MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

A. Account

B. Lead

C. Quote

D. Opportunity

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast

QUESTION 2

DRAG DROP

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales.

You need to recommend solutions for the company.

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:

![Pass2Lead](https://Pass2Lead.com)
Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process.	
Dual-write	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
LinkedIn Sales Navigator	Acquire relevant account information from Dynamics 365 Finance	
Knowledge Articles		

Correct Answer:

Answer Area

Solutions	Requirement	Solution
	Ensure that all employees can participate in the lead qualification process.	Microsoft Teams
	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
	Acquire relevant account information from Dynamics 365 Finance	Dual-write
Knowledge Articles		

Box 1: Microsoft Teams

Box 2: LinkedIn Sales Navigator

Integrate LinkedIn Sales Navigator solutions for Dynamics 365 Sales, Unified Interface apps: Sales Navigator Controls for Unified Interface

Two flavors of LinkedIn Sales Navigator controls are available and can be placed on any desktop Unified Interface application form.

The LinkedIn Sales Navigator Lead control shows information about a LinkedIn member profile.

The LinkedIn Sales Navigator Account control shows information about a LinkedIn company profile.

Box 3: Dual-write

Dual-write provides tightly coupled, bidirectional integration between finance and operations apps and Dataverse. Any data change in finance and operations apps causes writes to Dataverse, and any data change in Dataverse causes writes

to finance and operations apps. This automated data flow provides an integrated user experience across the apps.

Note: Application

Dual-write creates a mapping between concepts in finance and operations apps and concepts in customer engagement apps. This integration supports the following scenarios:

Integrated customer master

Access to customer loyalty cards and reward points

Unified product mastering experience

Awareness of organization hierarchy

Integrated vendor master

Access to finance and tax reference data

On-demand price engine experience

Integrated prospect-to-cash experience

Ability to serve both in-house assets and customer assets through field agents

Integrated procure-to-pay experience

Integrated activities and notes for customer data and documents

Ability to look up on-hand inventory availability and details

Project-to-cash experience

Ability to handle multiple addresses and roles through the party concept

Reference: https://learn.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/dual-write/dual-write-overview

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QUESTION 3

DRAG DROP

Match each product to its feature.

Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

Correct Answer:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	Dynamics 365 Sales Insights
Dynamics 365 Sales Insights	Quotes	Dynamics 365 Sales
	Invoicing	Dynamics 365 Sales

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices

https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity

QUESTION 4

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

![Pass2Lead](https://Pass2Lead.com)
You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

A. Top Card

B. Auto Capture

C. Related Leads

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator

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QUESTION 5

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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