

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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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**QUESTION 1**

**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 

	▼
Site Map	
Schedule Board	
Schedule Assistant	

 to see the technician locations on a map.

Correct Answer:

**Answer Area**

You should navigate to the 

	▼
Site Map	
Schedule Board	
Schedule Assistant	

 to see the technician locations on a map.

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

**QUESTION 2**

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Correct Answer: BD

**QUESTION 3**

**HOTSPOT**

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

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
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="checkbox"/>	<input type="checkbox"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="checkbox"/>	<input type="checkbox"/>

Correct Answer:

## Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="checkbox"/>	<input type="checkbox"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="checkbox"/>	<input type="checkbox"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

### QUESTION 4

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

### QUESTION 5

HOTSPOT

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

Monthly bookkeeping services that take four hours

Yearly tax filings with variable hours that are based on a client's needs for one year

Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area					
Work type	Service type				
Monthly bookkeeping services that take four hours.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><table border="1" style="width: 100%;"><tr><td>Project-based service with Time and Material billing method</td></tr><tr><td>Project-based service with Fixed Price billing method</td></tr><tr><td>Product as Write-In Product</td></tr><tr><td>Product as Existing Product</td></tr></table></div>	Project-based service with Time and Material billing method	Project-based service with Fixed Price billing method	Product as Write-In Product	Product as Existing Product
Project-based service with Time and Material billing method					
Project-based service with Fixed Price billing method					
Product as Write-In Product					
Product as Existing Product					
Yearly tax filings with variable hours that are based on a client's needs for one year.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><table border="1" style="width: 100%;"><tr><td>Project-based service with Time and Material billing method</td></tr><tr><td>Project-based service with Fixed Price billing method</td></tr><tr><td>Product as Write-In Product</td></tr><tr><td>Product as Existing Product</td></tr></table></div>	Project-based service with Time and Material billing method	Project-based service with Fixed Price billing method	Product as Write-In Product	Product as Existing Product
Project-based service with Time and Material billing method					
Project-based service with Fixed Price billing method					
Product as Write-In Product					
Product as Existing Product					
Reimbursements for unplanned government filing fees.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><table border="1" style="width: 100%;"><tr><td>Project-based service with Time and Material billing method</td></tr><tr><td>Project-based service with Fixed Price billing method</td></tr><tr><td>Product as Write-In Product</td></tr><tr><td>Product as Existing Product</td></tr></table></div>	Project-based service with Time and Material billing method	Project-based service with Fixed Price billing method	Product as Write-In Product	Product as Existing Product
Project-based service with Time and Material billing method					
Project-based service with Fixed Price billing method					
Product as Write-In Product					
Product as Existing Product					

Correct Answer:

Work type	Service type					
Monthly bookkeeping services that take four hours.	<table border="1"><tr><td>▼</td></tr><tr><td>Project-based service with Time and Material billing method</td></tr><tr><td>Project-based service with Fixed Price billing method</td></tr><tr><td>Product as Write-In Product</td></tr><tr><td>Product as Existing Product</td></tr></table>	▼	Project-based service with Time and Material billing method	Project-based service with Fixed Price billing method	Product as Write-In Product	Product as Existing Product
▼						
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Project-based service with Fixed Price billing method						
Product as Write-In Product						
Product as Existing Product						
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Project-based service with Fixed Price billing method						
Product as Write-In Product						
Product as Existing Product						
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▼						
Project-based service with Time and Material billing method						
Project-based service with Fixed Price billing method						
Product as Write-In Product						
Product as Existing Product						

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

**QUESTION 6**

**HOTSPOT**

An online drone retailer uses Dynamics 365 Customer Service. The company uses Customer Service Hub and cases to manage their product warranty and return policies.

Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

You need to configure the system.

Which setting should you use? To answer, select the appropriate options in the answer area.

Hot Area:

## Answer Area

Parameter	Setting
Allocation type	<input type="text"/>
	▼
	Number of cases
	Hours 360
End date	<input type="text"/>
	▼
	Purchase date + 360 Purchase date + 30
Total term	<input type="text"/>
	▼
	2
	30
	100 360

Correct Answer:

## Answer Area

Parameter	Setting										
Allocation type	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Number of cases</td><td></td></tr><tr><td>Hours</td><td></td></tr><tr><td>360</td><td></td></tr></table>		▼	Number of cases		Hours		360			
	▼										
Number of cases											
Hours											
360											
End date	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Purchase date + 360</td><td></td></tr><tr><td>Purchase date + 30</td><td></td></tr></table>		▼	Purchase date + 360		Purchase date + 30					
	▼										
Purchase date + 360											
Purchase date + 30											
Total term	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>2</td><td></td></tr><tr><td>30</td><td></td></tr><tr><td>100</td><td></td></tr><tr><td>360</td><td></td></tr></table>		▼	2		30		100		360	
	▼										
2											
30											
100											
360											

Box 1: Number of cases

Allocation Type: Choose whether the entitlement is for number of hours or number of cases.

Note: Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

Box 2: Purchase date + 360

End Date: Choose the date after which the customer will no longer be entitled for support.

Box 3: 2

Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type. For example, if the allocation type is number of cases and you specify 100 in Total Term, the customer is entitled to support up to

100 cases.



Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer?tabs=customerserviceadmincenter>

**QUESTION 7**

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

Correct Answer:

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

**QUESTION 8**

A company plans to implement Dynamics 365 Sales.

Which two out-of-the-box features can you use to capture leads?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

Correct Answer: AB

Reference: <https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

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#### QUESTION 9

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians\' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

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#### QUESTION 10

You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer\'s location.

You receive a service request and create a work order.

You need to identify the next step in the process. What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.

- C. Generate an invoice.
- D. Review and close the work order.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-work-order>

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### QUESTION 11

Which three capabilities are included in Dynamics 365 Marketing?

Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

Correct Answer: ACE

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration> <https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle>

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### QUESTION 12

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.

You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

Correct Answer: A

Export to an Excel dynamic worksheet Export data to an Office Excel worksheet so users can have the latest Dynamics 365 Customer Engagement (on-premises) information any time they view the worksheet. Imagine the CEO of your company getting the critical information they need without having to navigate Dynamics 365 Customer Engagement (on-premises) but instead, merely opening the Excel link on their desktop. You can export up to 100,000 records at a time.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-dynamic-worksheet?view=op-9-1>

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**QUESTION 13**

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

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**QUESTION 14**

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality?

Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Correct Answer: ADE

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships>  
<https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

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**QUESTION 15**

**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.	<input type="radio"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input type="radio"/>
Product bundles can be part of product families.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

**Answer Area**

Statements	Yes	No
Discount lists are a feature in the product catalog.	<input checked="" type="radio"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input checked="" type="radio"/>
Product bundles can be part of product families.	<input checked="" type="radio"/>	<input type="radio"/>

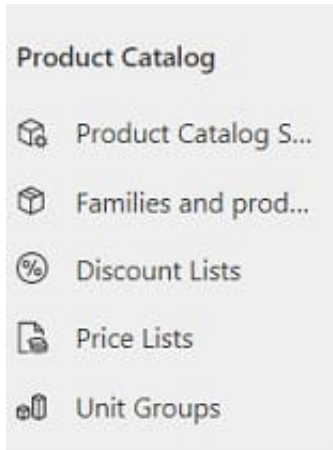
Box 1: Yes Create a discount list Motivate customers to buy more by offering them discounts on bulk purchases. To offer discounts, you need to set up a discount list.

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.



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>

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