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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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**QUESTION 1**

DRAG DROP

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.

Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.

Which features should you recommend?

To answer, drag the appropriate features to the correct requirements. 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:

## Answer Area

| Features | Requirement | Feature |
|---|---|---|
| Dashboard | Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities. | |
| Report | Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. | |
| View | | |

Correct Answer:

## Answer Area

| Features | Requirement | Feature |
|---|---|---|
| | Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities. | Dashboard |
| Report | | |
| | Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. | View |

Reference: https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views

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**QUESTION 2**

Sales representatives need a view of all of their customers and the statistics that relate to these customers.

You need to identify how to create visuals for sales representatives to analyze and compare the data for multiple accounts.

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

NOTE: Each correct selection is worth one point.

A. Create custom forms.

B. Embed Power BI reports in a system dashboard.

C. Create charts.

D. Create reports in the report wizard.

E. Import Excel data.

Correct Answer: BCD

**QUESTION 3**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

A. Dynamics 365 Sales Insights

B. Microsoft Excel

C. Microsoft Outlook

D. Microsoft Teams

Correct Answer: A

**QUESTION 4**

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

**QUESTION 5**

DRAG DROP

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. 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:

**Answer Area**

| Features | Requirement | Feature |
|---|---|---|
| Connected Field Service | Redirect a field technician to handle high-priority emergency jobs. | |
| Universal Resource Scheduling | Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers. | |
| Resource scheduling optimization | Proactively detect issues in devices and reduce costs associated with assisted service. | |

Correct Answer:

Answer Area

| Features | Requirement | Feature |
|---|---|---|
| | Redirect a field technician to handle high-priority emergency jobs. | Universal Resource Scheduling |
| | Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers. | Resource scheduling optimization |
| | Proactively detect issues in devices and reduce costs associated with assisted service. | Connected Field Service |

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

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

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