

**Question 1 ( Single Topic )**

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A.** Customer Voice survey
- B.** Customer Service Hub
- C.** Enterprise Asset Management
- D.** Event management

Answer : **AD**

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

**Question 2 ( Single Topic )**

DRAG DROP -

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

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.

Select and Place:

**Answer Area**

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

**Answer Area**

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	Marketing list only
Marketing segment only	Create groups of related customers for use in customer journeys.	Marketing segment or marketing list
Marketing segment or marketing list		

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer

journeys.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

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### Question 3 ( Single Topic )



HOTSPOT -

A company plans to implement Dynamics 365 Marketing.

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 only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>

#### Answer Area

Statement	Yes	No
Answer : You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

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### Question 4 ( Single Topic )



HOTSPOT -

A company has implemented Dynamics 365 Marketing.

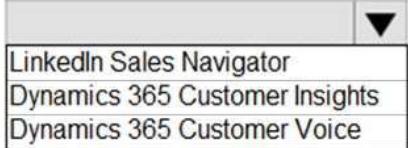
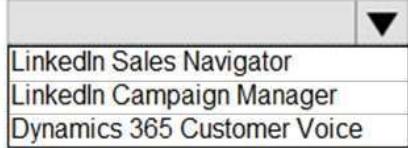
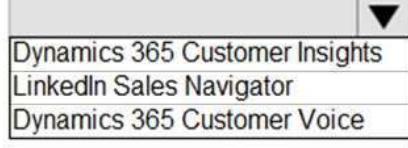
You need to implement apps to meet the company's business requirements.

Which app should you use? To answer, select the appropriate options in the answer area.

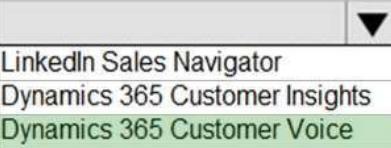
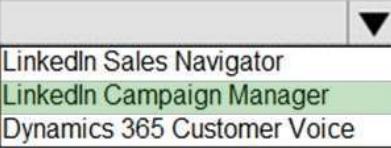
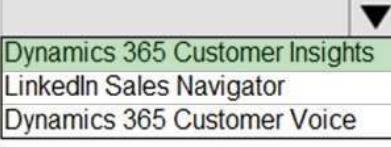
NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	 <ul style="list-style-type: none"><li>LinkedIn Sales Navigator</li><li>Dynamics 365 Customer Insights</li><li>Dynamics 365 Customer Voice</li></ul>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	 <ul style="list-style-type: none"><li>LinkedIn Sales Navigator</li><li>LinkedIn Campaign Manager</li><li>Dynamics 365 Customer Voice</li></ul>
Create a unified view of customer data from different sources.	 <ul style="list-style-type: none"><li>Dynamics 365 Customer Insights</li><li>LinkedIn Sales Navigator</li><li>Dynamics 365 Customer Voice</li></ul>

## Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	 <ul style="list-style-type: none"><li>LinkedIn Sales Navigator</li><li>Dynamics 365 Customer Insights</li><li>Dynamics 365 Customer Voice</li></ul>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	 <ul style="list-style-type: none"><li>LinkedIn Sales Navigator</li><li>LinkedIn Campaign Manager</li><li>Dynamics 365 Customer Voice</li></ul>
Create a unified view of customer data from different sources.	 <ul style="list-style-type: none"><li>Dynamics 365 Customer Insights</li><li>LinkedIn Sales Navigator</li><li>Dynamics 365 Customer Voice</li></ul>

Answer :

Synchronize leads from LinkedIn to Dynamics 365 Marketing.

Create a unified view of customer data from different sources.

Reference:  
<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

## Question 5 ( Single Topic )



A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Answer : **AC**

Reference:

<https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

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**Question 26 ( Single Topic )**

HOTSPOT -

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file.

Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area****Requirement      Record type**

Store and track customer information.

<input type="checkbox"/>	▼
<input type="checkbox"/>	▼
<input type="checkbox"/>	▼

Lead  
Account

Attach a file to an activity.

<input type="checkbox"/>	▼

Task  
Notes  
Phone Call

**Answer Area****Requirement      Record type**

Store and track customer information.

Answer :

<input type="checkbox"/>	▼
<input checked="" type="checkbox"/>	▼
<input type="checkbox"/>	▼

Lead  
Account

Attach a file to an activity.

<input type="checkbox"/>	▼
<input checked="" type="checkbox"/>	▼
<input type="checkbox"/>	▼
<input type="checkbox"/>	▼

Task  
Notes  
Phone Call

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>**Question 27 ( Single Topic )**

DRAG DROP -

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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

Export options	User group	Export option
Dynamic worksheet	GroupA	
Static worksheet	GroupB	
Excel Online		

## Answer Area

Export options	User group	Export option
Dynamic worksheet	GroupA	Static worksheet
Static worksheet	GroupB	Excel Online
Excel Online		

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet> <https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

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## Question 28 ( Single Topic )



A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract. You want to find other colleagues who have interacted with the potential customer to discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

Answer : D

Reference:

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

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## Question 29 ( Single Topic )



A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

- A.** Account
- B.** Lead
- C.** Quote
- D.** Opportunity

Answer : **D**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

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### Question 30 ( Single Topic )



Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal?

NOTE: Each correct selection is worth one point.

- A.** Close the quote
- B.** Generate a document by using a Microsoft Word template.
- C.** Export the quote as a PDF file.
- D.** Create an order

Answer : **BC**

Reference:

<https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

**Question 16 ( Single Topic )**

HOTSPOT -

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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**

<b>Statement</b>	<b>Yes</b>	<b>No</b>
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You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

**Answer Area**

<b>Statement</b>	<b>Yes</b>	<b>No</b>
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Answer : You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>
**Question 17 ( Single Topic )**

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:

**Answer Area**

<b>Products</b>	<b>Feature</b>	<b>Product</b>
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

## Answer Area

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

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>

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## Question 18 ( Single Topic )



DRAG DROP -

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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.

Select and Place:

## Answer Area

Features	Requirement	Feature
Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	

## Answer Area

Features	Requirement	Feature
Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	Assistant
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	Talking points

Answer :

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

### Question 19 ( Single Topic )



DRAG DROP -

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Answer :

## Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

## Question 20 ( Single Topic )



A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A.** Dynamics 365 Customer Insights
- B.** Dynamics 365 Sales Enterprise
- C.** Dynamics 365 Sales Insights
- D.** LinkedIn Sales Navigator

Answer : **BD**

Reference:

<https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

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## Question 31 ( Single Topic )



A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A.** Top Card
- B.** Auto Capture
- C.** Related Leads

Answer : **A**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

## Question 32 ( Single Topic )



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.

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

Answer : **CD**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/re-open-lead-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

## Question 33 ( Single Topic )



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.

Hot Area:

## Answer Area

Configuration option	Record type			
Services sold to customers	<table border="1"><tr><td>Units</td></tr><tr><td>Products</td></tr><tr><td>Price list items</td></tr></table>	Units	Products	Price list items
Units				
Products				
Price list items				
Relationships between multiple items sold as a single SKU	<table border="1"><tr><td>Bundles</td></tr><tr><td>Price list</td></tr><tr><td>Unit groups</td></tr></table>	Bundles	Price list	Unit groups
Bundles				
Price list				
Unit groups				

## Answer Area

Configuration option	Record type			
Services sold to customers	<table border="1"><tr><td>Units</td></tr><tr><td>Products</td></tr><tr><td>Price list items</td></tr></table>	Units	Products	Price list items
Units				
Products				
Price list items				
Relationships between multiple items sold as a single SKU	<table border="1"><tr><td>Bundles</td></tr><tr><td>Price list</td></tr><tr><td>Unit groups</td></tr></table>	Bundles	Price list	Unit groups
Bundles				
Price list				
Unit groups				

Box 1: Units -

Create a unit group and add units to that group

Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales.

Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of products. This helps ensure that your customers receive the most appropriate and complete solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1. Create discount lists to offer your products and services at different prices, depending on the quantity purchased.
2. Define the measurements or quantities your products will be available in.
3. Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.
4. Etc.

Dynamics 365 Sales the product catalog record type services sold to customers

Dynamics 365 Sales the services sold to customers

Box 2: Bundles -

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

### Question 34 ( Single Topic )



HOTSPOT -

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.

Hot Area:

#### Answer Area

##### Statements

Yes

No

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

#### Answer Area

##### Statements

Yes

No

Answer :

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

Box 1: Yes -

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call -

Box 2: Yes -

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes -

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1> <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

### Question 35 ( Single Topic )



HOTSPOT -

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

Hot Area:

#### Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

Answer :

#### Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input checked="" type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input checked="" type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No -

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Box 2: No -

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you. Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No -

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

**Question 6 ( Single Topic )**

HOTSPOT -

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- |   |
|---|
| creates a new lead that uses the LinkedIn data.     |
| updates the current lead with the LinkedIn data.    |
| updates the current contact with the LinkedIn data. |

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Answer : Dynamics 365 Marketing

- |   |
|---|
| creates a new lead that uses the LinkedIn data.     |
| updates the current lead with the LinkedIn data.    |
| updates the current contact with the LinkedIn data. |



Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>
**Question 7 ( Single Topic )**

HOTSPOT -

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

## Answer Area

Feature	Yes	No
Answer : Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/setup-event-portal>

## Question 8 ( Single Topic )



A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A.** Sponsors and sponsorships
- B.** Regulatory compliance
- C.** Advertisers and print media and campaigns
- D.** Session and speaker tracking
- E.** Registration and attendance

Answer : **ADE**

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

## Question 9 ( Single Topic )



HOTSPOT -

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input checked="" type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input checked="" type="radio"/>	<input type="radio"/>

## Answer Area

Yes      No

Answer : Data from Dynamics 365 Customer Voice  
is available to Dynamics 365 Marketing.



You can present specific survey questions  
based on responses to previous questions.



Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

### Question 10 ( Single Topic )



A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A.** Create a survey in Dynamics 365 Marketing and create a campaign to send it out and collect data
- B.** Use Customer Voice to collect and analyze survey results
- C.** Use Power Automate to automatically send Customer Voice surveys
- D.** Create surveys in Dynamics 365 Marketing by using Questionnaire
- E.** Use Customer Voice to compile results from the existing third-party app

Answer : **AB**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/customer-voice>

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**Topic 1 - Single Topic**

Question #1

*Topic 1*

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey Most Voted
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management Most Voted

**Correct Answer:** AD

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>*Community vote distribution*

AD (100%)

**DRAG DROP -**

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

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.

Select and Place:

**Answer Area**

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

**Answer Area**

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	Marketing list only
Marketing segment only	Create groups of related customers for use in customer journeys.	Marketing segment or marketing list
Marketing segment or marketing list		

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

**HOTSPOT -**

A company plans to implement Dynamics 365 Marketing.

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 only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

**Answer Area**

Statement	Yes	No
Correct Answer: You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

**HOTSPOT -**

A company has implemented Dynamics 365 Marketing.

You need to implement apps to meet the company's business requirements.

Which app should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Insights</p><p>Dynamics 365 Customer Voice</p></div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>LinkedIn Campaign Manager</p><p>Dynamics 365 Customer Voice</p></div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid black; padding: 5px;"><p>Dynamics 365 Customer Insights</p><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Voice</p></div>

**Answer Area**

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Insights</p><p><b>Dynamics 365 Customer Voice</b></p></div>
Correct Answer: Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid black; padding: 5px;"><p>LinkedIn Sales Navigator</p><p><b>LinkedIn Campaign Manager</b></p><p>Dynamics 365 Customer Voice</p></div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid black; padding: 5px;"><p><b>Dynamics 365 Customer Insights</b></p><p>LinkedIn Sales Navigator</p><p>Dynamics 365 Customer Voice</p></div>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

**Question 21 ( Single Topic )**

HOTSPOT -

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system.

What is a lead? To answer, select the appropriate option in the answer area.

Hot Area:

**Answer Area**

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

**Answer Area**

Answer : A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>**Question 22 ( Single Topic )**

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Answer : A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>**Question 23 ( Single Topic )**

DRAG DROP -

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- ⇒ View LinkedIn information from within Dynamics 365 Sales.

Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

### Answer Area

Products	Requirement	Product
Answer : Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
Dynamics 365 Sales Insights		

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>

<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

## Question 24 ( Single Topic )



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 : AB

Reference:

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

## Question 25 ( Single Topic )



A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company.

What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Answer : **B**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

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**Question 11 ( Single Topic )**

DRAG DROP -

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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:

**Products**

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

**Answer Area****Requirement**

View costs associated with speakers

**Product**

Create waitlists for events

**Products**

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

**Answer Area****Requirement**

View costs associated with speakers

**Product**

Dynamics 365 Marketing

Create waitlists for events

Dynamics 365 Marketing

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials>
<https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>
**Question 12 ( Single Topic )**

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event management
- B. Dynamics 365 Connector for LinkedIn
- C. Case management
- D. Qualify leads
- E. Project quote management

Answer : **ABD**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-management>
<https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration>
  
<https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle>
**Question 13 ( Single Topic )**

HOTSPOT -

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.

Hot Area:

### Answer Area

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated 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.

Answer :

### Answer Area

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated 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.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/email-a-b-testing>

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### Question 14 ( Single Topic )



A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event-based
- B. Audience-based
- C. Scheduled
- D. Customer onboarding

Answer : **AB**

A: Triggering a custom event allows you to use activate a custom event at any point in the customer journey.

B: Segment-based journey -

Audience: The audience property lets you specify the segment of people that will start the journey. Segment-based journeys support segments from outbound marketing as well as segments created in Dynamics 365 Customer Insights. The journey will use audience data based upon the segment selected.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/real-time-marketing-tile-reference>

---

### Question 15 ( Single Topic )



HOTSPOT -

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

Hot Area:

## Answer Area

### Statements

Once prerequisite segments are set up, a customer journey starts by defining the audience.

**Yes**  **No**

The audience in a customer journey can contain contacts and leads.

**Yes**  **No**

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

**Yes**  **No**

## Answer Area

### Statements

Answer :

Once prerequisite segments are set up, a customer journey starts by defining the audience.

**Yes**  **No**

The audience in a customer journey can contain contacts and leads.

**Yes**  **No**

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

**Yes**  **No**

Box 1: Yes -

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that you want to target with your campaign in the segment lookup field.

Box 2: No -

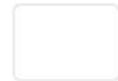
Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes -

Customer journey audience receive email form submitted

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information>



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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Exam contains 160 questions

Q's per page: 10

[✖ COLLAPSE ALL](#)

## Question 71 ( Single Topic)

HOTSPOT -

A company plans to implement Connected Field Service.

Instructions: 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

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input checked="" type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

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

NEXT QUESTION

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### Question 72 ( Single Topic)

A company has a large number of technicians that work in the field.

You need to ensure that Dynamics 365 Field Service can automatically schedule work to minimize travel time for technicians.

What should you implement?

- A. Resource scheduling optimization
- B. Unified routing for table records
- C. Schedule board
- D. Universal Resource Scheduling

#### EXPOSE CORRECT ANSWER

Answer : A

Reference:

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

#### NEXT QUESTION

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### Question 73 ( Single Topic)

DRAG DROP -

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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.

Select and Place:

### Answer Area

Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

### EXPOSE CORRECT ANSWER

### Answer Area

Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	Work orders
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
Asset management	Track customer equipment.	Asset management
Preventive maintenance	Automatically generate recurring maintenance appointments.	Preventive maintenance

Reference:

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

NEXT QUESTION

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### Question 74 ( Single Topic)

HOTSPOT -

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

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

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

NEXT QUESTION

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### Question 75 ( Single Topic)

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"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : 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 type="radio"/>	<input type="radio"/>

Reference:

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

NEXT QUESTION

## Question 76 ( Single Topic)

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs.

Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

### EXPOSE CORRECT ANSWER

Answer : CD

Reference:

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

### NEXT QUESTION

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## Question 77 ( Single Topic)

**HOTSPOT -**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site.

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

NOTE: Each correct selection is worth one point.

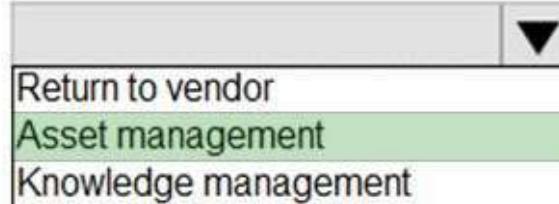
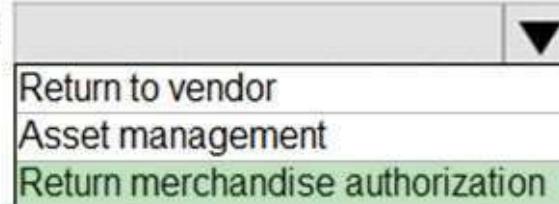
Hot Area:

## **Answer Area**

<b>Requirement</b>	<b>Option</b>
Keep track of equipment inspections, maintenance, and repairs.	<div style="border: 1px solid black; padding: 5px;"><input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Knowledge management</div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div style="border: 1px solid black; padding: 5px;"><input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Return merchandise authorization</div>

**EXPOSE CORRECT ANSWER**

## Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	 <p>Return to vendor Asset management Knowledge management</p>
Provide a replacement for faulty equipment that cannot be repaired on site.	 <p>Return to vendor Asset management Return merchandise authorization</p>

Answer :

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets>

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

NEXT QUESTION

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### Question 78 ( Single Topic)

DRAG DROP -

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature 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.

Select and Place:

### Answer Area

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

EXPOSE CORRECT ANSWER

Answer :

### Answer Area

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	Universal Resource Scheduling
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	Resource scheduling optimization
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	Connected Field Service

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

NEXT QUESTION

### Question 79 ( Single Topic)

HOTSPOT -

A company maintains a group of commercial buildings. The company implements Dynamics 365 Field Service. A new employee is hired. The employee holds several advanced certifications for maintaining specific types of industrial air filtration units.

You need to add the new employee as a resource in the system.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Specify the certification type

### Option

	▼
Rating value	
Category	
Skill	

Specify the certification level

	▼
Rating value	
Category	
Skill	

EXPOSE CORRECT ANSWER

## Answer Area

### Requirement

Specify the certification type

Answer :

Specify the certification level

### Option

Rating value	▼
Category	
Skill	

Rating value	▼
Category	
Skill	

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-characteristics>

NEXT QUESTION

## Question 80 ( Single Topic)

HOTSPOT -

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 area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Issue

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

### Feature

	▼
Bookable Resource	▼
Universal Resource Scheduling	▼
Field Service Mobile	▼

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	▼

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

### Issue

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

### Feature

	▼
Bookable Resource	
Universal Resource Scheduling	
Field Service Mobile	

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	

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>

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

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✖ COLLAPSE ALL



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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Exam contains 160 questions

Q's per page: 10

[✖ COLLAPSE ALL](#)

## Question 21 ( Single Topic)

HOTSPOT -

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system.  
What is a lead? To answer, select the appropriate option in the answer area.

Hot Area:

**Answer Area**

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

[EXPOSE CORRECT ANSWER](#)

Answer :

## Answer Area

A Dynamics 365 Sales lead is a potential

- customer to be qualified or disqualified.
- sale related to products in the product catalog.
- sale that is always a product of a marketing campaign.
- sale that needs to be related to an existing customer record.

Reference:

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

NEXT QUESTION

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### Question 22 ( Single Topic)

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

## EXPOSE CORRECT ANSWER

Answer : A

Reference:

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

## NEXT QUESTION

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### Question 23 ( Single Topic)

#### DRAG DROP -

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- ☞ View LinkedIn information from within Dynamics 365 Sales.
- ☞ Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

EXPOSE CORRECT ANSWER

### Answer Area

Products	Requirement	Product
Answer : Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
Dynamics 365 Sales Insights		

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation> <https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

NEXT QUESTION

## Question 24 ( Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : AB

Reference:

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

NEXT QUESTION

---

## Question 25 ( Single Topic)

A company wants to be able to give quotes to customers from their parts list.  
You need to recommend a solution for the company.  
What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

EXPOSE CORRECT ANSWER

Answer : B

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

NEXT QUESTION

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## Question 26 ( Single Topic)

HOTSPOT -

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file.

Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

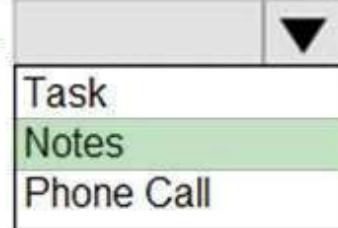
Hot Area:

## Answer Area

Requirement	Record type
Store and track customer information.	<input type="checkbox"/> Lead <input type="checkbox"/> Account
Attach a file to an activity.	<input type="checkbox"/> Task <input type="checkbox"/> Notes <input type="checkbox"/> Phone Call

EXPOSE CORRECT ANSWER

## Answer Area

Requirement	Record type
Store and track customer information.	 <p>Lead Account</p>
Attach a file to an activity.	 <p>Task Notes Phone Call</p>

Answer :

Reference:  
<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

**NEXT QUESTION**

---

### Question 27 ( Single Topic)

DRAG DROP -

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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

**Export options      User group      Export option**

Dynamic worksheet

GroupA

Static worksheet

GroupB

Excel Online

EXPOSE CORRECT ANSWER

## Answer Area

Export options	User group	Export option
Dynamic worksheet	GroupA	Static worksheet
Static worksheet	GroupB	Excel Online
Excel Online		

Answer :

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet>

<https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

NEXT QUESTION

### Question 28 ( Single Topic)

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights

- C. Power Virtual Agents
- D. Sales Insights

#### EXPOSE CORRECT ANSWER

Answer : D

Reference:

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

#### NEXT QUESTION

---

#### Question 29 ( Single Topic)

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

## EXPOSE CORRECT ANSWER

Answer : D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

## NEXT QUESTION

---

### Question 30 ( Single Topic)

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal?

NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

## EXPOSE CORRECT ANSWER

Answer : BC



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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COLLAPSE ALL

## Question 41 ( Single Topic)

HOTSPOT -

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Configure the system to account for the impact of holidays on SLA response time.

Schedule a service representative in the correct department and time zone to address the customer issue.

### Product

Dynamics 365 Sales
Dynamics 365 Customer Service
Dynamics 365 Marketing

Bookings
Resource Management homepage
Universal Resource Scheduling

EXPOSE CORRECT ANSWER

## Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Marketing
Answer :  Schedule a service representative in the correct department and time zone to address the customer issue.	Bookings Resource Management homepage Universal Resource Scheduling

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule>

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEXT QUESTION

## Question 42 ( Single Topic)

HOTSPOT -

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

	Statement	Yes	No
Answer :	Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
	Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
	Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

NEXT QUESTION

### Question 43 ( Single Topic)

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

#### EXPOSE CORRECT ANSWER

Answer : AC

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

#### NEXT QUESTION

---

### Question 44 ( Single Topic)

HOTSPOT -

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

### EXPOSE CORRECT ANSWER

### Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Answer : Knowledge article authors can attach pictures to knowledge articles

Reference:

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

NEXT QUESTION

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### Question 45 ( Single Topic)

HOTSPOT -

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid black; padding: 5px;"><p>Power Virtual Agents</p><p>Dynamics 365 Field Service</p><p>Customer Service Insights</p></div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 5px;"><p>SMS – text message</p><p>Webchat</p></div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 5px;"><p>Omnichannel for Customer Service</p><p>Power BI</p><p>Customer Service Insights</p></div>

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid black; padding: 5px;"><p>Power Virtual Agents</p><p>Dynamics 365 Field Service</p><p>Customer Service Insights</p></div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 5px;"><p>SMS – text message</p><p>Webchat</p></div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 5px;"><p>Omnichannel for Customer Service</p><p>Power BI</p><p>Customer Service Insights</p></div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

NEXT QUESTION

## Question 46 ( Single Topic)

DRAG DROP –

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features 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.

