



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order. A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open ?In progress
- B. Open ?Unscheduled
- C. Traveling
- D. Open ?Scheduled

Correct Answer: A

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

QUESTION 2

DRAG DROP

Match each product to its feature.

Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area		
Products	Feature	Product
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Dynamics 365 Sales</div>	Who knows whom	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Dynamics 365 Sales Insights</div>	Quotes	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>
	Invoicing	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>

Correct Answer:



Answer Area

Products

Dynamics 365 Sales

Dynamics 365 Sales Insights

Feature

Who knows whom

Quotes

Invoicing

Product

Dynamics 365 Sales Insights

Dynamics 365 Sales

Dynamics 365 Sales

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices>

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

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

Answer Area

Requirement

- View costs associated with speakers
- Create waitlists for events

Product

Correct Answer:



Products

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

Answer Area

Requirement

Product

View costs associated with speakers

Dynamics 365 Marketing

Create waitlists for events

Dynamics 365 Marketing

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>

QUESTION 4

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>

QUESTION 5

DRAG DROP

Dynamics 365 Customer Service has the following requirements:

1.

Issues created on a website must be added to Dynamics 365 Customer Service.

2.

A customer must be limited to opening no more than 10 issues a month.

3.

Escalations must be organized into an area that ensures managers can view escalated issues.

You need to identify the areas in the system that meet the requirements.

Which area should you identify? To answer, drag the appropriate areas to the correct requirements. Each area 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:



Areas

Case

Entitlement

Queue

Requirement

Opened issue

No more than 10 issues

Escalations

Area

Area

Area

Area

Correct Answer:



Areas

Requirement

Opened issue

No more than 10 issues

Escalations

Area

Case
Queue
Entitlement

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