



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

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps  
(CRM)

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**QUESTION 1**

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

**Answer Area**

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	
Service-level agreement	Rules that trigger on actions in the Customer Service app.	
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	

Correct Answer:

**Answer Area**

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	Azure IoT Hub
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Service-level agreement	Rules that trigger on actions in the Customer Service app.	Power Automate
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**QUESTION 2**



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>

### QUESTION 3

#### HOTSPOT

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Hot Area:

## Answer Area

You must assign a value to the  for each lead record

	▼
Type	
Topic	
Last name	
Stakeholder	

Correct Answer:



## Answer Area

You must assign a value to the  for each lead record

	▼
Type	
Topic	
Last name	
Stakeholder	

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

### QUESTION 4

#### 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.

▼
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.

▼
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.

▼
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:

### Answer Area

#### Work type

#### Service type

Monthly bookkeeping services that take four hours.

▼
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.

▼
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.

▼
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>

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### QUESTION 5

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company. Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

Correct Answer: D

Reference: <https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

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