



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 Customer Service. Incoming case records are assigned to queues.

Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.

Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type 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

Rule Types

Need

Rule Type

Prioritization

Updating the priority column on a case based on existing information.

Skill-based routing

Assignment order when agents have capacity available.

Work classification

Correct Answer:

Answer Area

Rule Types

Need

Rule Type

Work classification

Updating the priority column on a case based on existing information.

Assignment order when agents have capacity available.

Prioritization
Skill-based routing



Box 1: Prioritization

Prioritization: Lists the prioritization rule that was applied if any. Work items are routed according to their priority.

Box 2: Skill-based routing

In the customer service center, your agents have different skill sets and abilities. The customers who reach out to the contact center might have different needs. Skill-based routing lets your customer service center distribute work items

(conversations) to the agent who is most qualified to solve the issue. Skill-based routing improves the quality of customer service by automatically distributing work items to the agent who has the skills necessary to do the work.

Reference: <https://learn.microsoft.com/en-us/dynamics365/customer-service/unified-routing-diagnostics>

<https://learn.microsoft.com/en-us/dynamics365/customer-service/overview-skill-work-distribution>

QUESTION 2

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Related Leads
- B. Top Card
- C. Auto Capture

Correct Answer: A

QUESTION 3

DRAG DROP

A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses.

You need to create a glossary for employees.

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

Select and Place:



Answer Area

Definitions

Item

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service-level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Correct Answer:



Answer Area

Definitions

Item

Case

Details related to inquiries or issues reported by a customer.

Queue

Mechanism for categorizing and prioritizing records.

Service-level agreement

Description and performance measurement of services to be delivered.

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

QUESTION 4

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator



Correct Answer: BD

QUESTION 5

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>

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