Select and Place:

### Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

NEXT QUESTION

---

### Question 47 ( Single Topic)

HOTSPOT -

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.  
Hot Area:

## Answer Area

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

EXPOSE CORRECT ANSWER

## Answer Area

Answer : Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

## Question 48 ( Single Topic)

DRAG DROP -

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

- ⇒ Detect and diagnose equipment problems before customers are aware of an issue.
- ⇒ Create cases from social channels and SMS text messages.
- ⇒ Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights	Create cases from social channels and SMS text messages.	
Connected Customer Service		
Omnichannel for Customer Service		

## EXPOSE CORRECT ANSWER

Answer :

### Answer Area

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service
Connected Customer Service		
Omnichannel for Customer Service		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

## NEXT QUESTION

### Question 49 ( Single Topic)

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task
- B. Task

- C. Entitlement
- D. Work order

#### EXPOSE CORRECT ANSWER

Answer : C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

#### NEXT QUESTION

---

### Question 50 ( Single Topic)

HOTSPOT -

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

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 combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

NEXT QUESTION

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COLLAPSE ALL



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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Exam contains 160 questions

Q's per page: 10



COLLAPSE ALL

## Question 81 ( Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : AB

NEXT QUESTION

---

## Question 82 ( Single Topic)

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer.

Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

EXPOSE CORRECT ANSWER

Answer : AC

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

NEXT QUESTION

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## Question 83 ( Single Topic)

You work for a job placement agency that uses Dynamics 365 Project Operations. A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

### EXPOSE CORRECT ANSWER

Answer : CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

### NEXT QUESTION

---

## Question 84 ( Single Topic)

**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.

Hot Area:

**Answer Area**

You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

**EXPOSE CORRECT ANSWER**

**Answer Area**

Answer : You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

Reference:

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

NEXT QUESTION

---

## Question 85 ( Single Topic)

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations. You need to track information about electricians' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Proficiency model

EXPOSE CORRECT ANSWER

Answer : A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

NEXT QUESTION

---

## Question 86 ( Single Topic)

## 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.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

EXPOSE CORRECT ANSWER

## Answer Area

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

Reference:

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

**NEXT QUESTION**

---

### Question 87 ( Single Topic)

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"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : 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"/>

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>

NEXT QUESTION

### Question 88 ( Single Topic)

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

#### EXPOSE CORRECT ANSWER

Answer : AB

Reference:

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

#### NEXT QUESTION

### Question 89 ( Single Topic)

HOTSPOT -

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

- Monthly bookkeeping services that take four hours
- Yearly tax filings with variable hours that are based on a client's needs for one year
- Reimbursements for unplanned government filing fees

▪

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Work type

Monthly bookkeeping services that take four hours.

### Service type

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Yearly tax filings with variable hours that are based on a client's needs for one year.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reimbursements for unplanned government filing fees.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

EXPOSE CORRECT ANSWER

## Answer Area

### Work type

Monthly bookkeeping services that take four hours.

### Service type

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Answer : Yearly tax filings with variable hours that are based on a client's needs for one year.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reimbursements for unplanned government filing fees.

Project-based service with Time and Material billing method
Project-based service with Fixed Price billing method
Product as Write-In Product
Product as Existing Product

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

NEXT QUESTION

Question 90 ( Single Topic)

A customer creates a new project in Dynamics 365 Project Operations.  
The customer needs to add project work items.  
You need to specify the duration of the work.  
Where should you specify the duration of the work?

- A. Estimates
- B. Summary
- C. Tasks
- D. Resource assignments

#### EXPOSE CORRECT ANSWER

Answer : C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/project-management/create-wbs>

#### NEXT QUESTION

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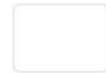


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✖ COLLAPSE ALL



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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COLLAPSE ALL

## Question 1

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Top Card
- B. Auto Capture
- C. Related Leads

EXPOSE CORRECT ANSWER

Answer : A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

NEXT QUESTION

## Question 2

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.

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

### EXPOSE CORRECT ANSWER

Answer : CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/re-open-lead-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

### NEXT QUESTION

## Question 3

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.

Hot Area:

## Answer Area

### Configuration option

Services sold to customers

Relationships between multiple items sold  
as a single SKU

### Record type

Units
Products
Price list items

Bundles
Price list
Unit groups

EXPOSE CORRECT ANSWER

## Answer Area

### Configuration option

Services sold to customers

Answer :

Relationships between multiple items sold as a single SKU

### Record type

Units
Products
Price list items
Bundles
Price list
Unit groups

Box 1: Units -

Create a unit group and add units to that group

Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales.

Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of products. This helps ensure that your customers receive the most appropriate and complete solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1. Create discount lists to offer your products and services at different prices, depending on the quantity purchased.
2. Define the measurements or quantities your products will be available in.
3. Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.

4. Etc.

Dynamics 365 Sales the product catalog record type services sold to customers

Dynamics 365 Sales the services sold to customers

Box 2: Bundles -

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

NEXT QUESTION

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#### Question 4

HOTSPOT -

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.

Hot Area:

**Answer Area**

**Statements**

**Yes**

**No**

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

EXPOSE CORRECT ANSWER

**Answer Area**

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

Box 1: Yes -

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call -

Box 2: Yes -

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes -

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1>  
<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

NEXT QUESTION

## Question 5

HOTSPOT -

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

Hot Area:

### Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

## EXPOSE CORRECT ANSWER

Answer :

### Answer Area

#### Statements

Yes      No

When you qualify a lead, you must manually add the contact if it does not exist.

When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.

You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.

Box 1: No –

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Box 2: No –

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you. Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No -

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

NEXT QUESTION

---

## Question 6

A company uses Dynamics 365 Sales with out-of-the-box forms.

Users must view logged phone calls and meetings for contacts.

Which feature includes phone calls and meetings?

- A. Controls
- B. Attachments
- C. Contact information
- D. Timeline

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

## Question 7

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.  
You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

### EXPOSE CORRECT ANSWER

Answer : A

Export to an Excel dynamic worksheet

Export data to an Office Excel worksheet so users can have the latest Dynamics 365 Customer Engagement (on-premises) information any time they view the worksheet. Imagine the CEO of your company getting the critical information they need without having to navigate Dynamics 365 Customer Engagement (on-premises) but instead, merely opening the Excel link on their desktop. You can export up to 100,000 records at a time.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-dynamic-worksheet?view=op-9-1>

### NEXT QUESTION

## Question 8

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

#### EXPOSE CORRECT ANSWER

Answer : D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### NEXT QUESTION

### Question 9

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

#### EXPOSE CORRECT ANSWER

Answer : D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

NEXT QUESTION

## Question 10

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

EXPOSE CORRECT ANSWER

Answer : C

Reference:

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

NEXT QUESTION

## Question 11

HOTSPOT -

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<ul style="list-style-type: none"><li>Dynamics 365 Sales</li><li>Dynamics 365 Customer Service</li><li>Dynamics 365 Marketing</li></ul>
Schedule a service representative in the correct department and time zone to address the customer issue.	<ul style="list-style-type: none"><li>Bookings</li><li>Resource Management homepage</li><li>Universal Resource Scheduling</li></ul>

EXPOSE CORRECT ANSWER

## Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Marketing
Answer :  Schedule a service representative in the correct department and time zone to address the customer issue.	Bookings Resource Management homepage Universal Resource Scheduling

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEXT QUESTION

## Question 12

HOTSPOT -

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> [https://docs.microsoft.com/en-us/dynamics365/customer-](https://docs.microsoft.com/en-us/dynamics365/customer)

service/monitor-conversations

NEXT QUESTION

### Question 13

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

EXPOSE CORRECT ANSWER

Answer : AC

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

NEXT QUESTION

### Question 14

**HOTSPOT -**

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

**EXPOSE CORRECT ANSWER**

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Answer : Knowledge article authors can attach pictures to knowledge articles

Reference:

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

NEXT QUESTION

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## Question 15

HOTSPOT -

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Support automated webchat.

### Solution

Power Virtual Agents
Dynamics 365 Field Service
Customer Service Insights

Send senior technicians a notification when a case moves to an escalated status.

SMS – text message
Webchat

Combine all customer and employee inquiries into a single interface.

Omnichannel for Customer Service
Power BI
Customer Service Insights

EXPOSE CORRECT ANSWER

## Answer Area

### Requirement

Support automated webchat.

Answer :

Send senior technicians a notification when a case moves to an escalated status.

Combine all customer and employee inquiries into a single interface.

### Solution

Power Virtual Agents
Dynamics 365 Field Service
Customer Service Insights

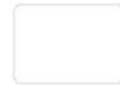
SMS – text message
Webchat

Omnichannel for Customer Service
Power BI
Customer Service Insights

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

NEXT QUESTION



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COLLAPSE ALL

## Question 61 ( Single Topic)

Customers submit suggestions, questions, and cases to a company by using the following channels:

- Submitting a case in a customer service portal.
- Emailing a support mailbox.
- Calling a telephone number.

The company has two departments. Each department has a defined list of agents. The company distributes all submissions to the correct department.

You need to show the agents how the submissions are stored.

Which format is used for the submissions?

- A. Work orders
- B. Queues
- C. Work items
- D. Activities

EXPOSE CORRECT ANSWER

Answer : B

Cases are added to a queue.

Select Add to Queue to add a case to a queue.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

NEXT QUESTION

---

## Question 62 ( Single Topic)

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Hours of service
- C. Number of cases
- D. Initial response time

EXPOSE CORRECT ANSWER

Answer : AC

Define what kind of support your customers are eligible for by creating entitlements in Dynamics 365 Customer Service. With entitlements, you specify the support term based on number of hours or number of cases. The customer's support level can vary based on the product or service that the customer has purchased.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

NEXT QUESTION

### Question 63 ( Single Topic)

A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of questions 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?

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

EXPOSE CORRECT ANSWER

Answer : B

Reference:

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

NEXT QUESTION

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### Question 64 ( Single Topic)

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.

Hot Area:

#### Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets.	<input type="radio"/>	<input type="radio"/>
You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<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"/>

## EXPOSE CORRECT ANSWER

### Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets.	<input checked="" type="radio"/>	<input type="radio"/>
You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

### NEXT QUESTION

### Question 65 ( Single Topic)

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.

#### EXPOSE CORRECT ANSWER

Answer : B

Reference:

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

#### NEXT QUESTION

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### Question 66 ( Single Topic)

HOTSPOT -

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

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

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Requirement

Capture the technician's daily on-site time while performing cable installations.

#### App

Dynamics 365 Field Service
Dynamics 365 Sales
Dynamics 365 Customer Service

Allow technicians to see a list of the daily work orders on their mobile device.

Dynamics 365 Field Service Mobile App
Dynamics 365 Sales
Dynamics 365 Customer Service

### EXPOSE CORRECT ANSWER

### Answer Area

#### Requirement

Capture the technician's daily on-site time while performing cable installations.

Answer :

#### App

Dynamics 365 Field Service
Dynamics 365 Sales
Dynamics 365 Customer Service

Allow technicians to see a list of the daily work orders on their mobile device.

Dynamics 365 Field Service Mobile App
Dynamics 365 Sales
Dynamics 365 Customer Service

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

## NEXT QUESTION

### Question 67 ( Single Topic)

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order.

A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open " In progress
- B. Open " Unscheduled
- C. Traveling
- D. Open " Scheduled

## EXPOSE CORRECT ANSWER

Answer : A

Reference:

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

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## Question 68 ( Single Topic)

HOTSPOT -

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

### Answer Area

You should navigate to the  to see the technician locations on a map.

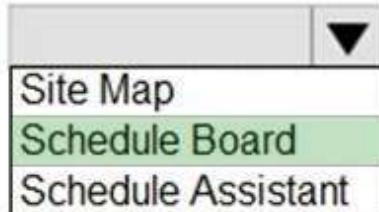
Site Map
Schedule Board
Schedule Assistant

EXPOSE CORRECT ANSWER

Answer :

## Answer Area

You should navigate to the



to see the technician locations on a map.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

**NEXT QUESTION**

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### Question 69 ( Single Topic)

HOTSPOT -

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service.

You need to recommend the features that the company should implement to meet business requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Function

### Feature

Assign a work order to a field engineer for next Tuesday at noon.

Universal Resource Scheduling
Work Orders
Connected Field Services
Geofencing

Synchronize offline data when the app starts.

