



Free Questions for MB-910 by actualtestdumps

Shared by Pickett on 29-01-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: Hotspot

A company uses Dynamics 365 Field Service.

Employees need to schedule bookings while viewing work order details.

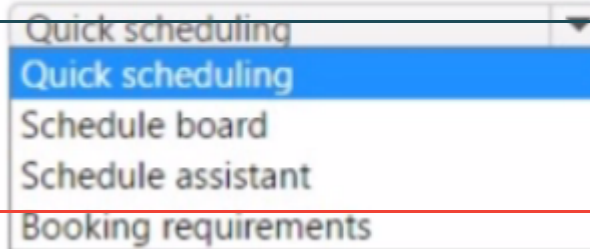
Which feature should you recommend?

Select the answer that correctly completes the sentence.

Answer Area

Answer:

To schedule, use the _____ feature.



- Quick scheduling
- Quick scheduling
- Schedule board
- Schedule assistant
- Booking requirements

Question 2

Question Type: Hotspot

A company is evaluating Dynamics 365 Field Service.

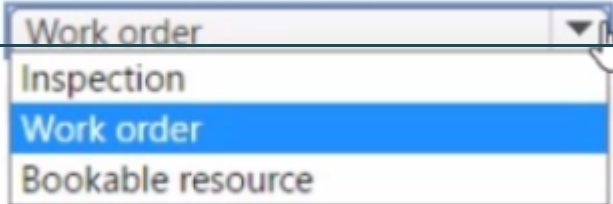
The company must be able to manage technicians that perform onsite repairs at client offices.

You need to understand which product features are available to meet the requirements.

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

NOTE: Each correct selection is worth one point.

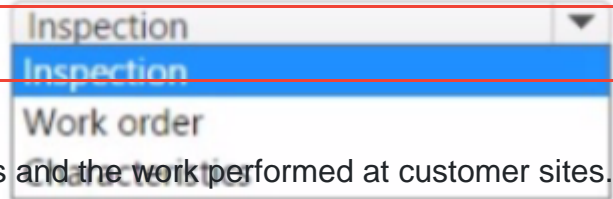
Answer Area

Requirement	Feature
Answer:	Relate an account to a pending job.
	

Question 3

Question Type: DragDrop

Diagnose a problem by using a list of questions.



A heating and cooling company uses many disparate systems to track technicians and the work performed at customer sites.

A dispatcher wants to implement Dynamics 365 Field Service. The dispatcher needs to ensure that all their current processes can be performed with the new system.

Match each requirement to the lifecycle stage in Dynamics 365 Field Service.

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

NOTE: Each correct selection is worth one point.

Lifecycle stages	Answer Area	Lifecycle stage
Case	Requirement	
Answer:	Define products a technician may need for the task.	
Work order	Assign a technician to perform the task.	
Schedule	Complete the task.	
Dispatch		
Service		
Review/Approval		

Question 4

Question Type: DragDrop

A company that provides house cleaning services uses Dynamics 365 Customer Service.

The company wants to set up service scheduling. The company needs to gather the following information:

- * Cities in which services are offered.
- * Personnel and equipment needed to perform services.
- * Availability of personnel.

You need to recommend configuration options.

Which configuration option should you recommend? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

Configurations		Answer Area	
Organizational units			
Answer:			
Resources	•	Requirement	Configuration
Resource groups	•	List of cities	<input type="text"/>
Work hours	•	Personnel	<input type="text"/>
	•	Personnel availability	<input type="text"/>

Question 5

Question Type: Hotspot

A company provides mobile catering services for corporate and special events. A cooking team arrives at a customer site with mobile cooking stations and ingredients to prepare meals for a customer audience.

The company has identified that Dynamics 365 Field Service allows them to respond to the following requirements:

- * Schedule mobile catering teams composed of one chef, three cooks, and one presenter.
- * Ensure that adequate ingredients are available and track ingredient shortages.
- * Capture timing details to complete a customer order within three hours.

You need to configure the system.

Answer Area

Requirement

Component

Answer:

Meal ingredients

Service task type

- Service
- Product
- Product family
- Service task type

Question 6

Question Type: Hotspot

Ingredient shortages

Incident type

- Work order type
- Incident type
- Service task type

A company plans to implement a solution to send a survey after a case is closed.

The survey tool must send the survey with the case number, contact name, and results linked to the case record.

You need to create the survey.

Three hours completion time

Work order duration

- Work order summary
- Work order summary report
- Work order completion surveys
- Work order duration

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

NOTE: Each correct selection is worth one point.

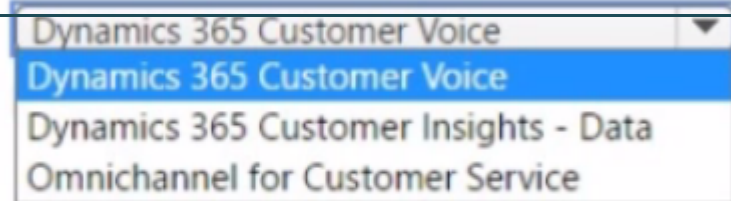
Answer Area

Requirement

Tool or component

Answer:

Select the survey tool.



A dropdown menu with a white background and a grey border. The current selection is 'Dynamics 365 Customer Voice', which is highlighted in blue. The menu is open, showing the following options: 'Dynamics 365 Customer Voice', 'Dynamics 365 Customer Insights - Data Omnichannel for Customer Service', and 'Dynamics 365 Customer Insights - Data Omnichannel for Customer Service'.

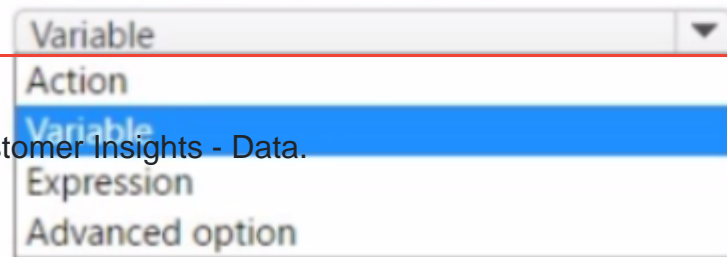
Question 7

Question Type: Hotspot

Create the name and case number fields.

You use Dynamics 365 Customer Insights - Journeys and Dynamics 365 Customer Insights - Data.

Select the answer that correctly completes the sentence.

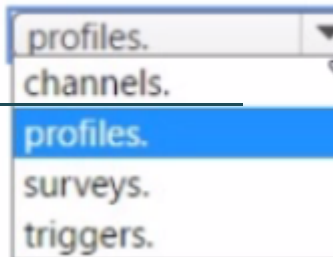


A dropdown menu with a white background and a grey border. The current selection is 'Variable', which is highlighted in blue. The menu is open, showing the following options: 'Variable', 'Action', 'Variable', 'Expression', and 'Advanced option'.

Answer Area

Customer Insights - Data can be used to merge demographic data from different sources into customer

Answer:



A dropdown menu with a white background and a grey border. The current selection is 'profiles.', which is highlighted in blue. The menu is open, showing the following options: 'profiles.', 'channels.', 'profiles.', 'surveys.', and 'triggers.'.

Question 8

Question Type: MultipleChoice

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.

Options:

A- webpage visits

B- phone calls

C- form submissions

D- event payments

Answer:

A, C

To Get Premium Files for MB-910 Visit

<https://www.p2pexams.com/products/mb-910>

For More Free Questions Visit

<https://www.p2pexams.com/microsoft/pdf/mb-910>

