

Free Questions for MB-910

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Question 1

Question Type: MultipleChoice

A customer service supervisor uses the Omnichannel Sentiment Analysis dashboard. You need to describe how the dashboard can be personalized.

Which two personalization options can you use? Each correct answer presents a complete solution. NOTE Each correct selection is worth one point.

Options:

- A- tile rearranging
- B- bookmarks
- C- filters
- D- sorting

Answer:

A, B

Question 2

Question Type: Hotspot

You use Dynamics 365 Sales to manage leads.

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

	Statement	Yes	No
Answer:	A disqualified lead can be reactivated.	<input type="radio"/>	<input type="radio"/>
	An opportunity can be created as part of the lead qualification process.	<input type="radio"/>	<input type="radio"/>
	More than one business process flow can be set up for leads.	<input type="radio"/>	<input type="radio"/>

Question 3

Question Type: Hotspot

A company uses Dynamics 365 Customer Insights - Data.

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

Statement	Yes	No
Dynamics 365 Customer Insights - Data can combine data from multiple sources into a single view.	<input type="radio"/>	<input type="radio"/>
Match conditions in Dynamics 365 Customer Insights - Data determine which data is included in the unified profile.	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Customer Insights - Data can merge records.	<input type="radio"/>	<input type="radio"/>

Answer:

Question 4

Question Type: Hotspot

A company plans to use Dynamics 365 Customer Insights - Journeys. You need to describe app event functionality. 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

Statement	Yes	No
Payment gateways can be configured to work with an event website.	<input type="radio"/>	<input type="radio"/>
Microsoft Teams webinars can be created from Customer Insights - Journeys.	<input type="radio"/>	<input type="radio"/>
Attendees can book hotel rooms through an event website.	<input type="radio"/>	<input type="radio"/>

Answer:

Question 5

Question Type: MultipleChoice

You use Customer Insights - Data.

You need to evaluate sales data to identify whether you are meeting business goals. Which object should you create to evaluate the data?

Options:

A- segment

B- trend

C- measure

D- activity

Answer:

C

Question 6

Question Type: DragDrop

A company uses agent productivity tools in Dynamics 365 Customer Service to assist users with their work. The company does not plan to use knowledge management. Users require a solution that provides the following implementations:

- * Reduce the number of user actions to send an email to a customer outside of a conversation.
- * Provide step-by-step instructions to ensure accurate legal disclaimers are always given when users speak to customers.

You need to recommend a solution.

Which tool should you recommend? To answer, move the appropriate tool to the correct requirement. You may use each tool once, more than once, or not at all. You may need to move 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. On the left, under the heading "Tools", there are three items: "Macro", "Agent script", and "Smart assist". A blue dot is positioned over the "Agent script" item, and a blue line extends from it to the right, indicating it is being dragged. On the right side, under the heading "Productivity tools", there are two requirements listed: "Minimize number of user actions to send emails." and "Provide instructions to ensure legal disclaimers.". To the right of these requirements are two empty rectangular boxes labeled "Tool". The word "Answer:" is overlaid on the "Agent script" tool in the screenshot.

Question 7

Question Type: Hotspot

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Answer Area

You must assign a value to the for each lead record

Answer:

▼
Type
Topic
Last name
Stakeholder

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

Question 8

Question Type: MultipleChoice

You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order.

You need to identify the next step in the process. What should you do next?

Options:

- A- Adjust inventory values.
- B- Schedule and dispatch the work order.
- C- Generate an invoice.
- D- Review and close the work order.

Answer:

B

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/create-work-order>

Question 9

Question Type: Hotspot

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. 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

Statement	Yes	No
Answer: Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Explanation: Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled. https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Question 10

Question Type: MultipleChoice

A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of to work orders to ensure that field technicians follow the same steps when servicing customer equipment.

You need to explain to the manager which features are available to meet the requirement. Which feature should you use?

Options:

- A- Connected Field Service
- B- Inspections
- C- Microsoft Customer Voice
- D- Scheduling

Answer:

B

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

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