Geofencing
Field Service Mobile
Integrations
Connected Field Services

Monitor air-conditioning equipment to identify mechanical issues

Field Service Mobile
Work Orders
Connected Field Services
Bookable resources

EXPOSE CORRECT ANSWER

## Answer Area

### Function

Assign a work order to a field engineer for next Tuesday at noon.

Answer : Synchronize offline data when the app starts.

Monitor air-conditioning equipment to identify mechanical issues

### Feature

Universal Resource Scheduling
Work Orders
Connected Field Services
Geofencing

Geofencing
Field Service Mobile
Integrations
Connected Field Services

Field Service Mobile
Work Orders
Connected Field Services
Bookable resources

### Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline>

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

NEXT QUESTION

Question 70 ( Single Topic)

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

#### EXPOSE CORRECT ANSWER

Answer : C

Reference:

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

#### NEXT QUESTION



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Q's per page: 10



COLLAPSE ALL

## Question 51 ( Single Topic)

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

**EXPOSE CORRECT ANSWER**

Answer : C

Reference:

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

## Question 52 ( Single Topic)

HOTSPOT –

A company plans to implement Omnichannel for Customer 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
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

	Statement	Yes	No
	You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
Answer :	You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
	When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

NEXT QUESTION

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### Question 53 ( Single Topic)

DRAG DROP -

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.

Select and Place:

### Actions

SLA key performance indicator (KPI)

SLA actions

Business Hours

Allow Pause and Resume

### Answer Area

#### Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

#### Feature

### EXPOSE CORRECT ANSWER

Answer :

### Actions

SLA key performance indicator (KPI)

SLA actions

Business Hours

Allow Pause and Resume

### Answer Area

#### Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

#### Feature

Allow Pause and Resume

SLA actions

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

NEXT QUESTION

## Question 54 ( Single Topic)

A company uses Dynamics 365 Customer Service.

The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case.

Which statement describes what happens when a case item is released from the queue?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.
- B. The case is removed from all queues.
- C. The case is removed from the agent's personal queue and returned to the original support queue.

EXPOSE CORRECT ANSWER

Answer : C

Reference:

<https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues>

NEXT QUESTION

## Question 55 ( Single Topic)

DRAG DROP -

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.

Select and Place:

### Answer Area

#### Definitions

#### Item

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service-level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

EXPOSE CORRECT ANSWER

## Answer Area

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

Answer :

Reference:

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

NEXT QUESTION

### Question 56 ( Single Topic)

DRAG DROP -

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may

be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

### Answer Area

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

EXPOSE CORRECT ANSWER

### Answer Area

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	Power Automate
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central
Power Automate		

Answer :

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

NEXT QUESTION

### Question 57 ( Single Topic)

HOTSPOT -

You plan to implement Dynamics 365 Customer Service.

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

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

NEXT QUESTION

## Question 58 ( Single Topic)

DRAG DROP -

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	<input type="text"/>
Unified Service Desk		<input type="text"/>
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	<input type="text"/>

## EXPOSE CORRECT ANSWER

### Answer Area

Apps	Feature	App
Answer : <input type="checkbox"/> Omnichannel for Customer Service	Connect with customers by using text messages.	<input type="checkbox"/> Omnichannel for Customer Service
<input type="checkbox"/> Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	<input type="checkbox"/> Omnichannel for Customer Service
<input type="checkbox"/> Dynamics 365 Field Service		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

### NEXT QUESTION

### Question 59 ( Single Topic)

HOTSPOT -

A company implements cases in Dynamics 365 Customer Service.

You need to select the features that meet the requirements for a case.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Requirement	Feature
Automatically open a new case	<ul style="list-style-type: none"><li>Convert To functionality</li><li>Record creation and update rules</li><li>Routing rules</li></ul>
Manage response time for a case	<ul style="list-style-type: none"><li>Entitlements</li><li>Queues</li><li>Service-level agreements</li></ul>
Guide an agent through stages to resolve a case	<ul style="list-style-type: none"><li>Business process flows</li><li>Queues</li><li>Tasks</li></ul>

EXPOSE CORRECT ANSWER

## Answer Area

Requirement	Feature
Automatically open a new case	<input type="checkbox"/> Convert To functionality <input checked="" type="checkbox"/> Record creation and update rules <input type="checkbox"/> Routing rules
Answer : Manage response time for a case	<input type="checkbox"/> Entitlements <input type="checkbox"/> Queues <input checked="" type="checkbox"/> Service-level agreements
Guide an agent through stages to resolve a case	<input type="checkbox"/> Business process flows <input type="checkbox"/> Queues <input type="checkbox"/> Tasks

Reference:

[https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?](https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter)  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-case-sla> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1>

NEXT QUESTION

### Question 60 ( Single Topic)

HOTSPOT –

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

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Answer :

Box 1: No –

You can search for knowledge content in external sources.

Business value –

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on.

The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes –

You can insert knowledge articles into an email.

Business value –

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.



## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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Q's per page: 10



COLLAPSE ALL

## Question 11 ( Single Topic)

## DRAG DROP -

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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:

**Products**

Dynamics 365 Marketing

Customer Insights

Dynamics 365 Sales

Dynamics 365 Sales Insights

**Answer Area****Requirement**

View costs associated with speakers

**Product**

EXPOSE CORRECT ANSWER

<b>Products</b>	<b>Answer Area</b>	
Dynamics 365 Marketing		
Customer Insights	View costs associated with speakers	Dynamics 365 Marketing
Dynamics 365 Sales	Create waitlists for events	Dynamics 365 Marketing
Dynamics 365 Sales Insights		

Answer :

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>

NEXT QUESTION

### Question 12 ( Single Topic)

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event management
- B. Dynamics 365 Connector for LinkedIn
- C. Case management
- D. Qualify leads
- E. Project quote management

EXPOSE CORRECT ANSWER

Answer : ABD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration> <https://docs.microsoft.com/en-us/dynamics365/marketing/lead-lifecycle>

NEXT QUESTION

### Question 13 ( Single Topic)

HOTSPOT -

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.

Hot Area:

#### Answer Area

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated 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.

EXPOSE CORRECT ANSWER

Answer :

### Answer Area

What is the automated solution?

A/B test
Market Insights
Enhanced email

Which testing process is used?

Separated 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.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/email-a-b-testing>

NEXT QUESTION

### Question 14 ( Single Topic)

A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event-based
- B. Audience-based
- C. Scheduled
- D. Customer onboarding

EXPOSE CORRECT ANSWER

Answer : AB

A: Triggering a custom event allows you to use activate a custom event at any point in the customer journey.

B: Segment-based journey -

Audience: The audience property lets you specify the segment of people that will start the journey. Segment-based journeys support segments from outbound marketing as well as segments created in Dynamics 365 Customer Insights. The journey will use audience data based upon the segment selected.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/real-time-marketing-tile-reference>

NEXT QUESTION

### Question 15 ( Single Topic)

HOTSPOT -

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

Hot Area:

**Answer Area**

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

Answer :

### Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input checked="" type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input checked="" type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes -

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that you want to target with your campaign in the segment lookup field.

Box 2: No -

Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes -

Customer journey audience receive email form submitted

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information>

NEXT QUESTION

### Question 16 ( Single Topic)

HOTSPOT -

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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 a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

EXPOSE CORRECT ANSWER

## Answer Area

Statement	Yes	No
Answer : You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input checked="" type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

NEXT QUESTION

## Question 17 ( Single Topic)

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:

### Answer Area

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

EXPOSE CORRECT ANSWER

### Answer Area

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

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>

NEXT QUESTION

DRAG DROP –

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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.

Select and Place:

## Answer Area

Features	Requirement	Feature
Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	

EXPOSE CORRECT ANSWER

## Answer Area

Features	Requirement	Feature
Assistant	Keep track of upcoming appointments and commitments.	Assistant
Notes analysis		
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	Talking points

Answer :

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

NEXT QUESTION

### Question 19 ( Single Topic)

DRAG DROP –

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

EXPOSE CORRECT ANSWER

### Answer Area

Controls	Requirement	Control
Answer :	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Lead		
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

NEXT QUESTION

Question 20 ( Single Topic)

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

#### EXPOSE CORRECT ANSWER

Answer : BD

Reference:

<https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

#### NEXT QUESTION

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Exam contains 160 questions

Q's per page: 10



☞ COLLAPSE ALL

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## Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) v1.0

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Exam contains 160 questions

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[✖ COLLAPSE ALL](#)**Question 31 ( Single Topic)**

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Top Card
- B. Auto Capture
- C. Related Leads

[EXPOSE CORRECT ANSWER](#)**Answer : A****Reference:**<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>[NEXT QUESTION](#)

## Question 32 ( Single Topic)

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.

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

### EXPOSE CORRECT ANSWER

Answer : CD

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/re-open-lead-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

### NEXT QUESTION

## Question 33 ( Single Topic)

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.

Hot Area:

## Answer Area

### Configuration option

Services sold to customers

Relationships between multiple items sold  
as a single SKU

### Record type

Units
Products
Price list items

Bundles
Price list
Unit groups

EXPOSE CORRECT ANSWER

## Answer Area

### Configuration option

Services sold to customers

Answer :

Relationships between multiple items sold as a single SKU

### Record type

Units
Products
Price list items
Bundles
Price list
Unit groups

Box 1: Units -

Create a unit group and add units to that group

Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales.

Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of products. This helps ensure that your customers receive the most appropriate and complete solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1. Create discount lists to offer your products and services at different prices, depending on the quantity purchased.
2. Define the measurements or quantities your products will be available in.
3. Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.

4. Etc.

Dynamics 365 Sales the product catalog record type services sold to customers

Dynamics 365 Sales the services sold to customers

Box 2: Bundles -

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

NEXT QUESTION

---

### Question 34 ( Single Topic)

HOTSPOT -

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.

Hot Area:

**Answer Area**

**Statements**

**Yes**

**No**

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

EXPOSE CORRECT ANSWER

**Answer Area**

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

Box 1: Yes -

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call -

Box 2: Yes -

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes -

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1>  
<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

NEXT QUESTION

### Question 35 ( Single Topic)

HOTSPOT -

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

Hot Area:

#### Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

## EXPOSE CORRECT ANSWER

Answer :

### Answer Area

#### Statements

Yes      No

When you qualify a lead, you must manually add the contact if it does not exist.

When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.

You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.

Box 1: No –

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Box 2: No –

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you. Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No -

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead.

This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

NEXT QUESTION

### Question 36 ( Single Topic)

A company uses Dynamics 365 Sales with out-of-the-box forms.

Users must view logged phone calls and meetings for contacts.

Which feature includes phone calls and meetings?

- A. Controls
- B. Attachments
- C. Contact information
- D. Timeline

EXPOSE CORRECT ANSWER

Answer : D

NEXT QUESTION

## Question 37 ( Single Topic)

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.  
You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

### EXPOSE CORRECT ANSWER

Answer : A

Export to an Excel dynamic worksheet

Export data to an Office Excel worksheet so users can have the latest Dynamics 365 Customer Engagement (on-premises) information any time they view the worksheet. Imagine the CEO of your company getting the critical information they need without having to navigate Dynamics 365 Customer Engagement (on-premises) but instead, merely opening the Excel link on their desktop. You can export up to 100,000 records at a time.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/export-excel-dynamic-worksheet?view=op-9-1>

### NEXT QUESTION

## Question 38 ( Single Topic)

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

#### EXPOSE CORRECT ANSWER

Answer : D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### NEXT QUESTION

### Question 39 ( Single Topic)

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

#### EXPOSE CORRECT ANSWER

Answer : D

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

NEXT QUESTION

### Question 40 ( Single Topic)

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

EXPOSE CORRECT ANSWER

Answer : C

Reference:

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

NEXT QUESTION

# Microsoft

## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



#### NEW QUESTION 1

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.  
Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

**Answer:** AC

**Explanation:**

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

#### NEW QUESTION 2

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

#### Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

#### NEW QUESTION 3

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

#### Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

#### NEW QUESTION 4

HOTSPOT

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

**Yes**      **No**

Data from Dynamics 365 Customer Voice  
is available to Dynamics 365 Marketing.

