MB-910^{Q&As}

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Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

DRAG DROP

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues.

Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.

Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type 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.

Select and Place:

Answer Area

Rule Types	Need	Rule Type
Prioritization	Updating the priority column on a case based on existing information.	
Skill-based routing	Assignment order when agents have capacity available.	
Work classification		

Correct Answer:

Answer Area

Rule Types	Need	Rule Type
	Updating the priority column on a case based on existing information.	Prioritization
	Assignment order when agents have capacity available.	Skill-based routing
Work classification		

Box 1: Prioritization

Prioritization: Lists the prioritization rule that was applied if any. Work items are routed according to their priority.

Box 2: Skill-based routing

In the customer service center, your agents have different skill sets and abilities. The customers who reach out to the contact center might have different needs. Skill-based routing lets your customer service center distribute work items

(conversations) to the agent who is most qualified to solve the issue. Skill-based routing improves the quality of customer service by automatically distributing work items to the agent who has the skills necessary to do the work.

Reference: https://learn.microsoft.com/en-us/dynamics365/customer-service/unified-routing-diagnostics
https://learn.microsoft.com/en-us/dynamics365/customer-service/overview-skill-work-distribution

QUESTION 2

A company is implementing Dynamics 365 Project Operations to manage projects for customers.

You are training project managers on how to enter statements of work into the new system.

You need to ensure that the number of hours and the hourly rate for each item are entered.

Where must the project managers enter the required information?

A. Project contracts

B. Project stages

C. Project accounting

D. Resource management

E. Project tracking

Correct Answer: AB

QUESTION 3

HOTSPOT

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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.	○	○

Correct Answer:

Answer Area

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

QUESTION 4

DRAG DROP

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.

Select and Place:

Answer Area

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

Correct 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

QUESTION 5

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

Correct Answer: D

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

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