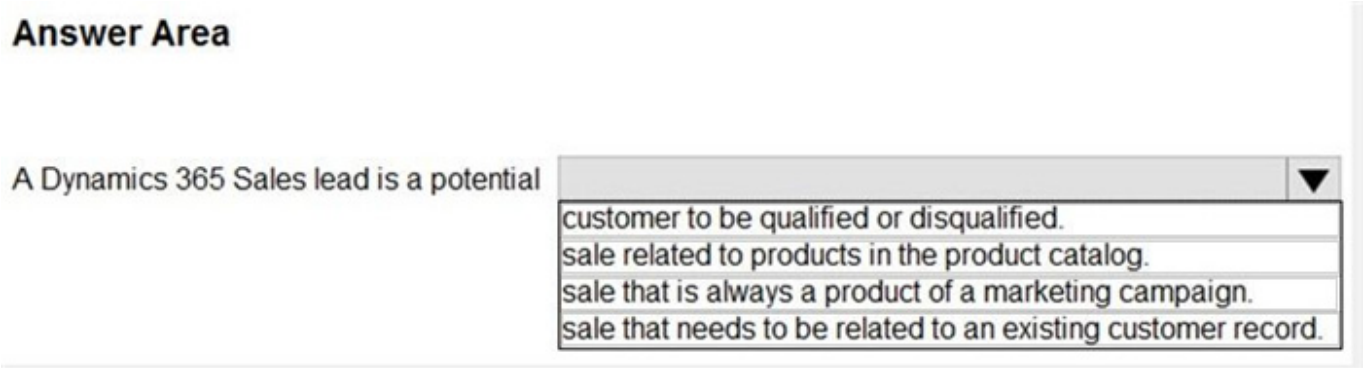
QUESTION 11

HOTSPOT

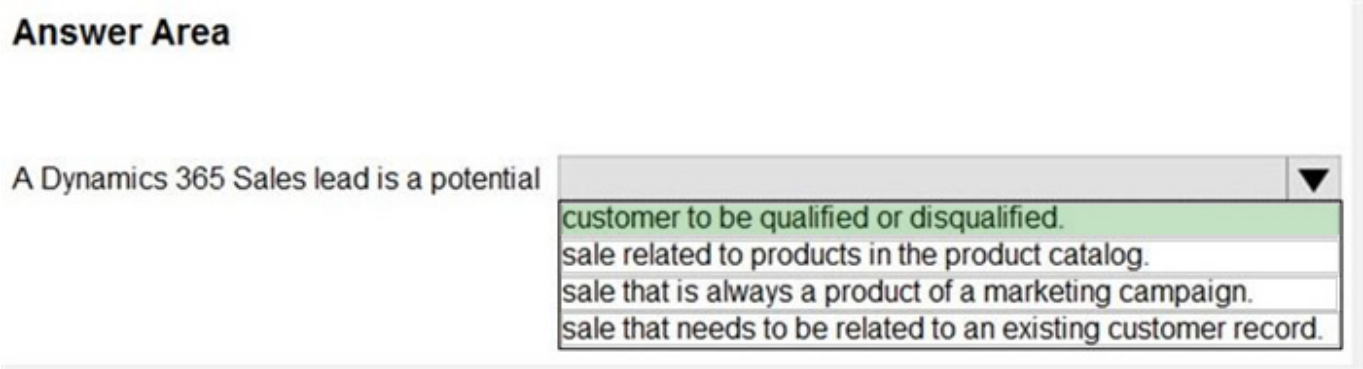
You are evaluating Dynamics 365 Sales as a potential replacement for your company\\'s existing sales system.

What is a lead? To answer, select the appropriate option in the answer area.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional

