

Microsoft.MB-910.v2021-12-21.q25

| | |
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| Exam Code: | MB-910 |
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| https://www.freepdf.dumps.com/Microsoft.MB-910.v2021-12-21.q25.html | |

NEW 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. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

Answer: D (LEAVE A REPLY)

Reference:

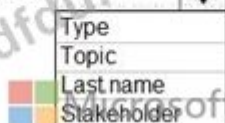
<https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

NEW QUESTION: 2

You work for a home decorating company. You need to ensure that qualifying leads can become project-based opportunities. What should you do? To answer, select the appropriate option in the answer area.

Answer Area

You must assign a value to the for each lead record



A dropdown menu is shown with the following options: Type, Topic, Last name, and Stakeholder. The 'Stakeholder' option is highlighted with a blue background. A watermark 'freepdf.dumps.com' is visible over the menu.

Answer:

Answer Area  Microsoft

You must assign a value to the  for each lead record

- Type
- Topic
- Last name
- Stakeholder

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

NEW QUESTION: 3

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

| Statement | Yes | No |
|--|-----------------------|-----------------------|
| SharePoint Online uses document security settings from Dynamics 365 Sales. | <input type="radio"/> | <input type="radio"/> |
| You can access SharePoint Online documents from within Dynamics 365 Sales. | <input type="radio"/> | <input type="radio"/> |
| SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales. | <input type="radio"/> | <input type="radio"/> |

Answer:

Answer Area



Microsoft

Statement

Yes

No

SharePoint Online uses document security settings from Dynamics 365 Sales.

You can access SharePoint Online documents from within Dynamics 365 Sales.

SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

NEW QUESTION: 4

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Answer: ([SHOW ANSWER](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

NEW QUESTION: 5

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.

Answer Area

| Products | Feature | Product |
|-----------------------------|----------------|---------|
| Dynamics 365 Sales | Who knows whom | |
| Dynamics 365 Sales Insights | Quotes | |
| | Invoicing | |

Answer:

Answer Area

| Products | Feature | Product |
|-----------------------------|----------------|-----------------------------|
| Dynamics 365 Sales | Who knows whom | Dynamics 365 Sales Insights |
| Dynamics 365 Sales Insights | Quotes | Dynamics 365 Sales |
| | Invoicing | 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>

NEW QUESTION: 6

A company plans to implement Dynamics 365 Marketing.

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

NOTE: Each correct selection is worth one point.

Answer Area

| Statement | Yes | No |
|--|-----------------------|-----------------------|
| You can only query across accounts, leads, and marketing lists when building segments. | <input type="radio"/> | <input type="radio"/> |
| You can use quick campaigns with both marketing lists and marketing segments. | <input type="radio"/> | <input type="radio"/> |

Answer:

Answer Area

| Statement | Yes | No |
|--|-----------------------|----------------------------------|
| You can only query across accounts, leads, and marketing lists when building segments. | <input type="radio"/> | <input checked="" type="radio"/> |
| You can use quick campaigns with both marketing lists and marketing segments. | <input type="radio"/> | <input checked="" type="radio"/> |

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

NEW QUESTION: 7

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service. You need to recommend the features that the company should implement to meet business requirements. Which features should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Function

Feature

Assign a work order to a field engineer for next Tuesday at noon.

| | |
|-------------------------------|---|
| | ▼ |
| Universal Resource Scheduling | |
| Work Orders | |
| Connected Field Services | |
| Geofencing | |

Synchronize offline data when the app starts.

| | |
|--------------------------|---|
| | ▼ |
| Geofencing | |
| Field Service Mobile | |
| Integrations | |
| Connected Field Services | |

Monitor air-conditioning equipment to identify mechanical issues

| | |
|--------------------------|---|
| | ▼ |
| Field Service Mobile | |
| Work Orders | |
| Connected Field Services | |
| Bookable resources | |



Answer:

Answer Area

| Function | Feature |
|---|---|
| Assign a work order to a field engineer for next Tuesday at noon. | <ul style="list-style-type: none"> Universal Resource Scheduling Work Orders Connected Field Services Geofencing |
| Synchronize offline data when the app starts. | <ul style="list-style-type: none"> Geofencing Field Service Mobile Integrations Connected Field Services |
| Monitor air-conditioning equipment to identify mechanical issues | <ul style="list-style-type: none"> Field Service Mobile Work Orders Connected Field Services Bookable resources |

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline>

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

NEW QUESTION: 8

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.

| 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"/> |

Answer:

| 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>

NEW QUESTION: 9

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help. You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

Answer: ([SHOW ANSWER](#))

Reference:

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

NEW QUESTION: 10

A company plans to implement Omnichannel for Customer Service.

