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Question 1

Question Type: MultipleChoice

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.

Options:

- 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.

Answer:

B, C, D

Question 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Question 3

Question Type: MultipleChoice

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?

Options:

A- Related Leads

B- Top Card

C- Auto Capture

Answer:

A

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 5

Question Type: MultipleChoice

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.

Options:

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

Answer:

A, B

Question 6

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Question 7

Question Type: MultipleChoice

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.

Options:

- A- Power BI
- B- SharePoint Online
- C- OneDrive for Business
- D- Microsoft Teams
- E- Power Automate

Answer:

B, C, D

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