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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.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	○	○
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	○	○
Knowledge base article content is limited to text with basic formatting.	○	○

Correct Answer:

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Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	○	●
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	●	○
Knowledge base article content is limited to text with basic formatting.	○	●

Box 1: No

You can search for knowledge content in external sources.

Business value

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on. The ability to quickly find and share knowledge from as many sources as

possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes

You can insert knowledge articles into an email.

Business value

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more

knowledge articles while working on an email.

Feature details

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an

agent can search and select a knowledge article to include in the email.

Box 3: No

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference: https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-

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service/search-knowledge-content-external-sources https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter

QUESTION 2

HOTSPOT

A company uses Dynamics 365 Sales.

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
Discount lists are a feature in the product catalog.	○	○
When creating a product family, you can have only two child levels beneath the primary category.	○	○
Product bundles can be part of product families.	○	○

Correct Answer:

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Answer Area

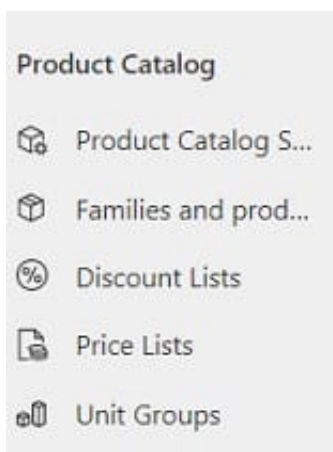| Statements	Yes	No
Discount lists are a feature in the product catalog.	⦿	○
When creating a product family, you can have only two child levels beneath the primary category.	○	⦿
Product bundles can be part of product families.	⦿	○

Box 1: Yes Create a discount list Motivate customers to buy more by offering them discounts on bulk purchases. To offer discounts, you need to set up a discount list.

1.

Make sure that you have the Manager, Vice President, CEO-Business Manager, System Administrator, or System Customizer security role or equivalent permissions.

2.

In the Sales Hub app, select the Change area icon Icon to change the work area. in the lower-left corner and then select App Settings.

Product Catalog

- Product Catalog S...
- Families and prod...
- Discount Lists
- Price Lists
- Unit Groups

3. Under Product Catalog, select Discount Lists. 4. Etc.

Box 2: No

A product family lets you group and categorize products, making it easier for you to manage them.

With product families, you can:

Categorize your products in whichever way is most meaningful to your organization.

Create as many levels of product families as you want by creating a family within a family.

Box 3: Yes

With product families, you can:

Create child products and product bundles within a product family. (Product bundles allow you to sell multiple items together.)

Reference: https://learn.microsoft.com/en-us/dynamics365/sales/set-up-discount-list https://learn.microsoft.com/en-us/dynamics365/sales/create-product-family

QUESTION 3

HOTSPOT

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician\\'s location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You should navigate to the [▼] to see the technician locations on a map.

| Site Map |
| Schedule Board |
| Schedule Assistant |

Correct Answer:

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Answer Area

You should navigate to the [▼] to see the technician locations on a map.

| Site Map |
| Schedule Board |
| Schedule Assistant |

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing

QUESTION 4

HOTSPOT

You are examining the functionality of views in Dynamics 365 Sales.

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:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	○	○
System views can be deleted or deactivated.	○	○
Views can be configured so that records are editable inline.	○	○

Correct Answer:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	○	○
System views can be deleted or deactivated.	○	○
Views can be configured so that records are editable inline.	○	○

QUESTION 5

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	O	O
Design dynamic content in email messages.	O	O
Configure a website for an event.	O	O

Correct Answer:

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Answer Area

Feature	Yes	No
Create graphical email messages.	O	O
Design dynamic content in email messages.	O	O
Configure a website for an event.	O	O

Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email

https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal

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