

# DUMPS ARENA

## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

Microsoft MB-910

Version Demo

Total Demo Questions: 10

Total Premium Questions: 84

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## Topic Break Down

<b>Topic</b>	<b>No. of Questions</b>
<b>Topic 1, Describe Dynamics 365 Marketing</b>	<b>10</b>
<b>Topic 2, Describe Dynamics 365 Sales</b>	<b>15</b>
<b>Topic 3, Describe Dynamics 365 Customer Service</b>	<b>21</b>
<b>Topic 4, Describe Dynamics 365 Field Service</b>	<b>16</b>
<b>Topic 5, Describe Project Operations</b>	<b>9</b>
<b>Topic 6, Describe shared features</b>	<b>13</b>
<b>Total</b>	<b>84</b>

**QUESTION NO: 1**

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?

- 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:**

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

**QUESTION NO: 2 - (DRAG DROP)****DRAG DROP**

Match each product to its feature.

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

NOTE: Each correct match is worth one point.

**Select and Place:**

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

ANSWER:

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	Dynamics 365 Sales Insights
Dynamics 365 Sales Insights	Quotes	Dynamics 365 Sales
	Invoicing	Dynamics 365 Sales

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

**QUESTION NO: 3 - (HOTSPOT)**

HOTSPOT

A company plans to implement Dynamics 365 Field 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
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

**ANSWER:****Answer Area**

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

**Explanation:**Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>**QUESTION NO: 4**

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

- A. Power Automate to transfer cases
- B. Service level agreements
- C. Knowledge base management
- D. Customer Service Insights

**ANSWER: C**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

**QUESTION NO: 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

**ANSWER: A B****QUESTION NO: 6 - (DRAG DROP)**

DRAG DROP

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app.

You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality 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

Functionalities	Scenario	Functionality
Recall	Update the hours.	
Edit row	Update the project task.	
Copy row		

ANSWER:

Answer Area

Functionalities	Scenario	Functionality
Recall	Update the hours.	Recall
Edit row	Update the project task.	Recall
Copy row		

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

QUESTION NO: 7 - (HOTSPOT)

HOTSPOT

You are a project manager for a company that uses Dynamics 365 Project Operations.

You need to determine whether a specific resource has availability to work on a project.

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 can use the Schedule Board to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>

ANSWER:

### Answer Area

Statement	Yes	No
You can use the Schedule Board to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input checked="" type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-book-resources-scheduleboard> <https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resource-reconciliation-overview>

**QUESTION NO: 8**

A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

**ANSWER: A B****Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

**QUESTION NO: 9**

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help.

You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

**ANSWER: C****Explanation:**

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

**QUESTION NO: 10**

Which two Dynamics 365 Sales out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

**ANSWER: A B****Explanation:**

Reference:

<https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>