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
	A disqualified lead can be reactivated.	0	0
Answer:	An opportunity can be created as part of the lead qualification process.	0	0
	More than one business process flow can be set up for leads.	-	0

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.		0
Answer:	Match conditions in Dynamics 365 Customer Insights - Data	0	0
	determine which data is included in the unified profile.		
	Dynamics 365 Customer Insights - Data can merge records.	0	0
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.	0	0
Answer:	Microsoft Teams webinars can be created from Customer Insights - Journeys.	0	0
	Attendees can book hotel rooms through an event website.	0	-0

Question 5

Question Type: MultipleChoice

You use Customer Insights - Data.



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

Answer:

data?

С

Question 6

Question Type: DragDrop

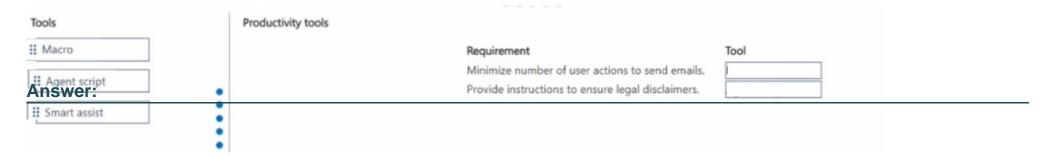
A company uses agent productivity tools in Dynamics 365 Customer Sen/ice to assist users with their work. The company does not plan to use knowledge management. Users require a solution that provides the following implementations:

- * 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.



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 Answer:		for each lead record
	Topic	
Explanation:	Last name	
	Stakeholder	

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:

- Adjust inventory values.	
3- Schedule and dispatch the work order.	
Generate an invoice.	
- Review and close the work order.	
Answer:	
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 Explanations maintenance during quarterly customer visits.	0	0
Technicians can be redirected from scheduled appointments https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-when emergencies arise in their area and their existing appointments can be rescheduled.	trayel-time	0
You can manually assign lead technicians to oversee large-scale emergency service calls.	0	0
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:	
В	
Explanation:	
https://docs.microsoft.com/en-us/dynamics365/field-service/inspections	

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