

Microsoft Dynamics 365 Fundamentals MB-910 Dumps Updated May 26, 2022 - Actualtests4sure [Q21-Q37]



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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

Work type	Service type
Monthly bookkeeping services that take four hours.	<div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; display: flex; justify-content: flex-end; align-items: center;">▼</div><div style="padding: 2px;">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</div></div>
Yearly tax filings with variable hours that are based on a client's needs for one year.	<div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; display: flex; justify-content: flex-end; align-items: center;">▼</div><div style="padding: 2px;">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</div></div>
Reimbursements for unplanned government filing fees.	<div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; display: flex; justify-content: flex-end; align-items: center;">▼</div><div style="padding: 2px;">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</div></div>

Answer Area

Work type	Service type
Monthly bookkeeping services that take four hours.	<div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; display: flex; justify-content: flex-end; align-items: center;">▼</div><div style="padding: 2px;">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</div></div>
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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

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

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

Solutions

- Azure Hub telemetry
- Customer Service Insights
- Connected Customer Service
- Omnichannel for Customer Service

Requirement

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

Solution

-
-

Answer Area

Solutions

- Azure Hub telemetry
- Customer Service Insights
- Connected Customer Service
- Omnichannel for Customer Service

Requirement

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

Solution

- Connected Customer Service
- 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	Yes	No
You can create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

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.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input checked="" type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input checked="" type="radio"/>

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	Requirement
Group A	No	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

Export options **User group** **Export option**

Dynamic worksheet	GroupA	<input type="text"/>
Static worksheet	GroupB	<input type="text"/>
Excel Online		

Answer Area

Export options **User group** **Export option**

Dynamic worksheet	GroupA	Static worksheet
Static worksheet	GroupB	Excel Online
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'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

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		

Answer Area

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 checked="" type="checkbox"/> View		<input checked="" type="checkbox"/> View

Reference:

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

Exam MB-910: Microsoft Dynamics 365 Fundamentals (CRM)

This exam covers the features and capabilities of Microsoft Dynamics 365 customer engagement apps.

Candidates for this exam should have general knowledge of or relevant working experience in an Information Technology (IT) environment. They should also have a fundamental understanding of customer engagement principles and business operations.

Part of the requirements for: Microsoft Certified: Dynamics 365 Fundamentals (CRM)

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