You can present specific survey questions  
based on responses to previous questions.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

**NEW QUESTION 5**

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue. Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

**NEW QUESTION 6**

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

**Answer:** BC

**Explanation:**

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

**NEW QUESTION 7**

HOTSPOT

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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**

You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

- A. Mastered

B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

**NEW QUESTION 8**

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Answer:** BD

**Explanation:**

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

**NEW QUESTION 9**

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

**NEW QUESTION 10**

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year. You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

**NEW QUESTION 10**

**HOTSPOT**

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday. The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto; margin-right: auto;"><p>Dynamics 365 Sales</p><p>Dynamics 365 Customer Service</p><p>Dynamics 365 Marketing</p></div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto; margin-right: auto;"><p>Bookings</p><p>Resource Management homepage</p><p>Universal Resource Scheduling</p></div>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**NEW QUESTION 12**

**HOTSPOT**

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

**NEW QUESTION 14**

**HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

**NEW QUESTION 18**

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order. A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open – In progress
- B. Open – Unscheduled
- C. Traveling
- D. Open – Scheduled

**Answer:** A

**Explanation:**

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

**NEW QUESTION 22**

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically. You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

**Answer:** C

**Explanation:**

Reference:

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

**NEW QUESTION 26**

**HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations. 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
You can create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

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

**NEW QUESTION 27**

**HOTSPOT**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

## Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto; margin-right: auto;"><p>Return to vendor</p><p>Asset management</p><p>Knowledge management</p></div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto; margin-right: auto;"><p>Return to vendor</p><p>Asset management</p><p>Return merchandise authorization</p></div>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

### NEW QUESTION 30

DRAG DROP

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs. You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature 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
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

### NEW QUESTION 33

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>

**NEW QUESTION 34**

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.
- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

**Answer:** CD

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

**NEW QUESTION 39**

**HOTSPOT**

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents. 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
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NEW QUESTION 41**

**DRAG DROP**

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales. You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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**

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	<input type="text"/>
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	<input type="text"/>
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	<input type="text"/>
Knowledge Articles		<input type="text"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

**NEW QUESTION 46**

DRAG DROP

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

- \* Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.
- \* Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. Which features 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
Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	
Report	Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	
View		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

**NEW QUESTION 49**

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro  
B. Power BI  
C. Power Automate  
D. Management Reporter

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

**NEW QUESTION 53**

DRAG DROP

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
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 57**

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# Microsoft

## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



### NEW QUESTION 1

DRAG DROP

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

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
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

- A. Mastered  
B. Not Mastered

Answer: A

**Explanation:**

Box 1:  
You cannot use marketing segments in a campaign.  
Box 2:  
You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.  
Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

### NEW QUESTION 2

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

#### Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

- A. Mastered  
B. Not Mastered

Answer: A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

### NEW QUESTION 3

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

## Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

### NEW QUESTION 4

**HOTSPOT**

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

### NEW QUESTION 5

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue. Which standard record type is used to create the forecast?

- A. Account  
B. Lead  
C. Quote  
D. Opportunity

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

### NEW QUESTION 6

**HOTSPOT**

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

### NEW QUESTION 7

You are a sales representative for a company.  
Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities  
B. Tracking the asset history of a customer  
C. Resolving an open case of a customer  
D. Tracking service level agreements

**Answer:** A

**Explanation:**

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

### NEW QUESTION 8

A company wants to be able to give quotes to customers from their parts list.  
You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Customer Insights  
B. Dynamics 365 Sales  
C. Dynamics 365 Marketing  
D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

### NEW QUESTION 9

**DRAG DROP**

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

## Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	<input type="text"/>
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	<input type="text"/>
Service-level agreement	Rules that trigger on actions in the Customer Service app.	<input type="text"/>
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	<input type="text"/>

- A. Mastered  
B. Not Mastered

Answer: A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**NEW QUESTION 10**

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year. You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

Answer: D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

**NEW QUESTION 10**

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>

**NEW QUESTION 12**

**HOTSPOT**

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

**NEW QUESTION 17**

**HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

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

NOTE: Each correct selection is worth one point.

## Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

## NEW QUESTION 22

### HOTSPOT

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance. You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

## Answer Area

Defining the details for the

- Entitlement.
- First Response By KPI.
- Service-level agreement.
- Customer service schedule.

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

## NEW QUESTION 25

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order. A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open – In progress  
B. Open – Unscheduled  
C. Traveling  
D. Open – Scheduled

**Answer:** A

**Explanation:**

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

## NEW QUESTION 26

### 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
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"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<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"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

### NEW QUESTION 31

**HOTSPOT**

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

- \* Monthly bookkeeping services that take four hours
- \* Yearly tax filings with variable hours that are based on a client's needs for one year
- \* Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

## Answer Area

Work type	Service type
Monthly bookkeeping services that take four hours.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Reimbursements for unplanned government filing fees.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

### NEW QUESTION 33

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

**Answer:** D

**Explanation:**

You would have to create separate bookings for each of the working days.

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

**NEW QUESTION 34**

You have a chart that displays a summary of accounts by industry.

You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

**Answer:** BD

**NEW QUESTION 37**

**DRAG DROP**

A company implements Dynamics 365 Sales.

You need to recommend the features to implement that meet the following requirements:

- \* Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.
- \* Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. Which features 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
Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	
Report	Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	
View		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

**NEW QUESTION 41**

**DRAG DROP**

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
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 42**

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals. The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

**Answer:** C

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

**NEW QUESTION 43**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company.

Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

**Answer:** D

**Explanation:**

Reference: <https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

**NEW QUESTION 47**

**HOTSPOT**

A customer purchases Microsoft 365 and 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**

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

**NEW QUESTION 50**

**DRAG DROP**

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
Microsoft Excel	Stakeholders do not have access to the environment.	
Power BI	They must be able to view business data that is always up to date.	
Dynamics 365 Sales dashboard	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.	
Plug-in		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>

### NEW QUESTION 55

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## Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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**NEW QUESTION 1**

DRAG DROP

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

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
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

- A. Mastered  
B. Not Mastered

**Answer:** A**Explanation:**

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>**NEW QUESTION 2**

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

creates a new lead that uses the LinkedIn data.
updates the current lead with the LinkedIn data.
overwrites the current lead with the LinkedIn data.
updates the current contact with the LinkedIn data.
creates a new lead with the LinkedIn data.

- A. Mastered  
B. Not Mastered

**Answer:** A**Explanation:**Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>**NEW QUESTION 3**

HOTSPOT

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

## Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

### NEW QUESTION 4

**HOTSPOT**

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Explanation/Reference: Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

### NEW QUESTION 5

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue. Which standard record type is used to create the forecast?

- A. Account  
B. Lead  
C. Quote  
D. Opportunity

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

### NEW QUESTION 6

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights  
B. Dynamics 365 Sales Enterprise

- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Answer:** BD

**Explanation:**

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

**NEW QUESTION 7**

HOTSPOT

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system. What is a lead? To answer, select the appropriate option in the answer area.

**Answer Area**

A Dynamics 365 Sales lead is a potential

customer to be qualified or disqualified.
sale related to products in the product catalog.
sale that is always a product of a marketing campaign.
sale that needs to be related to an existing customer record.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 8**

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

**Answer:** A

**Explanation:**

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

**NEW QUESTION 9**

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**NEW QUESTION 10**

HOTSPOT

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file. Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Record type			
Store and track customer information.	<table border="1"> <tr><td>Lead</td></tr> <tr><td>Account</td></tr> </table>	Lead	Account	
Lead				
Account				
Attach a file to an activity.	<table border="1"> <tr><td>Task</td></tr> <tr><td>Notes</td></tr> <tr><td>Phone Call</td></tr> </table>	Task	Notes	Phone Call
Task				
Notes				
Phone Call				

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

**NEW QUESTION 10**

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task  
B. Task  
C. Entitlement  
D. Work order

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

**NEW QUESTION 11**

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	
Service-level agreement	Rules that trigger on actions in the Customer Service app.	
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**NEW QUESTION 13**

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**NEW QUESTION 16**

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>

**NEW QUESTION 19**

**HOTSPOT**

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

**NEW QUESTION 22**

**HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:****Reference:**

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

**NEW QUESTION 24****HOTSPOT**

A company plans to implement new support software. You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Solution
Support automated webchat.	<input type="checkbox"/> Power Virtual Agents <input type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	<input type="checkbox"/> SMS – text message <input type="checkbox"/> Webchat <input type="checkbox"/> Power Platform portal
Combine all customer and employee inquiries into a single interface.	<input type="checkbox"/> Omnichannel for Customer Service <input type="checkbox"/> Power BI <input type="checkbox"/> Customer Service Insights

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:****Reference:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

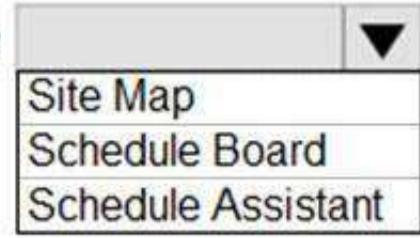
**NEW QUESTION 26****HOTSPOT**

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians. The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map. You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

## Answer Area

You should navigate to the  to see the technician locations on a map.

- [Site Map](#)
- [Schedule Board](#)
- [Schedule Assistant](#)

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

**NEW QUESTION 30**

**HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations. 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
You can create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

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

**NEW QUESTION 34**

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs. Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration  
B. Dynamics 365 mobile app  
C. Azure IoT Central  
D. Azure IoT Hub

**Answer:** CD

**Explanation:**

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

**NEW QUESTION 35**

**DRAG DROP**

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs. You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature 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
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

- A. Mastered  
 B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

### NEW QUESTION 37

#### 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. Hot Area:

## Answer Area

You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

- A. Mastered  
 B. Not Mastered

**Answer:** A

**Explanation:**

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

### NEW QUESTION 38

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:** AB

**Explanation:**

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

### NEW QUESTION 40

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer. Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Resource skills  
 B. Resource roles  
 C. Proficiency models  
 D. Service-level agreements

**Answer:** AC

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

**NEW QUESTION 41**

You have a chart that displays a summary of accounts by industry.

You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

**Answer:** BD

**NEW QUESTION 44**

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

**Answer:** BD

**Explanation:**

Reference:

<https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

**NEW QUESTION 45****DRAG DROP**

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
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 48****HOTSPOT**

A customer purchases Microsoft 365 and 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**

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

**NEW QUESTION 51****DRAG DROP**

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
Microsoft Excel	Stakeholders do not have access to the environment.	
Power BI	They must be able to view business data that is always up to date.	
Dynamics 365 Sales dashboard	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.	
Plug-in		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>

**NEW QUESTION 56**

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Number: MB-910  
Passing Score: 800  
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**Exam Code:** MB-910

**Exam Name:** Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

**Certification Provider:** Microsoft

**Corresponding Certification:** Microsoft Certified Dynamics 365 Fundamentals

**Website:** [www.VCEplus.io](http://www.VCEplus.io)

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**VCEUp**

### 03 - Describe Dynamics 365 Customer Service

#### QUESTION 1

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service.

What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

**Correct Answer:** D

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### QUESTION 2

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

**Correct Answer:** D

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renewan-entitlement>

#### QUESTION 3

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

**Correct Answer:** C

**Section:**

**Explanation:**

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

#### QUESTION 4

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

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NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

**Correct Answer:** A, C

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

#### QUESTION 5

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

**Correct Answer:** C

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

#### QUESTION 6

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

**Correct Answer:** C

**Section:**

**Explanation:**

#### QUESTION 7

DRAG DROP

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.

**Select and Place:**

**Answer Area****Definitions****Item**

Details related to inquiries or issues reported by a customer.

Case

Mechanism for categorizing and prioritizing records.

Queue

Description and performance measurement of services to be delivered.

Service-level agreement

Level and terms of support that are specific to a customer.

Entitlement

Information that can be used to respond to customer inquiries or issues.

