

MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

DRAG DROP

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that 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
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		

Correct Answer:

Answer Area

Features	Requirement	Feature
<input type="text"/>	Keep track of upcoming appointments and commitments.	Assistant
Auto capture		
Notes analysis	Restart a conversation with a customer on a topic of interest.	Talking points
<input type="text"/>		
Who knows whom		

Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant>

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

QUESTION 2

A company uses Dynamics 365 Sales with out-of-the-box forms. Users must view logged phone calls and meetings for contacts. Which feature includes phone calls and meetings?

- A. Timeline
- B. Contact information
- C. Controls
- D. Attachments

Correct Answer: A

QUESTION 3

HOTSPOT

You are investigating the reporting capabilities for Dynamics 365 applications.

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:

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input type="radio"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input checked="" type="radio"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 4

HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality.

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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

QUESTION 5

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

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
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out of the box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

Correct Answer:

Answer Area

Features	Requirement	Feature
	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

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