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

NOTE: Each correct selection is worth one point.

| Answer Area | | Microsoft | |
|--|-----------------------|-----------------------|--|
| Statement | Yes | No | |
| Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers. | <input type="radio"/> | <input type="radio"/> | |
| Agents can only participate in one session at a time. | <input type="radio"/> | <input type="radio"/> | |
| Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation. | <input type="radio"/> | <input type="radio"/> | |

Answer:

| Answer Area | | Microsoft | |
|--|----------------------------------|----------------------------------|--|
| Statement | Yes | No | |
| Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers. | <input checked="" type="radio"/> | <input type="radio"/> | |
| Agents can only participate in one session at a time. | <input type="radio"/> | <input checked="" type="radio"/> | |
| Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation. | <input type="radio"/> | <input checked="" type="radio"/> | |

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

NEW QUESTION: 11

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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.

Answer Area

| Solutions | Requirement | Solution |
|--------------------------|---|----------|
| Microsoft Teams | Ensure that all employees can participate in the lead qualification process | |
| LinkedIn Sales Navigator | Display the latest news about the currently selected Lead record to Dynamics 365 Sales users. | |
| Microsoft Dataverse | Acquire relevant account information from Dynamics 365 Finance. | |
| Knowledge Articles | | |

Answer:

Answer Area

| Solutions | Requirement | Solution |
|--------------------------|---|--------------------------|
| Microsoft Teams | Ensure that all employees can participate in the lead qualification process | Microsoft Teams |
| LinkedIn Sales Navigator | Display the latest news about the currently selected Lead record to Dynamics 365 Sales users. | LinkedIn Sales Navigator |
| Microsoft Dataverse | Acquire relevant account information from Dynamics 365 Finance. | Microsoft Dataverse |
| Knowledge Articles | | |

NEW QUESTION: 12

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses. Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

Answer: B ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

NEW QUESTION: 13

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week.

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--------|---------|-----------|----------|--------|
| 2 | 3 | 0 | 0 | 5 |

You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Answer: D (LEAVE A REPLY)

You would have to create separate bookings for each of the working days.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

NEW QUESTION: 14

A company is implementing Dynamics 365 Customer Service. You need to recommend features that will meet the requirements.

Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Answer Area

| Features | Requirement | Feature |
|----------------------------------|--|---------|
| Omnichannel for Customer Service | Customer must be able to create cases by using online chat. | |
| Routing rules | Customers must be able to create cases by sending email. | |
| Out-of-the-box dashboards | Display the number of cases waiting in the queue, by queue, and by individual agent. | |
| Plug-in | | |

Answer:

Answer Area

| Features | Requirement | Feature |
|----------------------------------|--|----------------------------------|
| Omnichannel for Customer Service | Customer must be able to create cases by using online chat. | Omnichannel for Customer Service |
| Routing rules | Customers must be able to create cases by sending email. | Plug-in |
| Out-of-the-box dashboards | Display the number of cases waiting in the queue, by queue, and by individual agent. | Out-of-the-box dashboards |
| Plug-in | | |

NEW QUESTION: 15

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.

Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.

Which features should you recommend?

To answer, drag the appropriate features to the correct requirements. Each feature 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.

| Features | Requirement | Feature |
|------------------------------------|--|--------------------------|
| <input type="checkbox"/> Dashboard | Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities. | <input type="checkbox"/> |
| <input type="checkbox"/> Report | Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. | <input type="checkbox"/> |
| <input type="checkbox"/> View | | <input type="checkbox"/> |

Answer:

| Features | Requirement | Feature |
|---|--|---|
| <input checked="" type="checkbox"/> Dashboard | Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities. | <input checked="" type="checkbox"/> Dashboard |
| <input type="checkbox"/> Report | Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> View | | <input checked="" type="checkbox"/> View |

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

NEW QUESTION: 16

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements. Which feature should you recommend? To answer, drag the appropriate features to the correct requirements.

Each feature 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.



Microsoft

Answer Area

Features

Requirement

Feature

Connected Field Service

Redirect a field technician to handle high-priority emergency jobs.

Universal Resource Scheduling

Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.

Resource scheduling optimization

Proactively detect issues in devices and reduce costs associated with assisted service.

Answer:

The screenshot shows the same interface as above, but with the correct feature assignments highlighted in red boxes:

- Requirement 1 (Redirect a field technician...) is linked to **Universal Resource Scheduling**.
- Requirement 2 (Reduce field technician travel time...) is linked to **Resource scheduling optimization**.
- Requirement 3 (Proactively detect issues...) is linked to **Connected Field Service**.

Reference:

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

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

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NEW QUESTION: 17

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Answer: (SHOW ANSWER)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

NEW QUESTION: 18

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.

