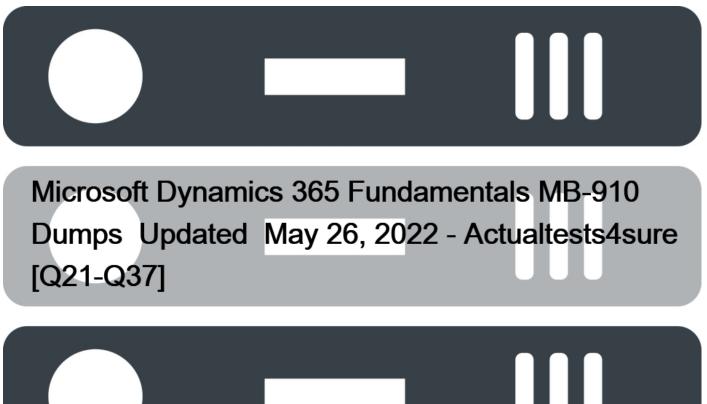
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NEW QUESTION 21

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

Monthly bookkeeping services that take four hours

Yearly tax filings with variable hours that are based on a client's needs for one year Reimbursements for unplanned government filing fees You need to create opportunity rows.

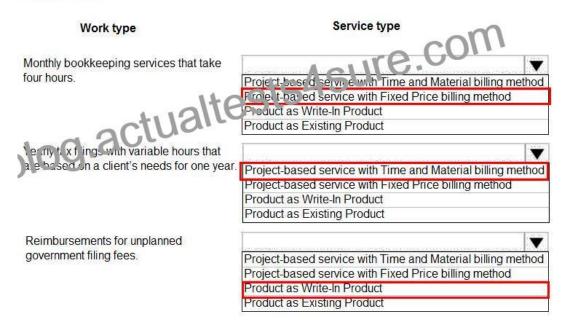
Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Service type Work type Monthly bookkeeping services that take four hours. Project-based service with Time and Material billing method Froile t-bar ed service with Fixed Price billing method reduct as Write-In Product Product as Existing Product based on a client's needs for one year. Project-based service with Time and Material billing method Project-based service with Fixed Price billing method Product as Write-In Product Product as Existing Product Reimbursements for unplanned government filing fees. Project-based service with Time and Material billing method Project-based service with Fixed Price billing method Product as Write-In Product Product as Existing Product

Answer Area



Reference:

https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types

NEW QUESTION 22

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- * Close the quote
- * Generate a document by using a Microsoft Word template.
- * Export the quote as a PDF file.
- * Create an order

Reference:

https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/

NEW QUESTION 23

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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 Requision Sure.com Control Controls Show potential customer that are similar LinkedIn Sales Navigator Lead to the current customer and represent relevant stakeholders. LinkedIn Sales Navigator Account Show potential leads within a company. LinkedIn InMail Control **Answer Area** Requisitions Sure com Control Controls Show potential customer that are similar LinkedIn Sales Navigator Lead LinkedIn Sales Navigator Lead to the current customer and represent relevant stakeholders. LinkedIn Sales Navigator Account LinkedIn Sales Navigator Account Show potential leads within a company. LinkedIn InMail Control

Reference:

https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator

NEW QUESTION 24

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue. Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

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 Requirement SUITE.COM Solution Solutions Azure Hub telemetry Detect and diagnose equipment problems Customer Service Insight before customers are aware of an issue. Create cases from social channels and Connected Customer Service SMS text messages. Omnichannel for Customer Service **Answer Area** Requirement SUITE .COM Solutions Solution Azure Hub telemetry Detect and diagnose equipment problems Customer Service Insight Connected Customer Service before customers are aware of an issue. Create cases from social channels and Connected Customer Service Omnichannel for Customer Service SMS text messages. Omnichannel for Customer Service

Reference:

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

NEW QUESTION 25

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer.

Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- * Resource skills
- * Resource roles
- * Proficiency models
- * Service-level agreements

Reference:

https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency

NEW QUESTION 26

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?

- * Dynamics 356 Customer Insights
- * Dynamics 365 Sales
- * Dynamics 365 Marketing
- * Dynamics 365 Human Resources

Reference:

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

NEW QUESTION 27

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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 You can create difference for clevels for different custom	Yes	No
You can create different service levels for different custon	ners. O	0
You can manage warranties.	0	0
You can schedule recurring maintenance.	0	0

Answer Area

Statement Hests4sure.com	Yes	No
You can create difference revice levels for different custon	mers.	0
You can manage warranties.	0	0
You can schedule recurring maintenance.	0	0

man

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders

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

NEW QUESTION 28

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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

mon

NOTE: Each correct selection is worth one point.

Answer Area

You can use a business process flow to ensure that all	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	. 0	0
You can see leads in your opportunities view even if the lead is not qualified.	0	0
Statement tests 4sure.com You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads		
Statement lests 45 uto	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	0	0
You can see leads in your opportunities view even if the lead is not qualified.	0	0

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows

NEW QUESTION 29

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals.

The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- * Timeline attachment
- * Word template
- * Documents tab

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps

NEW QUESTION 30

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?

- * Customer Service Insights
- * Market Insights
- * Power Virtual Agents
- * Sales Insights

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 31

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	ASURE COM Requirement
Group A	No actualtest	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users. Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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 sure.com **Export options** Dynamic worksheet GroupA Static worksheet GroupB **Excel Online Answer Area** Export options **Export option** Dynamic worksheet GroupA Static worksheet Static worksheet **Excel Online** GroupB **Excel Online**

Reference:

https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet

https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online

NEW QUESTION 32

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?

- * Open In progress
- * Open Unscheduled
- * Traveling
- * Open Scheduled

Reference:

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

NEW QUESTION 33

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?

- * Draft
- * Waiting
- * Active
- * Canceled

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement

NEW QUESTION 34

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer & #8217; s air conditioning system, a new case must be opened automatically.

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

- * Field Service Mobile
- * Work orders
- * Connected Field Service
- * Universal Resource Scheduling
- * Case management

Reference:

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

NEW QUESTION 35

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases. Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- * Knowledge base with Relevance search
- * Parent and Child case settings
- * Case management with Related Similar cases
- * Routing rule sets

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case

NEW QUESTION 36

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.

- * Dynamics 365 Customer Insights
- * Dynamics 365 Sales Enterprise
- * Dynamics 365 Sales Insights
- * LinkedIn Sales Navigator

NEW QUESTION 37

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.

Answer Area Requirements Asure.com Feature **Features** Display a landing page when a sales manager signs in that shows Dashboard the pipeline top leads, open opportunities, and won opportunities. Report Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, View and last contact date for the account. Allow sorting by any column. Answer Area Requirements 4 SUTE. COM Feature **Features** Display a landing page when a sales manager signs in that shows Dashboard the pipeline top leads, open opportunities, and won opportunities. Dashboard Report Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, View View and last contact date for the account. Allow sorting by any column.

Export date: Fri Nov 15 20:46:33 2024 / +0000 GMT
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views
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