

**100%** Money Back  
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**Vendor:**Microsoft

**Exam Code:**MB-910

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

**Version:**Demo

## QUESTION 1

A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

Correct Answer: AB

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

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## QUESTION 2

DRAG DROP

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app.

You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality 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

Functionalities	Scenario	Functionality
Recall	Update the hours.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

Correct Answer:

## Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	Recall
Edit row	Update the project task.	Recall
Copy row		

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

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**QUESTION 3**

HOTSPOT

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

## Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

### QUESTION 4

#### HOTSPOT

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

Hot Area:

Answer Area	Yes	No
<b>Statements</b>		
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

## Answer Area

### Statements

	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input checked="" type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input checked="" type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

## Qualify Lead



Convert this lead as qualified and create the following records:

Account Yes

Contact Yes

Opportunity No

OK

Cancel

Box 2: No

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you. Depending on whether your system administrator has enabled the improved duplicate detection and merge

experience, you will see the options to resolve duplicates.

Box 3: No

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on.

When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

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## QUESTION 5

A repair company offers five types of service-level agreements (SLAs). Customers can choose an SLA when they purchase a service contract. You define routing and assignment rules to support the SLAs.

A service manager observes that outstanding service requests are not being automatically assigned by the routing rules.

You need to resolve the issue.

What should you do?

- A. Configure queue item views.
- B. Configure the queue.
- C. Create five new queues.
- D. Create a view for the outstanding requests.

Correct Answer: C

One queue for each SLA.

Note: Use routing rules in Customer Service to route cases to the right agents at the right time without any manual intervention. You can also use routing rules to route cases that are escalated to specific queues.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

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## QUESTION 6

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

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. Use Customer Voice to compile results from the existing third-party app.
- B. Use Power Automate to automatically send Customer Voice surveys.
- C. Create a survey in Dynamics 365 Marketing and create a campaign to send it to out and collect data.
- D. Use Customer Voice to collect and analyze survey results.
- E. Create surveys in Dynamics 365 Marketing by using Questionnaire.

Correct Answer: DE

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### QUESTION 7

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

Correct Answer: D

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

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### QUESTION 8

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 9**

**HOTSPOT**

A company plans to implement Dynamics 365 Field 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
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

**Answer Area**

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

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

**QUESTION 10**

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company. What should you recommend?

- A. Field Service Mobile
- B. Work orders

- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

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**QUESTION 11**

DRAG DROP

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature 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:

**Actions**

- SLA key performance indicator (KPI)
- SLA actions
- Business Hours
- Allow Pause and Resume

**Answer Area**

**Scenario**

- Prevent enforcement of the SLA terms while waiting for additional information from a customer
- Send an email when a case is at risk for non-compliance with an SLA

**Feature**

Two empty dashed rectangular boxes are provided for placing the selected features into the corresponding scenarios.

Correct Answer:

## Actions

SLA key performance indicator (KPI)
Business Hours

## Answer Area

### Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

### Feature

Allow Pause and Resume

SLA actions

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

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## QUESTION 12

### HOTSPOT

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.

You need to recommend a solution for the company. What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

What is the automated solution?

A/B test.
Market Insights.
Enhanced email.

Which testing process is used?

Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
An email is sent to a sample group. A summary of responses is sent to the creator.

Correct Answer:

What is the automated solution?

A/B test.
Market Insights.
Enhanced email.

Which testing process is used?

Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
An email is sent to a sample group. A summary of responses is sent to the creator.

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/email-a-b-testing>