



**Free Questions for MB-910 by certsdeals**

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# Question 1

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## Question Type: Hotspot

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You are evaluating activity records in Dynamics 365 Sales.

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

NOTE: Each correct selection is worth one point.

Answer Area			
	Statements	Yes	No
<b>Answer:</b>	Phone call activities can be synchronized with Microsoft Outlook.	<input type="radio"/>	<input type="radio"/>
	Custom activity tables can be created.	<input type="radio"/>	<input type="radio"/>
	Timelines are a customizable way to display activity history.	<input type="radio"/>	<input type="radio"/>

# Question 2

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## Question Type: DragDrop

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A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses.

You need to create a glossary for employees.

Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

Definitions	Answer Area	Item	Definition
Details related to inquiries or issues reported by a customer.		Case	definition
Mechanism for categorizing and prioritizing records.		Queue	definition
Description and performance measurement of services to be delivered.		Service-level agreement	definition
Level and terms of support that are specific to a customer.		Entitlement	definition
Features that can be used to respond to customer inquiries or issues.			

Answer:

### Question 3

Question Type: DragDrop

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. 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.

Features	Answer Area	Scenario	Feature
SLA key performance indicator (KPI)		Prevent enforcement of the SLA terms while waiting for additional information from a customer.	Feature
SLA actions		Send an email when a case is at risk for non-compliance with an SLA.	Feature
Business Hours			
Allow Pause and Resume			

## Question 4

### Question Type: Hotspot

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Configuration option**

Services sold to customers

**Record type**

- Units
- Products
- Price list items

**Answer:**

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Relationships between multiple items sold as a single SKU

- Bundles
- Price lists
- Unit groups

**Question 5**

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**Question Type: Hotspot**

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An air-conditioning repair company uses Dynamics 365 Field Service, Customers and users report several issues. What should you use to resolve each issue? To answer, select the appropriate options in the answer are

a. NOTE: Each correct selection is worth one point.

**Issue**

One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.

**Answer:**

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**Feature**

- Bookable Resource
- Universal Resource Scheduling
- Field Service Mobile

**Question 6**

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**Question Type: Hotspot**

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A customer wants to ensure that their air-conditioning system is repaired quickly even if it breaks down while they are away from home.

- Connected Field Service
- Schedule Board
- Field Service Mobile
- Geocoding

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.

You need to recommend a solution for the company.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

What is the automated solution?

A/B test.  
Market Insights.  
Enhanced email.

Answer:

Which testing process is used?

Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.  
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.  
An email is sent to a sample group. A summary of responses is sent to the creator.

Question 7

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

You disqualify a lead. On a later date, the lead shows interest in buying a product that the company sells.

You need to convert the lead to an opportunity and retain all available history.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

**Options:**

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- A- Qualify the closed lead as an opportunity.
- B- Qualify the reactivated lead to an opportunity.
- C- Convert the copied lead to an opportunity.
- D- Use the Reactivate Lead functionality to reopen the lead.
- E- Create a copy of the lead with data from the original lead.

**Answer:**

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A, B

## Question 8

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**Question Type: MultipleChoice**

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A company wants an application that meets the following requirements:

Display the latest news about the company.

Recommend leads to sales team members.

You need to identify an application to meet the requirements. What should you recommend?

**Options:**

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**A-** Dynamics 365 Customer Service

**B-** LinkedIn Campaign Manager

**C-** Dynamics 365 Sales Insights

**D-** LinkedIn Sales Navigator

**Answer:**

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C

## Question 9

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**Question Type: DragDrop**

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Dynamics 365 Customer Service has the following requirements:

Issues created on a website must be added to Dynamics 365 Customer Service.



A customer must be limited to opening no more than 10 issues a month.

Escalations must be organized into an area that ensures managers can view escalated issues.

You need to identify the areas in the system that meet the requirements.

Which area should you identify? To answer, drag the appropriate areas to the correct requirements. Each area 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.

The screenshot shows a drag-and-drop interface with two main panes. The left pane is titled "Areas" and contains two boxes labeled "Entitlement" and "Answer: Queue". The right pane is titled "Answer Area" and contains a table with two columns: "Requirement" and "Area". The requirements listed are "Opened issue", "No more than 10 issues", and "Escalations". Each requirement has a corresponding "Area" box next to it, which is currently empty. A vertical line separates the two panes, and a horizontal line is positioned between the "Answer: Queue" box and the "Answer Area" table. A mouse cursor is visible at the bottom right of the interface.

Requirement	Area
Opened issue	Area
No more than 10 issues	Area
Escalations	Area

## Question 10

**Question Type:** DragDrop

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales.

Match each tool to the reporting requirements.

Instructions: To answer, drag the appropriate tool from the column on the left to the requirements on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

### Answer Area

Tools	Requirement	Tool
<b>Answer:</b> Microsoft Excel	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	
<b>Explanation:</b> Power BI	Pharmacists need a list of the number of orders filled and to fill the next day, week, and month as well as a list of prescription drugs that are out of stock.	<a href="https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet">https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet</a>
Dynamics 365 Sales dashboard Plug-in in		

## Question 11

**Question Type:** DragDrop

A company implements Dynamics 365 Sales. Users are unsure how to perform various tasks.

You need to recommend features to help the company configure the system.

What 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.

## Answer Area

Features	Requirement	Feature
<a href="#">charts</a> <b>Answer:</b>	Schedule follow-up appointments.	<input type="text"/>
<a href="#">views</a> <b>Explanation:</b>	Display all appointments and sales orders for a day on a single page.	<input type="text"/>
<a href="#">dashboards</a> <a href="https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities">https://docs.m</a>	Configure a dashboard component that displays a list of quotes for the last quarter.	<input type="text"/>

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