**Correct Answer:**

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**Answer Area****Definitions****Item**

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

**Section:****Explanation:**

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

**QUESTION 8****DRAG DROP**

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

**Select and Place:**

Answer Area		
Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

Correct Answer:

Answer Area		
Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	Power Automate
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central
Power Automate		

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### QUESTION 9

##### HOTSPOT

You plan to implement Dynamics 365 Customer 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
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>

Answer Area:

## Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

### QUESTION 10

#### DRAG DROP

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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		
Apps	Feature	App
<input checked="" type="checkbox"/> Omnichannel for Customer Service	Connect with customers by using text messages.	<input type="text"/>
<input type="checkbox"/> Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	<input type="text"/>
<input type="checkbox"/> Dynamics 365 Field Service		

Correct Answer:

Answer Area		
Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk		
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

**QUESTION 11**

**HOTSPOT**

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area:**

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	Bookings Resource Management homepage Universal Resource Scheduling

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule>

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**QUESTION 12**

**HOTSPOT**

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area**

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

**Section:****Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/enus/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customerservice/> monitor-conversations

**QUESTION 13****HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:****Explanation:**Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledgearticle>**QUESTION 14****HOTSPOT**

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Dynamics 365 Field Service</li><li>Customer Service Insights</li></ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"><li>SMS – text message</li><li>Webchat</li><li>Power Platform portal</li></ul>
Combine all customer and employee inquiries into a single interface.	<ul style="list-style-type: none"><li>Omnichannel for Customer Service</li><li>Power BI</li><li>Customer Service Insights</li></ul>

Answer Area:

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**Answer Area**

<b>Requirement</b>	<b>Solution</b>
Support automated webchat.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Power Virtual Agents</div> Dynamics 365 Field Service  Customer Service Insights </div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">SMS – text message</div> Webchat  Power Platform portal </div>
Combine all customer and employee inquiries into a single interface.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Omnichannel for Customer Service</div> Power BI  Customer Service Insights </div>

**Section:****Explanation:****Reference:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

**QUESTION 15****DRAG DROP**

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features 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.

**Select and Place:**

**Answer Area**

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

**Correct Answer:**

**Answer Area**

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

**Section:**

**Explanation:**

**QUESTION 16**
**HOTSPOT**

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

**Hot Area:**

**Answer Area**

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

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Answer Area:

## Answer Area

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

Section:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

### QUESTION 17

DRAG DROP

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue.

Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights		
Connected Customer Service	Create cases from social channels and SMS text messages.	
Omnichannel for Customer Service		

Correct Answer:

Answer Area		
Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service

**Section:**
**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**QUESTION 18**
**HOTSPOT**

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

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 combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

**Answer Area**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input checked="" type="radio"/>

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>  
<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

**QUESTION 19**

HOTSPOT

A company plans to implement Omnichannel for Customer 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
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

**Answer Area:**

**Answer Area**

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

**Section:**

**Explanation:**

**Reference:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

**QUESTION 20**

**DRAG DROP**

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.

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**Select and Place:**

Actions	Answer Area
SLA key performance indicator (KPI)	Scenario
SLA actions	Feature
Business Hours	
Allow Pause and Resume	

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

**Correct Answer:**

Actions	Answer Area
SLA actions	Scenario
Business Hours	Feature

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

SLA key performance indicator (KPI)

Allow Pause and Resume

**Section:**

**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

**Mix Questions**

**QUESTION 1**

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?

- A. Dynamics 365 Customer Service
- B. LinkedIn Campaign Manager
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Correct Answer: C**

**Section:**

**Explanation:**

**QUESTION 2**

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.

- 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.

**Correct Answer: A, B**

**Section:**

**Explanation:**

**QUESTION 3**

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

**Correct Answer: A, C, E**

**Section:**

**Explanation:**

**QUESTION 4**

A company uses social media for marketing.

The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.

You need to determine the supported social media activities.

Which action is supported?

- A. Get notified when a company is mentioned.
- B. Schedule a post to be published in the future.
- C. Analyze the sentiment of posts about a company.
- D. Automatically follow another account when a specified condition is met

**Correct Answer: B**

**Section:**

**Explanation:**

#### **QUESTION 5**

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

**Correct Answer: B, C, D**

**Section:**

**Explanation:**

#### **QUESTION 6**

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Number of cases
- C. Initial response time
- D. Hours of service

**Correct Answer: A, B**

**Section:**

**Explanation:**

#### **QUESTION 7**

A company uses Dynamics 365 Sales with out-of-the-box forms. Users must view logged phone calls and meetings for contacts. Which feature includes phone calls and meetings?

- A. Timeline
- B. Contact information
- C. Controls
- D. Attachments

**Correct Answer: A**

**Section:**

**Explanation:**

#### **QUESTION 8**

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Related Leads
- B. Top Card
- C. Auto Capture

**Correct Answer: A**

**Section:**

**Explanation:**

#### QUESTION 9

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract.

You want to find other colleagues who have interacted with the potential customer so that you can discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Power Virtual Agents
- B. Sales Insights
- C. Customer Service Insights
- D. Market Insights

**Correct Answer: B**

**Section:**

**Explanation:**

#### QUESTION 10

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

- A. Dynamics 365 Sales Insights
- B. Microsoft Excel
- C. Microsoft Outlook
- D. Microsoft Teams

**Correct Answer: A**

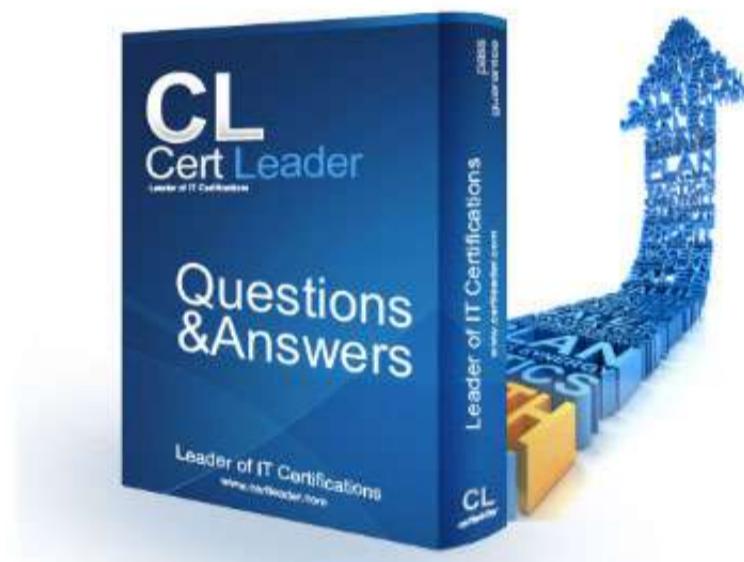
**Section:**

**Explanation:**

## MB-910 Dumps

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

<https://www.certleader.com/MB-910-dumps.html>



**NEW QUESTION 1**

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

**Answer:** AD

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

**NEW QUESTION 2****HOTSPOT**

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements. What happens during synchronization? To answer, select the appropriate option in the answer area.

**Answer Area**

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

- creates a new lead that uses the LinkedIn data.
- updates the current lead with the LinkedIn data.
- overwrites the current lead with the LinkedIn data.
- updates the current contact with the LinkedIn data.
- creates a new lead with the LinkedIn data.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

**NEW QUESTION 3**

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

**Answer:** ADE

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

**NEW QUESTION 4**

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue. Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

**NEW QUESTION 5**

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer. What are two possible ways to achieve the goal? NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

**Answer:** BC

**Explanation:**

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

**NEW QUESTION 6**

DRAG DROP

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- View LinkedIn information from within Dynamics 365 Sales. Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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**

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>  
<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

**NEW QUESTION 7**

A company plans to implement Dynamics 365 Sales.

Which two 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:** AB

**Explanation:**

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

**NEW QUESTION 8**

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**NEW QUESTION 9**

**HOTSPOT**

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file. Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Record type			
Store and track customer information.	<table border="1"><tr><td>Lead</td></tr><tr><td>Account</td></tr></table>	Lead	Account	
Lead				
Account				
Attach a file to an activity.	<table border="1"><tr><td>Task</td></tr><tr><td>Notes</td></tr><tr><td>Phone Call</td></tr></table>	Task	Notes	Phone Call
Task				
Notes				
Phone Call				

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

**NEW QUESTION 10**

A company uses Dynamics 365 Customer Service.

The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case.

Which statement describes what happens when a case item is released from the queue?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.  
B. The case is removed from all queues.  
C. The case is removed from the agent's personal queue and returned to the original support queue.

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues>

**NEW QUESTION 10****DRAG DROP**

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.

**Answer Area**

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

- A. Mastered  
B. Not Mastered

**Answer:** A**Explanation:**

Reference:

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>**NEW QUESTION 14****HOTSPOT**

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday. The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	Dynamics 365 Sales Dynamics 365 Customer Service Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	Bookings Resource Management homepage Universal Resource Scheduling

- A. Mastered  
B. Not Mastered

**Answer:** A**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**NEW QUESTION 15****HOTSPOT**

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

**NEW QUESTION 16**

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons. Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases. Which two options should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

**Answer:** AC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

**NEW QUESTION 19**

**HOTSPOT**

A company plans to implement new support software. You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

**Requirement**

**Solution**

Support automated webchat.

Power Virtual Agents
Dynamics 365 Field Service
Customer Service Insights

Send senior technicians a notification when a case moves to an escalated status.

SMS – text message
Webchat
Power Platform portal

Combine all customer and employee inquiries into a single interface.

Omnichannel for Customer Service
Power BI
Customer Service Insights

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

**NEW QUESTION 24**

**HOTSPOT**

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance. You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

**Answer Area**

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

**NEW QUESTION 29**

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order. A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open – In progress
- B. Open – Unscheduled
- C. Traveling
- D. Open – Scheduled

**Answer:** A

**Explanation:**

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

**NEW QUESTION 31****DRAG DROP**

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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
Work orders	Specify types of services needed at customer locations.	
Scheduling and dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 33****HOTSPOT**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area****Requirement**

Keep track of equipment inspections, maintenance, and repairs.

**Option**

Return to vendor
Asset management
Knowledge management

Provide a replacement for faulty equipment that cannot be repaired on site.

Return to vendor
Asset management
Return merchandise authorization

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

**NEW QUESTION 38**

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
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"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<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"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

**NEW QUESTION 43**

You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office. You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.  
B. Open the client's project Gantt chart and filter by the term expert plumber.  
C. Open the Resource Utilization board and filter by the term expert plumber.  
D. Open the Schedule board and filter by the term expert plumber.

**Answer:** CD

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

**NEW QUESTION 48**

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.

You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer. Which two features should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Resource skills  
B. Resource roles  
C. Proficiency models  
D. Service-level agreements

**Answer:** AC

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

**NEW QUESTION 52**

DRAG DROP

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365

Sales. You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution 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

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	
Knowledge Articles		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

### Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process	Microsoft Teams
LinkedIn Sales Navigator	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
Microsoft Dataverse	Acquire relevant account information from Dynamics 365 Finance.	Microsoft Dataverse
Knowledge Articles		

### NEW QUESTION 57

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.  
B. By default, a base currency is available and other currencies can be added as needed.  
C. Exchange rates are automatically updated.  
D. Exchange rates need to be updated manually.

**Answer:** BD

**Explanation:**

Reference:

<https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

### NEW QUESTION 59

#### DRAG DROP

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
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 62****HOTSPOT**

A customer purchases Microsoft 365 and 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**

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

**NEW QUESTION 67****DRAG DROP**

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
Microsoft Excel	Stakeholders do not have access to the environment. They must be able to view business data that is always up to date.	
Power BI		
Dynamics 365 Sales dashboard	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.	
Plug-in		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>

**NEW QUESTION 68**

.....

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**Exam Code: MB-910**  
**Exam Name: Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)**



**Exam A****QUESTION 1**

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

**Correct Answer: C****Section:****Explanation:**

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

**QUESTION 2**

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.  
Temporary employees take much longer to resolve cases than seasoned employees.  
You need to recommend features that will help employees find information needed to resolve cases.  
Which two options should you recommend? Each correct answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

**Correct Answer: A, C****Section:****Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

**QUESTION 3**

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service.  
You need to review the timeline for a case that you are managing.  
Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

**Correct Answer: C**

**Section:****Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>**QUESTION 4**

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

**Correct Answer: B****Section:****Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>**QUESTION 5**

You need to update inventory data for a company's warehouse.

Which two record types can you use to update the inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Agreement
- B. Warehouse
- C. Inventory adjustment
- D. Return merchandise authorization (RMA)

**Correct Answer: C, D****Section:****QUESTION 6****HOTSPOT**

A customer purchases Microsoft 365 and 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.

