



MB-910^{Q&As}

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps
(CRM)

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QUESTION 1

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

Correct Answer: D

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

QUESTION 2

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

Correct Answer: D

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>

QUESTION 3

You need to update inventory data for a company's warehouse.

Which two record types can you use to update the inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. Agreement
- B. Warehouse
- C. Inventory adjustment
- D. Return merchandise authorization (RMA)

Correct Answer: CD

QUESTION 4

HOTSPOT

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No

You can search for knowledge content in external sources.

Business value

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on. The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes

You can insert knowledge articles into an email.

Business value

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.

Feature details

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an agent can search and select a knowledge article to include in the email.

Box 3: No

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer->



service/search-knowledge-content-external-sources <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email> <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter>

QUESTION 5

HOTSPOT

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.

Hot Area:

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

Correct Answer:



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

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>

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