MB-910 Q&As

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

Pass Microsoft MB-910 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/mb-910.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft Official Exam Center

- **Instant Download** After Purchase
- **100% Money Back** Guarantee
- **365 Days** Free Update
- **800,000+** Satisfied Customers

QUESTION 1

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

Correct Answer: B

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

QUESTION 2

HOTSPOT

An online drone retailer uses Dynamics 365 Customer Service. The company uses Customer Service Hub and cases to manage their product warranty and return policies.

Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

You need to configure the system.

Which setting should you use? To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

Parameter	Setting
Allocation type	Number of cases Hours 360
End date	Purchase date + 360 Purchase date + 30
Total term	2 30 100 360

Correct Answer:

Answer Area

Parameter	Setting
Allocation type	Number of cases Hours 360
End date	Purchase date + 360 Purchase date + 30
Total term	2 30 100 360

Box 1: Number of cases

Allocation Type: Choose whether the entitlement is for number of hours or number of cases.

Note: Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight.

Box 2: Purchase date + 360

End Date: Choose the date after which the customer will no longer be entitled for support.

Box 3: 2

Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type. For example, if the allocation type is number of cases and you specify 100 in Total Term, the customer is entitled to support up to

100 cases.

Reference:

https://learn.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer?tabs=customerserviceadmincenter

QUESTION 3

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality?

Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Sponsors and sponsorships

B. Regulatory compliance

C. Advertisers and print media and campaigns

D. Session and speaker tracking

E. Registration and attendance

Correct Answer: ADE

Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management

QUESTION 4

You need to explain to the manager which features are available to meet the requirement.

Which feature should you use?

A. Connected Field Service

B. Inspections

C. Microsoft Customer Voice

D. Scheduling

Correct Answer: B

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

QUESTION 5

Which three capabilities are included in Dynamics 365 Marketing?

Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Qualify leads

B. Case management

C. Dynamics 365 Connector for Linkedln

D. Project quote management

E. Event management

Correct Answer: ACE

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/event-management https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle

MB-910 Practice Test MB-910 Study Guide MB-910 Exam Questions