MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

A potential customer delays their decision to commit to a big multi-year contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies.

Which app should you recommend?

A. Customer Service Insights

B. Sales Insights

C. Power Virtual Agents

D. Market Insights

Correct Answer: B

QUESTION 2

A company uses Dynamics 365 Field Service.

A technician needs to create a checklist to determine the work that needs to be performed for a work order.

You need to create the checklist.

Which tool should you use?

A. Customer Voice

B. Forms

C. Service task type

D. Inspections

Correct Answer: D

Explanation:

Add inspections to work orders

Field Service inspections are digital forms that technicians use to quickly and easily answer a list of questions as part of a work order. The list of questions can include safety protocols, pass-and-fail tests for a customer asset, an interview with

a customer, or other audits and assessments.

Reference:

https://learn.microsoft.com/en-us/dynamics365/field-service/inspections

QUESTION 3

HOTSPOT

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

Statements	Yes	No
Knowledge articles are available to all users once they are created.	O	O
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	O	O
Knowledge articles can have multiple versions.	O	O

Correct Answer:

Answer Area

Statements	Yes	No
Knowledge articles are available to all users once they are created.	O	**O**
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	**O**	O
Knowledge articles can have multiple versions.	**O**	O

Explanation:

Box 1: No

You have to publish them first.

Publish knowledge articles

After the content in the article is complete and reviewed, you can publish the article to the portal to make it available to your customers. You can publish the article immediately or schedule it for a later time.

Box 2: Yes

You can search knowledge articles in Customer Service Hub, Customer Service workspace, and Omnichannel for Customer Service to help answer a customer\\'s question or solve an issue.

You can use external portal to publish the knowledge articles.

Box 3: Yes

Create and manage article versions

Article versioning helps you manage updates to your knowledge articles without disrupting the live or published articles. By creating major and minor versions of a knowledge article, you can keep your articles up to date with the latest

information while keeping track of changes throughout the lifecycle of your products and services.

This capability helps you to keep accurate records of the features your organization provides and go back to previous versions if you need to.

Reference:

https://learn.microsoft.com/en-us/dynamics365/customer-service/publish-ka

https://learn.microsoft.com/en-us/dynamics365/customer-service/ka-versions

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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

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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.	○	○
Design dynamic content in email messages.	○	○
Configure a website for an event.	○	○

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	◯	◯
Design dynamic content in email messages.	◯	◯
Configure a website for an event.	◯	◯

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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