



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 Project Operations. You use the Project Operations Team Member app.

You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality 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

Functionalities	Scenario	Functionality
<input type="text" value="Recall"/>	Update the hours.	<input type="text"/>
<input type="text" value="Edit row"/>	Update the project task.	<input type="text"/>
<input type="text" value="Copy row"/>		

Correct Answer:



Answer Area

Functionalities

Scenario

Functionality

Recall

Update the hours.

Recall

Edit row

Update the project task.

Recall

Copy row

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

QUESTION 2

HOTSPOT

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

QUESTION 3

HOTSPOT

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

Yes

No

Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.

You can present specific survey questions based on responses to previous questions.

Correct Answer:

Answer Area

Yes

No

Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.

You can present specific survey questions based on responses to previous questions.

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

QUESTION 4

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Power BI

B. SharePoint Online



- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

Correct Answer: BCD

Reference: <https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-install-app>

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.	<input type="radio"/>	<input type="radio"/>	
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>	
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>	

Correct Answer:



Answer Area

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input checked="" type="radio"/>	<input type="radio"/>

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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