

MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

HOTSPOT

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

Hot Area:

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 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>

QUESTION 2

An online retail company uses Dynamics 365 Marketing.

Customers abandon carts with items after shopping on the company's website. The marketing manager must send an email to these customers to ask if they want to complete the purchase.

You need to select a feature to send the mail.

Which feature should you use?

- A. Segment-based journey
- B. Trigger-based journey
- C. Power Automate desktop flow
- D. Email campaign
- E. Customer interactions timeline

Correct Answer: C

You can customize the Microsoft Dynamics 365 Commerce abandoned cart connector sample app to detect abandoned carts and send reminder email notifications to customers.

Abandoned cart connector sample

A connector model that Microsoft provides through the Retail software development kit (SDK) enables abandoned cart information to be retrieved and sent to a third-party email marketing provider. This connector handles communication with

Retail Server, uses Azure Key Vault for security, handles scheduling of cart retrieval for a specified time window, and retrieves order and product data. It also provides a sample implementation for an integration with a third-party email

marketing provider. The connector is built to communicate with Emarsys out of the box. However, it can easily be customized to integrate with other solutions, such as Constant Contact, Mailchimp, and SendGrid.

EmarsysClientOptions

Note: If you're integrating with an email marketing provider other than Emarsys, you must extend the IEmailProvider interface as appropriate to communicate with that provider.

Properties include:

*

ApiUrl

<https://api.emarsys.net/api/v2/event/{0}/trigger>

*

ExternalEventId

The ID of the external event record that is created in Emarsys. You can find the value under Trigger settings in the campaign that you created to send abandoned cart email notifications.

*

Etc.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/commerce/dev-itpro/abandoned-cart-sample-app>

QUESTION 3

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

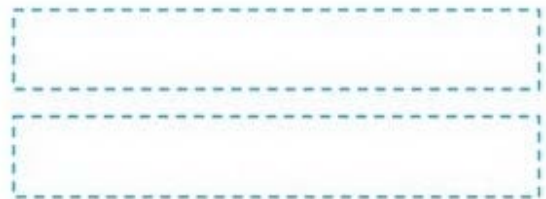
Answer Area

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



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>

QUESTION 4

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>

QUESTION 5

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>

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