



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 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>

QUESTION 2

HOTSPOT

You are evaluating activity records in Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area		
Statements	Yes	No
Phone call activities can be synchronized with Microsoft Outlook.	<input type="radio"/>	<input type="radio"/>
Custom activity tables can be created.	<input type="radio"/>	<input type="radio"/>
Timelines are a customizable way to display activity history.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

**Answer Area****Statements****Yes****No**

Phone call activities can be synchronized with Microsoft Outlook.

☒☐

Custom activity tables can be created.

☒☐

Timelines are a customizable way to display activity history.

☒☐

Box 1: Yes

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call

Outlook fields	Default sync	Settable sync	Customer engagement apps field	Notes
Date Completed	↔	↔, →, ←, ↔	Actual End	
Due Date	↔	↔, →, ←, ↔	Due Date	See below.
Importance	↔		Priority	Outlook has High Importance, Low Importance.
Notes	↔	↔, →, ←, ↔	Description	Outlook and Exchange can contain things like images and links. Customer engagement apps can only contain multiple lines of text.
Regarding	↔		Regarding	See Notes below.
Start Date	↔	↔, →, ←, ↔	Start Date	
Status	↔		Status	Computed from Activity Status and Status Reason.
Subject	↔	↔, →, ←, ↔	Subject	

Box 2: Yes

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer

Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.



Box 3: Yes

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time.

Use the timeline to quickly catch up on all of the latest activity details.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1>

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

QUESTION 3

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/>

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

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

A. Turning leads into opportunities

B. Tracking the asset history of a customer

C. Resolving an open case of a customer

D. Tracking service level agreements

Correct Answer: A

[MB-910 PDF Dumps](#)

[MB-910 Exam Questions](#)

[MB-910 Braindumps](#)