MB-910^{Q&As}

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

QUESTION 1

HOTSPOT

A company plans to implement Omnichannel for Customer Service.

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

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	⬚	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	○	○
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	○	○

Correct Answer:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	⬚	●
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	●	○
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	○	●

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel

QUESTION 2

DRAG DROP

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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.

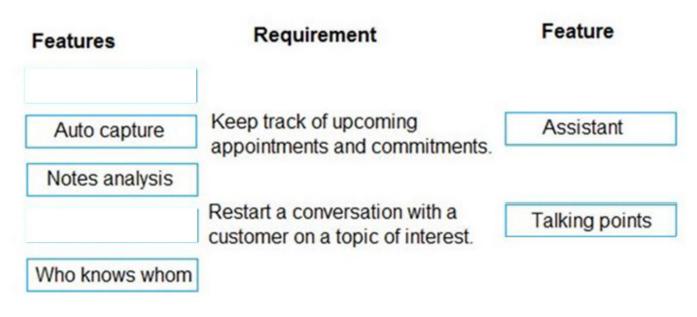NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Features	Requirement	Feature
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		

Correct Answer:

Answer Area

Features	Requirement	Feature
Auto capture	Keep track of upcoming appointments and commitments.	Assistant
Notes analysis		
	Restart a conversation with a customer on a topic of interest.	Talking points
Who knows whom		

Reference: https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant

https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points

QUESTION 3

HOTSPOT

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

Hot Area:

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	○	○
The audience in a customer journey can contain contacts and leads.	○	○
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	○	○

Correct Answer:

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	○	○
The audience in a customer journey can contain contacts and leads.	○	○
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	○	○

Box 1: Yes

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that

you want to target with your campaign in the segment lookup field.

Box 2: No

Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes

Customer journey audience receive email form submitted

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information

---

QUESTION 4

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 5

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