



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/mb-910.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

A company uses leads and opportunities to track potential sales.

Salespeople have a difficult time determining prioritizing opportunities.

You need to ensure opportunities are categorized to ensure sales efficiency.

Which feature should you implement?

- A. Sales forecast
- B. Price calculation
- C. Predictive opportunity scoring
- D. Kanban view

Correct Answer: C

Explanation:

Predictive opportunity scoring

Predictive opportunity scoring uses a predictive machine learning model to calculate a score for open opportunities based on historical data. The score helps sellers prioritize opportunities and achieve higher opportunity won rates, and reduces the time it takes to win an opportunity.

For example, say you have two opportunities, Opportunity A and Opportunity B, in your pipeline. The opportunity scoring model calculates a score of 80 for Opportunity A and 50 for Opportunity B. Based on the scores, you can predict that

Opportunity A has a greater chance of being converted into a won deal. Further, you can review the top influencing factors to analyze why Opportunity B's score is low and decide whether to improve it.

Incorrect:

* Kanban view The Kanban view for activities helps salespeople to manage multiple activities quickly. Looking at the Kanban view, salespeople can quickly see the activities and the status they're in. In the Activity Kanban view, activities are represented visually with cards. The lanes represent the default statuses of activities. You can drag the activities to different lanes to move them from one status to another.

Reference: <https://learn.microsoft.com/en-us/dynamics365/sales/configure-predictive-opportunity-scoring>

QUESTION 2

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 3

DRAG DROP

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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:



Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Requirement

View costs associated with speakers.

Create waitlists for events.

Product

Product

Product

Correct Answer:



Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Requirement

View costs associated with speakers.

Create waitlists for events.

Product

Dynamics 365 Marketing

Dynamics 365 Marketing

QUESTION 4

Which two components are included in Dynamics 365 Marketing?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Correct Answer: AD

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

**QUESTION 5****HOTSPOT**

A customer purchases Microsoft 365 and 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

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input checked="" type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input checked="" type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer>

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

[MB-910 PDF Dumps](#)

[MB-910 VCE Dumps](#)

[MB-910 Exam Questions](#)