**Hot Area:**

## Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input checked="" type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input checked="" type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input checked="" type="radio"/>

Answer Area:

## Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input checked="" type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input checked="" type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input checked="" type="radio"/>	<input type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer>  
<https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

### QUESTION 7

A company uses social media for marketing.  
The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.  
You need to determine the supported social media activities.  
Which action is supported?

- A. Get notified when a company is mentioned.
- B. Schedule a post to be published in the future.
- C. Analyze the sentiment of posts about a company.

- D. Automatically follow another account when a specified condition is met

**Correct Answer: B**

Section:

**QUESTION 8**

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

**Correct Answer: B, C, D**

Section:

**QUESTION 9**

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Number of cases
- C. Initial response time
- D. Hours of service

**Correct Answer: A, B**

Section:

**QUESTION 10**

A company uses Dynamics 365 Sales with out-of-the-box forms. Users must view logged phone calls and meetings for contacts. Which feature includes phone calls and meetings?

- A. Timeline
- B. Contact information
- C. Controls
- D. Attachments

**Correct Answer: A**

Section:

**QUESTION 11**

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

**Correct Answer: C**

**Section:**

**QUESTION 12**

DRAG DROP

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.

**Select and Place:**

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

**Correct Answer:**

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

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**Section:****Explanation:**

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

**QUESTION 13****DRAG DROP**

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

**Select and Place:**

**Answer Area**

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

**Correct Answer:****Answer Area**

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

**Section:****Explanation:**Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>**QUESTION 14****HOTSPOT**

You plan to implement Dynamics 365 Customer Service.

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

NOTE: Each correct selection is worth one point.

**Hot Area:****Answer Area**

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

## Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

## QUESTION 15

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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		
Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	
Unified Service Desk		
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	

**Correct Answer:**

Answer Area		
Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk		
Dynamics 365 Field Service	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

## QUESTION 16

HOTSPOT

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday. The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements. Which products should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <input type="checkbox"/> Dynamics 365 Sales  <input type="checkbox"/> Dynamics 365 Customer Service  <input type="checkbox"/> Dynamics 365 Marketing         </div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <input type="checkbox"/> Bookings  <input type="checkbox"/> Resource Management homepage  <input type="checkbox"/> Universal Resource Scheduling         </div>

**Answer Area:**

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <input checked="" type="checkbox"/> Dynamics 365 Sales  <input checked="" type="checkbox"/> Dynamics 365 Customer Service  <input type="checkbox"/> Dynamics 365 Marketing         </div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <input type="checkbox"/> Bookings  <input type="checkbox"/> Resource Management homepage  <input checked="" type="checkbox"/> Universal Resource Scheduling         </div>

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule>  
<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**QUESTION 17**

A company uses Dynamics 365 Sales.  
 You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.  
 Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote

D. Opportunity

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast>

#### **QUESTION 18**

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal?

NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

**Correct Answer: B, C**

**Section:**

**Explanation:**

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

#### **QUESTION 19**

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Correct Answer: B, D**

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

#### **QUESTION 20**

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

**Correct Answer: A**

**Section:****Explanation:**

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

**QUESTION 21**

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

**Correct Answer: A, B**

**Section:****Explanation:**

Reference:

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

**QUESTION 22**

A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company.

What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Correct Answer: B**

**Section:****Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**QUESTION 23**

HOTSPOT

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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:**

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## Answer Area

Statement	Yes	No
-----------	-----	----

You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

Answer Area:

## Answer Area

Statement	Yes	No
-----------	-----	----

You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.

You can see leads in your opportunities view even if the lead is not qualified.

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

### QUESTION 24

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:

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

Correct Answer:

Answer Area		
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

**Section:**

**Explanation:**

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

**QUESTION 25**

**DRAG DROP**

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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.

**Select and Place:**

## Answer Area

Features	Requirement	Feature
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		

Correct Answer:

## Answer Area

Features	Requirement	Feature
Auto capture	Keep track of upcoming appointments and commitments.	Assistant
Notes analysis		
	Restart a conversation with a customer on a topic of interest.	Talking points
Who knows whom		

Section:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant> <https://docs.microsoft.com/enus/dynamics365/ai/sales/talking-points>

### QUESTION 26

DRAG DROP

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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		
Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Correct Answer:

Answer Area		
Controls	Requirement	Control
	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

## QUESTION 27

HOTSPOT

A company plans to implement Omnichannel for Customer 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
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area**

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

**Section:****Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/enus/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customerservice/ monitor-conversations>

**QUESTION 28****HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, 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
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input checked="" type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input checked="" type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input checked="" type="radio"/>

**Answer Area:**

## Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**

**Explanation:**

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

**QUESTION 29**

**HOTSPOT**

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

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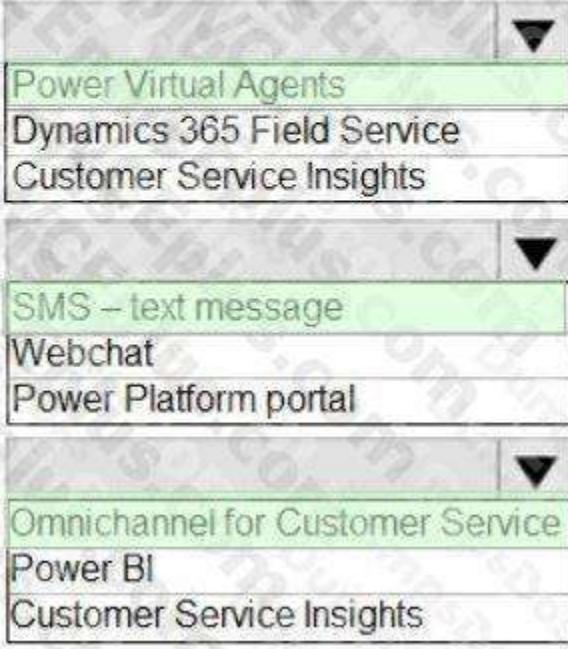
**Hot Area:**

## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"> <li>Power Virtual Agents</li> <li>Dynamics 365 Field Service</li> <li>Customer Service Insights</li> </ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"> <li>SMS – text message</li> <li>Webchat</li> <li>Power Platform portal</li> </ul>
Combine all customer and employee inquiries into a single interface.	<ul style="list-style-type: none"> <li>Omnichannel for Customer Service</li> <li>Power BI</li> <li>Customer Service Insights</li> </ul>

Answer Area:

### Answer Area

Requirement	Solution
Support automated webchat.	
Send senior technicians a notification when a case moves to an escalated status.	
Combine all customer and employee inquiries into a single interface.	

Section:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

### QUESTION 30

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features 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.

Select and Place:

Answer Area		
Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	<input type="text"/>
Routing rules	Customers must be able to create cases by sending email.	<input type="text"/>
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	<input type="text"/>
Plug-in		

Correct Answer:

Answer Area		
Features	Requirement	Feature
Routing rules	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
	Customers must be able to create cases by sending email.	Plug-in
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

**Section:****Explanation:****QUESTION 31****HOTSPOT**

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

**Hot Area:****Answer Area**

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

**Answer Area:**

## Answer Area

Defining the details for the

Entitlement.
First Response By KPI.
Service-level agreement.
Customer service schedule.

Section:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

### QUESTION 32

DRAG DROP

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue.

Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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		
Solutions	Requirement	Solution
Azure Hub telemetry		
Customer Service Insights	Detect and diagnose equipment problems before customers are aware of an issue.	
Connected Customer Service	Create cases from social channels and SMS text messages.	
Omnichannel for Customer Service		

Correct Answer:

Answer Area		
Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service

**Section:**
**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**QUESTION 33**
**DRAG DROP**

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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.

**Select and Place:**

Answer Area		
Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

**Correct Answer:**

Answer Area		
Features	Requirement	Feature
	Specify types of services needed at customer locations.	Work orders
	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
	Track customer equipment.	Asset management
	Automatically generate recurring maintenance appointments.	Preventive maintenance

**Section:**
**Explanation:**

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

**QUESTION 34**

HOTSPOT

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

**Answer Area**

Statement	Yes	No
You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders> <https://docs.microsoft.com/enus/dynamics365/field-service/overview>

**QUESTION 35**

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.

Inspections can be completed without internet connectivity.

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

Statement	Yes	No
-----------	-----	----

Images can be added to an inspection when using the mobile app.

Inspections can be completed without internet connectivity.

**Section:****Explanation:**

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

**QUESTION 36****HOTSPOT**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

Requirement	Option			
Keep track of equipment inspections, maintenance, and repairs.	<table border="1"><tr><td>Return to vendor</td></tr><tr><td>Asset management</td></tr><tr><td>Knowledge management</td></tr></table>	Return to vendor	Asset management	Knowledge management
Return to vendor				
Asset management				
Knowledge management				
Provide a replacement for faulty equipment that cannot be repaired on site.	<table border="1"><tr><td>Return to vendor</td></tr><tr><td>Asset management</td></tr><tr><td>Return merchandise authorization</td></tr></table>	Return to vendor	Asset management	Return merchandise authorization
Return to vendor				
Asset management				
Return merchandise authorization				

Answer Area:

**Answer Area**

Requirement	Option			
Keep track of equipment inspections, maintenance, and repairs.	<table border="1"><tr><td>Return to vendor</td></tr><tr><td>Asset management</td></tr><tr><td>Knowledge management</td></tr></table>	Return to vendor	Asset management	Knowledge management
Return to vendor				
Asset management				
Knowledge management				
Provide a replacement for faulty equipment that cannot be repaired on site.	<table border="1"><tr><td>Return to vendor</td></tr><tr><td>Asset management</td></tr><tr><td>Return merchandise authorization</td></tr></table>	Return to vendor	Asset management	Return merchandise authorization
Return to vendor				
Asset management				
Return merchandise authorization				

**Section:****Explanation:****Reference:**<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/enus/dynamics365/field-service/process-return>**QUESTION 37****DRAG DROP**

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to meet the requirements.

Which feature 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.

**Select and Place:**

Answer Area		
Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

**Correct Answer:**

Answer Area		
Features	Requirement	Feature
	Redirect a field technician to handle high-priority emergency jobs.	Universal Resource Scheduling
	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	Resource scheduling optimization
	Proactively detect issues in devices and reduce costs associated with assisted service.	Connected Field Service

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-overview> <https://docs.microsoft.com/enus/dynamics365/field-service/connected-field-service>

**QUESTION 38**

**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.

**Hot Area:**

**Answer Area**

Statement	Yes	No
-----------	-----	----

Field agents can perform maintenance on customer assets.

You can see availability of these agents and schedule them to

Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.

You can manually assign lead technicians to oversee large-scale emergency service calls.

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

Statement	Yes	No
-----------	-----	----

Field agents can perform maintenance on customer assets.

You can see availability of these agents and schedule them to

Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.

You can manually assign lead technicians to oversee large-scale emergency service calls.

**Section:****Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>**QUESTION 39****HOTSPOT**

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

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

NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area**

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

**Answer Area:**

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

**Section:****Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/project-operations/project-operations-overview> <https://docs.microsoft.com/en-us/dynamics365/project-operations/project-operations-time-entries>

**QUESTION 40**

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

Correct Answer: A, B

Section:

Explanation:

Topic 6, Describe shared features

#### QUESTION 41

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.

Hot Area:

#### Answer Area

You must assign a value to the

Type
Topic
Last name
Stakeholder

Answer Area:

#### Answer Area

You must assign a value to the

Type
Topic
Last name
Stakeholder

Section:

Explanation:

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

#### QUESTION 42

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.	<input type="text"/>
Edit row	Update the project task.	<input type="text"/>
Copy row		

**Correct Answer:****Answer Area**

Functionalities	Scenario	Functionality
Recall	Update the hours.	<input checked="" type="checkbox"/> Recall
Edit row	Update the project task.	<input checked="" type="checkbox"/> Recall
Copy row		

**Section:****Explanation:**Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>**QUESTION 43****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:****www.VCEplus.io**

## Answer Area

Statement	Yes	No
-----------	-----	----

You can use the Schedule Board to determine when the resource is available.