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QUESTION 12

HOTSPOT

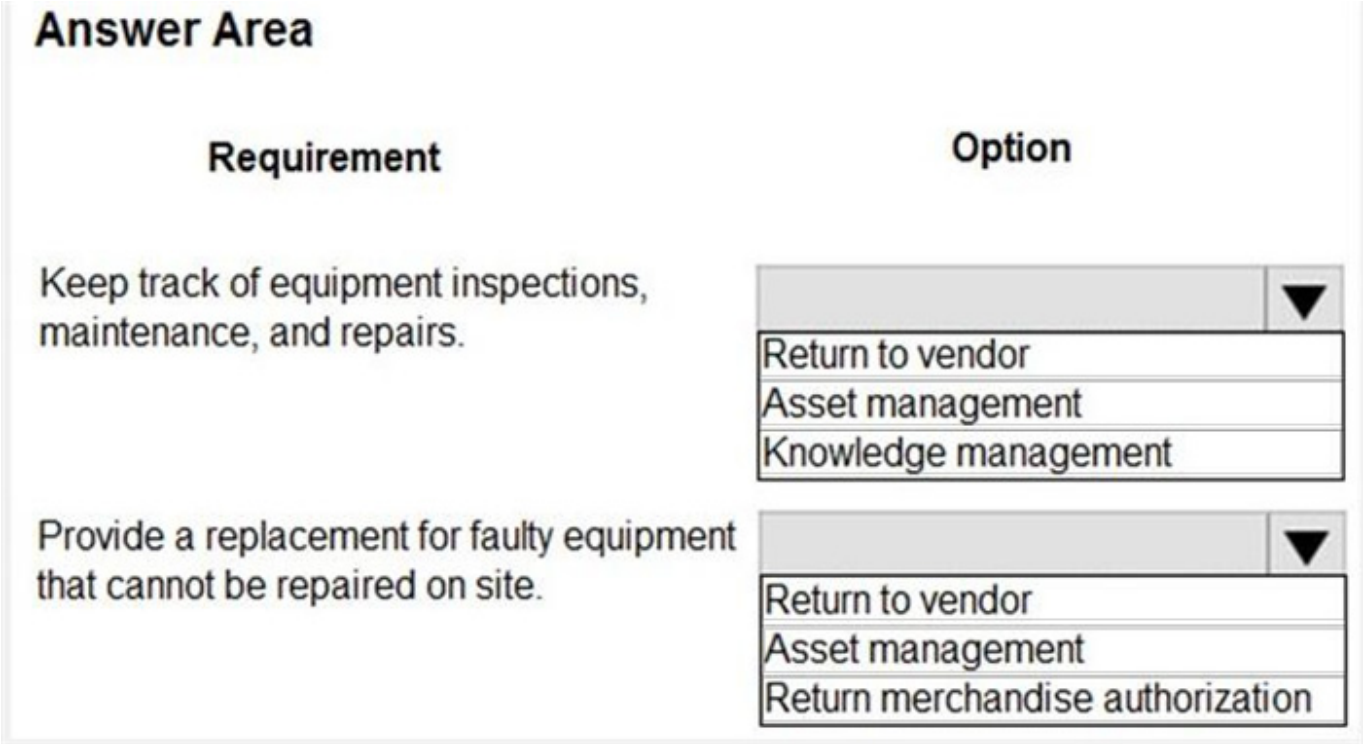
A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

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.

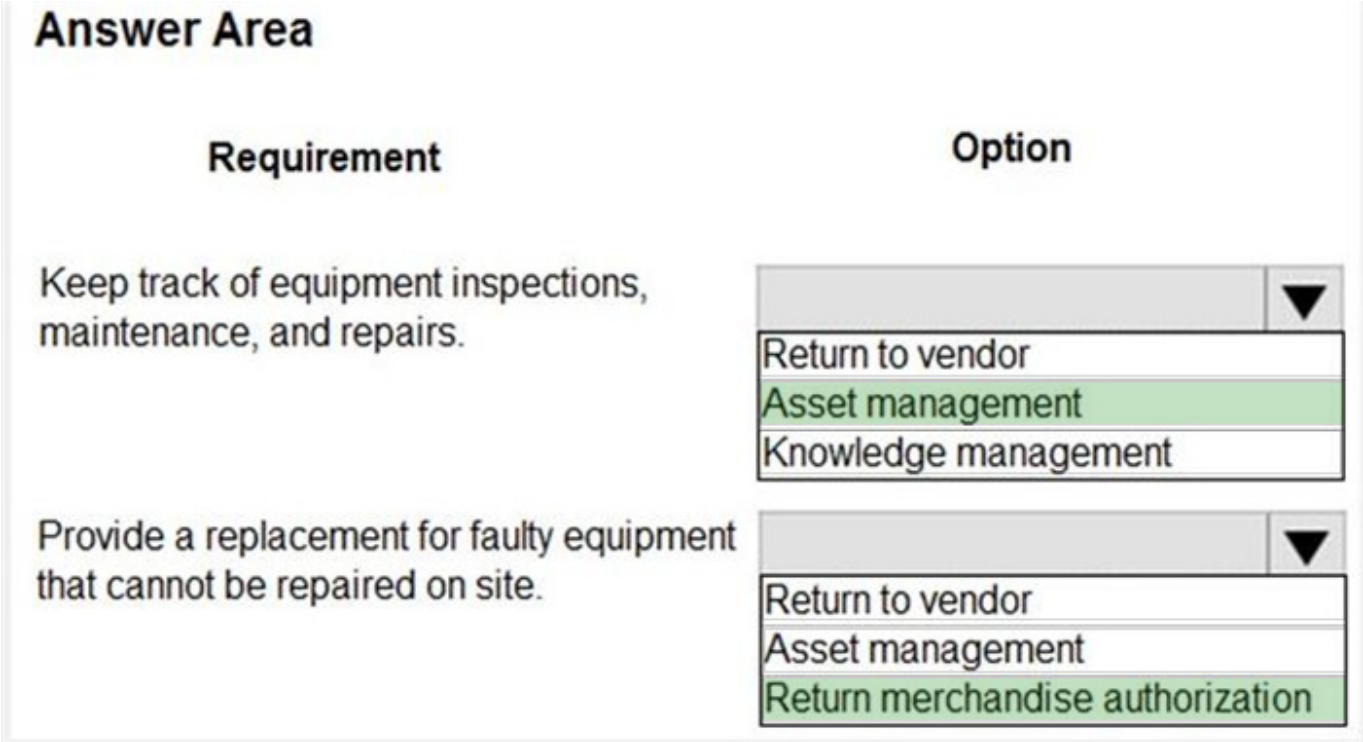
What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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