Answer Area

| | Yes | No |
|---|-----------------------|-----------------------|
| Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing. | <input type="radio"/> | <input type="radio"/> |
| You can present specific survey questions based on responses to previous questions. | <input type="radio"/> | <input type="radio"/> |

Answer:

The screenshot shows the 'Answer Area' with the Microsoft logo. It contains the same two questions as the previous form. In the 'Yes' column, the radio buttons for both questions are selected and highlighted with a red border. In the 'No' column, the radio buttons are not selected.

| | Yes | No |
|---|----------------------------------|-----------------------|
| Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing. | <input checked="" type="radio"/> | <input type="radio"/> |
| You can present specific survey questions based on responses to previous questions. | <input checked="" type="radio"/> | <input type="radio"/> |

Reference:

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

NEW QUESTION: 19

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

| Answer Area | | |
|------------------------------|--|----------------------|
| Features | Requirement | Feature |
| Work orders | Specify types of services needed at customer locations. | <input type="text"/> |
| Scheduling an dispatch tools | Staff and route resources needed for on-site appointments. | <input type="text"/> |
| Asset management | Track customer equipment. | <input type="text"/> |
| Preventive maintenance | Automatically generate recurring maintenance appointments. | <input type="text"/> |

Answer:

| Answer Area | | |
|------------------------------|--|------------------------------|
| Features | Requirement | Feature |
| Work orders | Specify types of services needed at customer locations. | Work orders |
| Scheduling an dispatch tools | Staff and route resources needed for on-site appointments. | Scheduling an dispatch tools |
| Asset management | Track customer equipment. | Asset management |
| Preventive maintenance | Automatically generate recurring maintenance appointments. | Preventive maintenance |

Reference:

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

NEW QUESTION: 20

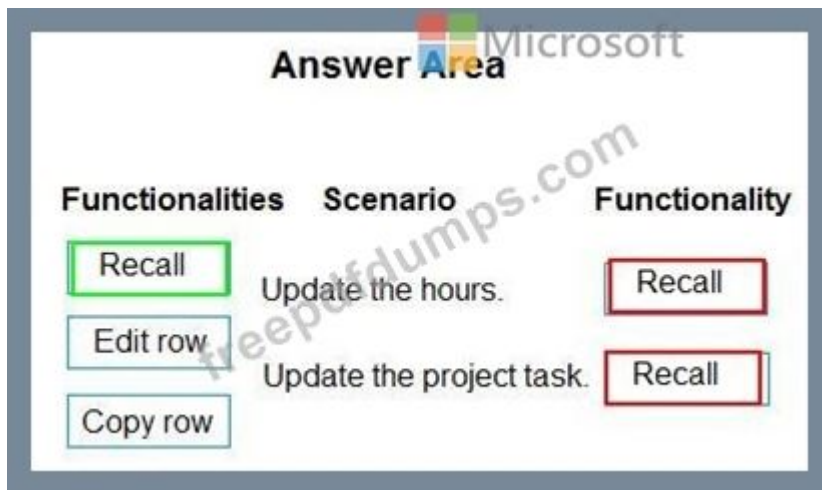
A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app. You need to correct a submitted time entry.

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.

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

Answer:



Reference:

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

NEW QUESTION: 21

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

Answer: (SHOW ANSWER)

Reference:

<https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

NEW QUESTION: 22

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

Answer Area

| Components | Definition | Component |
|-------------------------|--|-----------|
| Azure IoT Hub | Service for integration environmental sensors with Dynamics 365 Customer Service. | |
| Azure IoT Central | Service for configuring integrations between the Customer Service app and environmental sensors. | |
| Service-level agreement | Rules that trigger on actions in the Customer Service app. | |
| Power Automate | Rules and actions that execute the integration between environmental sensors and the Customer Service app. | |

Answer:

Answer Area

| Components | Definition | Component |
|-------------------------|--|-------------------|
| Azure IoT Hub | Service for integration environmental sensors with Dynamics 365 Customer Service. | Azure IoT Hub |
| Azure IoT Central | Service for configuring integrations between the Customer Service app and environmental sensors. | Azure IoT Central |
| Service-level agreement | Rules that trigger on actions in the Customer Service app. | Power Automate |
| Power Automate | Rules and actions that execute the integration between environmental sensors and the Customer Service app. | Azure IoT Central |

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

NEW QUESTION: 23

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales.

You need to review the timeline for a case that you are managing. Which type of activity appears in the case timeline?

- A. Work order
- B. Task
- C. Project task
- D. Entitlement

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 24

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement



Yes

No

Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.

Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.

You can manually assign lead technicians to oversee large-scale emergency service calls.

Answer:

Answer Area



Microsoft

Statement

Yes

No

Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.

Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.

You can manually assign lead technicians to oversee large-scale emergency service calls.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

NEW QUESTION: 25

A company plans to implement Dynamics 365 Field Service.

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

NOTE: Each correct selection is worth one point.

Answer Area



Microsoft

Statement

Yes

No

Images can be added to an inspection when using the mobile app.

Inspections can be completed without internet connectivity.

Answer:

| Answer Area | Microsoft | | |
|-------------|---|----------------------------------|-----------------------|
| | Statement | Yes | No |
| | Images can be added to an inspection when using the mobile app. | <input checked="" type="radio"/> | <input type="radio"/> |
| | Inspections can be completed without internet connectivity. | <input checked="" type="radio"/> | <input type="radio"/> |

Reference:

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

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