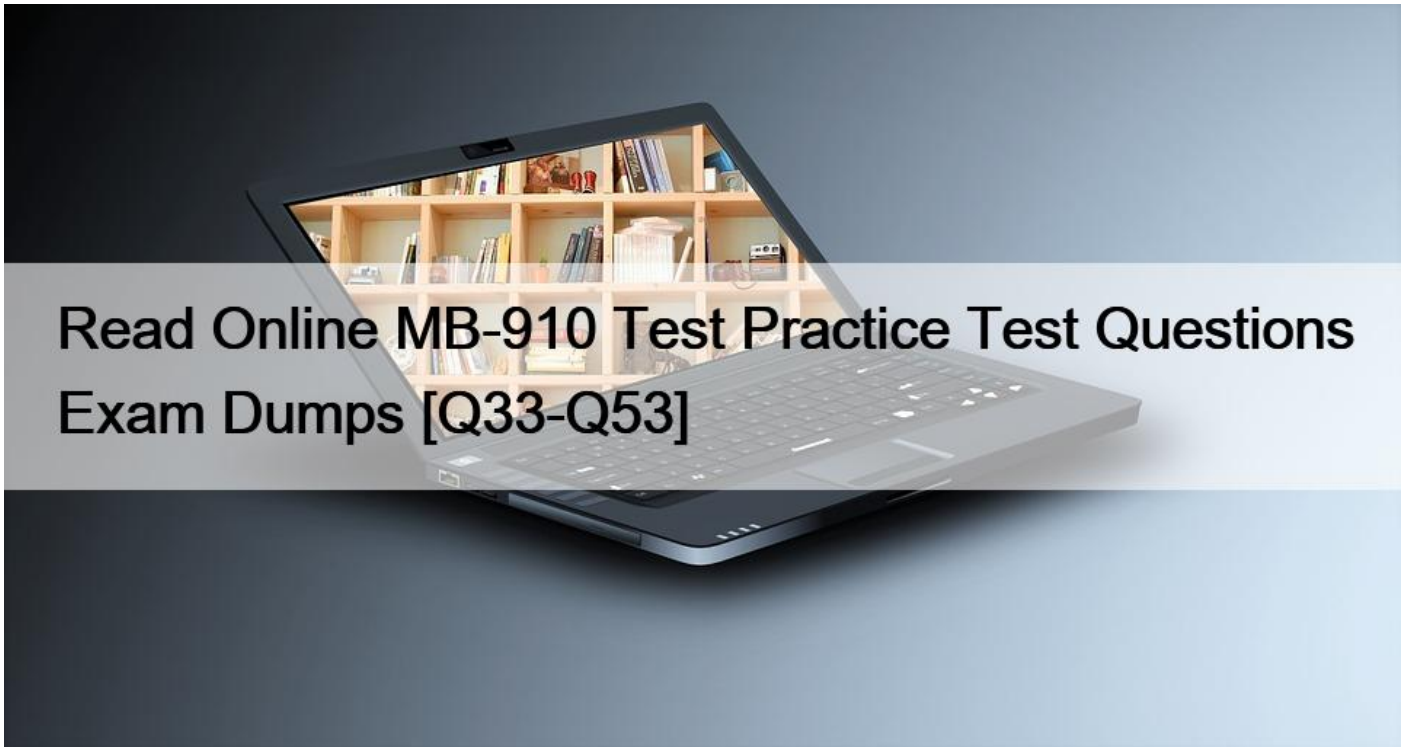# Read Online MB-910 Test Practice Test Questions Exam Dumps [Q33-Q53



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Certification Topics Microsoft MB-910 Certification Exam

Our **Microsoft MB-910 exam dumps** covers the following objectives of ABA Certified Trust and Financial Advisor (CTFA) Exam.
  - Describe Dynamics 365 Marketing (10-15%)- Describe shared features (15-20%)- Describe Dynamics 365 Field Service (15-20%) **NEW QUESTION 33**

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?
* Open &#8211; In progress
* Open &#8211; Unscheduled
* Traveling
* Open &#8211; Scheduled
Reference:

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

**NEW QUESTION 34**

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.

