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Shared by Pitts on 22-07-2024

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Question 1

Question Type: MultipleChoice

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service apps. Technicians doing repair work should not have access to customer orders and invoices. You need to limit the technicians' access to data. Which feature should you use?

Options:

- A- Data loss prevention policy
- B- Role-based security
- C- Environment-level security
- D- Row-level security

Answer:

B

Question 2

Question Type: Hotspot

A company uses Dynamics 365 Field Service. Technicians in the company use work orders and inspections to complete their tasks. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Field Service inspections

Statement	Yes	No
An inspection can have multiple steps.	<input type="radio"/>	<input type="radio"/>
Answer: A work order can have multiple inspections.	<input type="radio"/>	<input type="radio"/>
Pictures can be added to an inspection.	<input type="radio"/>	<input type="radio"/>

Question 3

Question Type: MultipleChoice

You need to identify the data sources that Microsoft Copilot for Sales can use. Which two sources should you identify? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

Options:

A- Microsoft Fabric

B- ERP

C- Microsoft Office

D- CRM

Answer:

B, D

Question 4

Question Type: Hotspot

An IT manager must modify the default Dynamics 365 Sales app and add a custom sales report to the app.

You need to describe the actions required.

Which actions should you perform for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Actions to modify or add capabilities to a Sales app

Modify the Sales app.

- Update a model-driven app.
- Update a canvas app.
- Update a model-driven app.
- Update a Microsoft Power Pages page.

Answer:

Add a custom sales report.

- Use Microsoft Power BI.
- Use Microsoft Power BI.
- Add Microsoft Power Virtual Agents.
- Create a Microsoft Power Pages page.

Question 5

Question Type: MultipleChoice

A company plans to use Dynamics 365 Sales.

The company requires every AI feature related to sales be available.

You need to determine which solution to use.

Which solution should you identify?

Options:

- A-** Dynamics 365 Sales Professional
- B-** Dynamics 365 Sales Premium
- C-** Dynamics 365 Sales Enterprise

Answer:

B

Question 6

Question Type: Hotspot

A company uses Dynamics 365 Omnichannel for Customer Service. Select the answer that correctly completes the sentence.

Answer Area

Agents assisting multiple customers simultaneously separate them by using different

sessions	▼
scripts	
routes	
sessions	
channels	

Answer:

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