You can use the Active Role Utilization chart to determine when the resource is available.

You can use Resource Reconciliation to determine when the resource is available.

Answer Area:

## Answer Area

Statement	Yes	No
-----------	-----	----

You can use the Schedule Board to determine when the resource is available.

You can use the Active Role Utilization chart to determine when the resource is available.

You can use Resource Reconciliation to determine when the resource is available.

Section:

Explanation:

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

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resourcereconciliation-overview>

### QUESTION 44

HOTSPOT

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

Monthly bookkeeping services that take four hours Yearly tax filings with variable hours that are based on a client's needs for one year Reimbursements for unplanned government filing fees You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Work type	Service type
Monthly bookkeeping services that take four hours.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Reimbursements for unplanned government filing fees.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product

Answer Area:

**Answer Area**

Work type	Service type
Monthly bookkeeping services that take four hours.	<input checked="" type="checkbox"/> Project-based service with Time and Material billing method <input checked="" type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	<input checked="" type="checkbox"/> Project-based service with Time and Material billing method <input checked="" type="checkbox"/> Project-based service with Fixed Price billing method <input type="checkbox"/> Product as Write-In Product <input type="checkbox"/> Product as Existing Product
Reimbursements for unplanned government filing fees.	<input type="checkbox"/> Project-based service with Time and Material billing method <input type="checkbox"/> Project-based service with Fixed Price billing method <input checked="" type="checkbox"/> Product as Write-In Product <input checked="" type="checkbox"/> Product as Existing Product

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

**QUESTION 45**

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

**Correct Answer: D****Section:****Explanation:**

You would have to create separate bookings for each of the working days.  
Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

**QUESTION 46**

You have a chart that displays a summary of accounts by industry.

You need a chart that groups the account data by city instead of by industry. You must be able to access the chart at a later date.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

**Correct Answer: B, D****Section:****QUESTION 47**

A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates.

You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

**Correct Answer: B, D****Section:**

**Explanation:**

Reference:

<https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

**QUESTION 48**

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Related Leads
- B. Top Card
- C. Auto Capture

**Correct Answer: A**

Section:

**QUESTION 49**

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract.

You want to find other colleagues who have interacted with the potential customer so that you can discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Power Virtual Agents
- B. Sales Insights
- C. Customer Service Insights
- D. Market Insights

**Correct Answer: B**

Section:

**QUESTION 50**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

- A. Dynamics 365 Sales Insights
- B. Microsoft Excel
- C. Microsoft Outlook
- D. Microsoft Teams

**Correct Answer: A**

Section:

**QUESTION 51**

Sales representatives need a view of all of their customers and the statistics that relate to these customers.

You need to identify how to create visuals for sales representatives to analyze and compare the data for multiple accounts.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

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- A. Create custom forms.
- B. Embed Power BI reports in a system dashboard.
- C. Create charts.
- D. Create reports in the report wizard.
- E. Import Excel data.

**Correct Answer: B, C, D**

**Section:**

**QUESTION 52**

**DRAG DROP**

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.

**Select and Place:**

Areas		Answer Area	Requirement	Area
Case	Entitlement		Opened issue	Area
Queue			No more than 10 issues	Area
			Escalations	Area

**Correct Answer:**

Areas	Answer Area
<input type="text"/>	<input type="text"/>

**Requirement**

Opened issue  
No more than 10 issues  
Escalations

Area
Case
Queue
Entitlement

**Section:****Explanation:****QUESTION 53****HOTSPOT**

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.

**Hot Area:**

What is the automated solution?

A/B test.
Market Insights.
Enhanced email.

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.

**Answer Area:**

What is the automated solution?

A/B test.
Market Insights.
Enhanced email.

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.

**Section:**

**Explanation:**

#### QUESTION 54

##### HOTSPOT

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

**Hot Area:**

Issue	Feature
One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.	Bookable Resource Universal Resource Scheduling Field Service Mobile
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

**Answer Area:**

Issue	Feature
One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.	Bookable Resource <b>Universal Resource Scheduling</b> Field Service Mobile
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 <b>Schedule Board</b> Field Service Mobile Geocoding

**Section:**

**Explanation:****QUESTION 55****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.

**Hot Area:**

Configuration option	Record type
Services sold to customers	Units Products Price list items
Relationships between multiple items sold as a single SKU	Bundles Price lists Unit groups

**Answer Area:**

Configuration option	Record type
Services sold to customers	Units <b>Products</b> Price list items
Relationships between multiple items sold as a single SKU	Bundles Price lists <b>Unit groups</b>

**Section:****Explanation:****QUESTION 56****HOTSPOT**

A company implements Dynamics 365 Customer 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:**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector.	<input type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector.	<input checked="" type="checkbox"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service.	<input checked="" type="checkbox"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector.	<input checked="" type="checkbox"/>	<input type="radio"/>

**Section:****Explanation:****QUESTION 57****HOTSPOT**

You are investigating the reporting capabilities for Dynamics 365 applications.

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:**

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input checked="" type="checkbox"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input checked="" type="checkbox"/>	<input type="radio"/>

**Answer Area:**

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input checked="" type="checkbox"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input checked="" type="checkbox"/>	<input type="radio"/>

**Section:**

**Explanation:****QUESTION 58****HOTSPOT**

A company maintains a group of commercial buildings. The company implements Dynamics 365 Field Service.

A new employee is hired. The employee holds several advanced certifications for maintaining specific types of industrial air filtration units.

You need to add The new employee as a resource in the system.

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

NOTE: Each correct selection is worth one point.

**Hot Area:**

Requirement	Option			
Specify the certification type.	<table border="1"><tr><td>Rating value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating value	Category	Skill
Rating value				
Category				
Skill				
Specify the certification level.	<table border="1"><tr><td>Rating Value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating Value	Category	Skill
Rating Value				
Category				
Skill				

**Answer Area:**

Requirement	Option			
Specify the certification type.	<table border="1"><tr><td>Rating value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating value	Category	Skill
Rating value				
Category				
Skill				
Specify the certification level.	<table border="1"><tr><td>Rating Value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating Value	Category	Skill
Rating Value				
Category				
Skill				

**Section:****Explanation:****QUESTION 59****HOTSPOT**

You are examining the functionality of views 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.

**Hot Area:**

**Statements**

Views can be created only by users who have access to customize the system.

Yes	No
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>

System views can be deleted or deactivated.

Views can be configured so that records are editable inline.

**Answer Area:****Statements**

Views can be created only by users who have access to customize the system.

Yes	No
<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>

System views can be deleted or deactivated.

Views can be configured so that records are editable inline.

**Section:****Explanation:****QUESTION 60****DRAG DROP**

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product 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:**

Products	Answer Area	Requirement	Product
Dynamics 365 Marketing		View costs associated with speakers.	<input type="text"/> <input type="text"/>
Customer Insights		Create waitlists for events.	
Dynamics 365 Sales			
Dynamics 365 Sales Insights			

**Correct Answer:**

Products	Answer Area	Requirement	Product
Dynamics 365 Marketing			Dynamics 365 Marketing
Customer Insights			Dynamics 365 Marketing
Dynamics 365 Sales			
Dynamics 365 Sales Insights			

Section:

Explanation:

#### QUESTION 61

##### HOTSPOT

A company uses Dynamics 365 Customer Service.

A customer service agent needs to understand how knowledge search works.

How should you explain this feature?

Select the answer that correctly completes the sentence.

Hot Area:

Answer Area

The Knowledge search feature uses



Answer Area:

## Answer Area

The Knowledge search feature uses

- Smart assist
- Similar cases
- Subjects
- Smart assist
- Microsoft Dataverse search

Section:

Explanation:

**QUESTION 62**

HOTSPOT

You are using Dynamics 365 Field Service inspections.

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

Hot Area:

## Answer Area

**Statement**

Inspections can be completed without internet access.

Inspections require new tables and columns.

Images can be added to an inspection.

Yes	No
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area****Statement**

Inspections can be completed without internet access.

<b>Yes</b>	<b>No</b>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>

Inspections require new tables and columns.

Images can be added to an inspection.

**Section:****Explanation:****QUESTION 63**

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service.

The management team wants to understand the benefits of the Dynamics 365 App for Outlook.

You need to explain the available features.

Which two features should you explain?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Track an email from Outlook to an existing sales order in Dynamics 365 Sales.
- B. Create a Dynamics 365 email template.
- C. Synchronize an appointment created in Dynamics 365 Sales to Outlook.
- D. Synchronize a custom field in the contact table to a user-defined field in Outlook.

**Correct Answer: A, C**

**Section:****QUESTION 64****DRAG DROP**

A company plans to replace its existing marketing software with Microsoft products.

You need to recommend an app to accomplish each task.

Which app should you recommend? To answer, drag the appropriate applications to the correct tasks. Each application 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:**

**Apps**

Answer Area
Dynamics 365 Customer Voice
Dynamics 365 Customer Insights
Dynamics 365 Sales Insights

**Task**

Send a survey.

Identify customers in multiple types of data sources.

**App**


**Correct Answer:****Apps**

Answer Area
Dynamics 365 Customer Voice
Dynamics 365 Customer Insights

**Task**

Send a survey.

Identify customers in multiple types of data sources.

**App**

Dynamics 365 Customer Voice
Dynamics 365 Customer Insights

**Section:****Explanation:****QUESTION 65**

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.

You need to select the option.

Which option should you select?

- A. Dynamic PivotTable
- B. Static worksheet
- C. Dynamic worksheet
- D. Open in Excel Online

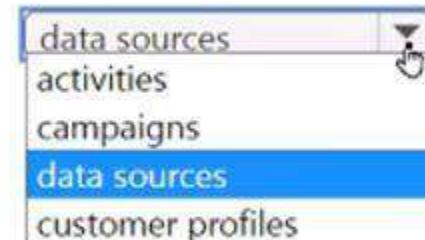
**Correct Answer: C****Section:****Explanation:****QUESTION 66****HOTSPOT**

A company uses Dynamics 365 Customer Insights.  
Select the answer that correctly completes the sentence.

**Hot Area:**

**Answer Area**

Matching conditions may be used to create a unified single data set from fields from multiple



**Answer Area:**

**Answer Area**

Matching conditions may be used to create a unified single data set from fields from multiple



**Section:**

**Explanation:**

**QUESTION 67**

DRAG DROP

A company uses Dynamics 365 Customer Service. The company only uses out-of-the-box features.

A customer service manager plans to use dashboards for the management team.

You need to describe which visualization should be used for each requirement.

Which visualizations should you use? To answer, drag the appropriate visualization to the correct requirement. Each visualization 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:**

**Visualizations**

- Historical analytics
- Standard dashboard
- Interactive experience dashboard

**Answer Area****Requirement**

AI-generated case insights.

List of active cases and activities refined by using a global filter.

**Visualization**

- 
- 

**Correct Answer:****Visualizations**

- 
- 
- Interactive experience dashboard

**Answer Area****Requirement**

AI-generated case insights.

List of active cases and activities refined by using a global filter.

**Visualization**

- Standard dashboard
- Historical analytics

**Section:****Explanation:****QUESTION 68**

A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Audience-based
- B. Event-based
- C. Scheduled
- D. Customer onboarding

**Correct Answer: A, B**

**Section:**

**QUESTION 69**

DRAG DROP

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues.

Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.

Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type 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.

**Select and Place:**

**Rule Types**

Prioritization
Skill-based routing
Work classification
...

**Answer Area****Need**

Updating the priority column on a case based on existing information.

Assignment order when agents have capacity available.

**Rule type**


**Correct Answer:****Rule Types**

Work classification
...

**Answer Area****Need**

Updating the priority column on a case based on existing information.

Assignment order when agents have capacity available.

**Rule type**

Prioritization
Skill-based routing

**Section:****Explanation:****QUESTION 70**

A company uses lead scoring models with Dynamics 365 Customer Insights - Journeys.

You need to identify actions that affect lead scores.

Which two actions should you identify? Each correct answer is a complete solution.

NOTE: Each correct selection is worth one point.

- A. webpage visits
- B. phone calls
- C. form submissions
- D. event payments

**Correct Answer: A, C****Section:**