**Answer Area**

| Statement | Yes | No |
|---|---|---|
| You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service. | ○ | ○ |
| Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service. | ○ | ○ |

**Answer Area**

| Statement | Yes | No |
|---|---|---|
| You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service. | ○ | ● |
| Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service. | ○ | ● |

Reference:

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

**NEW QUESTION 35**

A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of Question:s 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?
* Connected Field Service
* Inspections
* Microsoft Customer Voice
* Scheduling
Reference:

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

**NEW QUESTION 36**

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents. For each of the following statements, select Yeas 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. | ○ | ○ |
| You can access SharePoint Online documents from within Dynamics 365 Sales. | ○ | ○ |
| SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales. | ○ | ○ |

**Answer Area**

| Statement | Yes | No |
| --- | --- | --- |
| SharePoint Online uses document security settings from Dynamics 365 Sales. | ○ | **○** |
| You can access SharePoint Online documents from within Dynamics 365 Sales. | **○** | ○ |
| SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales. | **○** | ○ |

Reference:

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

**NEW QUESTION 37**

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.

## Answer Area

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

## Answer Area

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

Reference:

https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant

https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points

**NEW QUESTION 38**

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?
* Turning leads into opportunities
* Tracking the asset history of a customer
* Resolving an open case of a customer
* Tracking service level agreements

**NEW QUESTION 39**

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer&#8217;s air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company. What should you recommend?
* Field Service Mobile
* Work orders
* Connected Field Service
* Universal Resource Scheduling
* Case management
Reference:

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

**NEW QUESTION 40**

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.

## 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 | | |

## 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 | | |

**NEW QUESTION 41**

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. | ○ | ○ |

**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. | ○ | ☑ |

Reference:

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

**NEW QUESTION 42**

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.

**Answer Area**

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

**Answer Area**

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

Reference:

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

**NEW QUESTION 43**

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.
*  Resource skills
*  Resource roles
*  Proficiency models
*  Service-level agreements
Reference:

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

**NEW QUESTION 44**

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.

**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 | | |

**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 | | |
| Connected Customer Service | Create cases from social channels and SMS text messages. | Omnichannel for Customer Service |
| Omnichannel for Customer Service | | |

Reference:

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

**NEW QUESTION 45**

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. | ▼ |
| | Lead |
| | Account |
| Attach a file to an activity. | ▼ |
| | Task |
| | Notes |
| | Phone Call |

## Answer Area

| Requirement | Record type |
|---|---|
| Store and track customer information. | ▼ |
| | Lead |
| | **Account** |
| Attach a file to an activity. | ▼ |
| | 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/

**NEW QUESTION 46**

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.





Reference:

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

**NEW QUESTION 47**

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 | 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 48**

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. | O | O |
| Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled. | O | O |
| You can manually assign lead technicians to oversee large-scale emergency service calls. | O | O |

## 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. | ◉ | O |
| Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled. | ◉ | O |
| You can manually assign lead technicians to oversee large-scale emergency service calls. | ◉ | O |

Reference:

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

**NEW QUESTION 49**

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.



**NEW QUESTION 50**

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?
* The case continues to remain in the agent&#8217;s personal queue until someone else selects the item from the queue.
* The case is removed from all queues.
* The case is removed from the agent&#8217;s personal queue and returned to the original support queue.
Reference:

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

**NEW QUESTION 51**

You are evaluating Dynamics 365 Sales as a potential replacement for your company&#8217;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. |

**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

**NEW QUESTION 52**

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

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

**Features**

| SLA key performance indicator (KPI) |
| SLA actions |
| Business Hours |
| Allow Pause and Resume |

**Answer Area**

| Scenario | Feature |
|---|---|
| Prevent enforcement of the SLA terms while waiting for additional information from a customer. | Feature |
| Send an email when a case is at risk for non-compliance with an SLA. | Feature |

**Features**

| SLA key performance indicator (KPI) |
| SLA actions |
| Business Hours |
| Allow Pause and Resume |

**Answer Area**

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

**NEW QUESTION 53**

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?
* Account
* Lead
* Quote
* Opportunity
Reference:

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

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Schedule exam **Languages:** English, Japanese, Chinese (Simplified), Korean, French, Spanish, Portuguese (Brazil), Russian, Arabic (Saudi Arabia), Chinese (Traditional), Italian, German

 **Retirement date:** none

 This exam measures your ability to describe the following: Dynamics 365 Marketing; Dynamics 365 Sales; Dynamics 365 Customer Service; Dynamics 365 Field Service; Project Operations; and shared features.

**MB-910 Certification All-in-One Exam Guide Aug-2022:** https://www.vceprep.com/MB-910-latest-vce-prep.html]