



Free Questions for MB-910 by dumpssheet

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Question 1

Question Type: Hotspot

A company uses Dynamics 365 Field Service. Technicians in the company use the Field Service mobile app to complete tasks when the technician is located at a customer site.

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

NOTE: Each correct selection is worth one point.

Field Service mobile app

	Statement	Yes	No
Answer:	The Field Service mobile app can be accessed through the Power Apps mobile app.	<input type="radio"/>	<input type="radio"/>
	A technician can view items other than their scheduled items in the Field Service mobile app.	<input type="radio"/>	<input type="radio"/>
	Customers can add a signature in the notes section of the Field Service mobile app.	<input type="radio"/>	<input type="radio"/>

Question 2

Question Type: MultipleChoice

You create a survey by using Dynamics 365 Customer Voice.

You need to share the survey with customers.

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-** Have recipients open the survey by scanning a QR code from a mobile device.
- B-** Have recipients receive a telephone call from Dynamics 365 Customer Voice with the survey.
- C-** Embed the survey in a webpage.
- D-** Send an email with the survey link from Dynamics 365 Customer Voice.
- E-** Post the survey link on social media from Dynamics 365 Customer Voice.

Answer:

C, D, E

Question 3

Question Type: DragDrop

A salesperson creates a record in Dynamics 365 Sales for a potential customer. The salesperson is unable to find the record and knows the customer's first name only.

You need to help the salesperson find the record.

Match each search type to its scenario.

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

Search types	Answer Area	Search type
Quick Find	Scenario The salesperson cannot recall which table to search. The salesperson knows which table to search.	<input type="text"/>
Categorized Search		<input type="text"/>
Search Views		
Global Filter		

Answer:

Question 4

Question Type: MultipleChoice

A new salesperson has user access in Microsoft 365 and salesperson privileges in Dynamics 365 Sales.

The salesperson cannot recall the Dynamics 365 Sales app URL.

You need to provide a location where the user can access the app.

Which URL should you provide?

Options:

A- office.com

B- make.powerapps.com

C- admin.powerplatform.com

D- onal.azure.com

Answer:

A

Question 5

Question Type: Hotspot

A company uses Dynamics 365 Customer Voice.

You need to distribute surveys to different groups of anonymous users by using built-in tools.

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

NOTE: Each correct selection is worth one point.

Answer Area

Group

People walking by a booth at a trade show.

Distribution method

QR code	▼
Email	
QR code	
Dynamics 365 record	
Embed in a web page	▼
Power Automate	
Dynamics 365 record	
Embed in a web page	

Answer:

Question 6

Anonymous visitors to a Microsoft Power Pages portal.

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Question 7

Question Type: MultipleChoice

An online retail company uses Dynamics 365 Customer Insights - Journeys.

Customers abandon carts with items after shopping on the company's website. The marketing manager must send an email to these customers to ask if they want to complete the purchase.

You need to select a feature to send the mail.

Which feature should you use?

Options:

- A- Power Automate desktop flow
- B- Customer interactions timeline
- C- Email campaign
- D- Segment-based journey
- E- Trigger-based journey

Answer:

A

Question 8

Question Type: MultipleChoice

A company is using Dynamics 365.

The company plans to converse with customers through social media.

You need to recommend a solution that provides conversation with customers.

What should you recommend?

Options:

- A- Dynamics 365 Customer Service
- B- Dynamics 365 Customer Insights
- C- Dynamics 365 Customer Voice
- D- Omnichannel for Customer Service

Answer:

D

Question 9

Question Type: Hotspot

You plan to use Dynamics 365 Sales to manage an online training business.

Data for users who take training courses will be stored in a contact table using built-in tools.

You need to determine where to store new data.

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

NOTE: Each correct selection is worth one point.

Answer Area

Data	Location
Course information	<ul style="list-style-type: none">New Microsoft Dataverse tableExcel spreadsheetNew Microsoft Dataverse tableOn-premises SQL Server
ID consisting of "STUDENT-" + a number incremented with each new record	<ul style="list-style-type: none">New autonumber columnNew text columnExisting text columnNew numeric columnNew autonumber column

Answer:

Question 10

Question Type: Hotspot

You are creating segments in Dynamics 365 Customer Insights - Journeys.

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

	Statements	Yes	No
Answer:	You can set up dynamic segments to include contacts, leads, and accounts.	<input type="radio"/>	<input type="radio"/>
	When you are using a static segment, you must manually pick the members to be included or select by query.	<input type="radio"/>	<input type="radio"/>
	The scope of a segment determines if the segment is dynamic or static.	<input type="radio"/>	<input type="radio"/>

Question 11

Question Type: Hotspot

A company uses Dynamics 365 Customer Insights - Journeys and Dynamics 365 Customer Voice.

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

	Statements	Yes	No
Answer:	An out-of-the-box chart in Microsoft Dataverse can be created from survey responses.	<input type="radio"/>	<input type="radio"/>
	Surveys must be sent from a Customer Insights - Journeys customer journey.	<input type="radio"/>	<input type="radio"/>
	Multiple surveys can be created that share the same metrics.	<input type="radio"/>	<input type="radio"/>

Question 12

Question Type: DragDrop

A company uses Dynamics 365 Customer Service to manage its warehouse and customer service department.

The manager wants to improve productivity.

You need to recommend a solution.

Which products should you recommend? To answer, drag the appropriate products to the correct requirements. 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.

Products		Answer Area								
Power BI	●	<table border="1"><thead><tr><th data-bbox="728 635 1411 687">Requirement</th><th data-bbox="1411 635 2154 687">Product</th></tr></thead><tbody><tr><td data-bbox="728 687 1411 767">Automatically send an email when a case is closed.</td><td data-bbox="1411 687 2154 767"><input type="text"/></td></tr><tr><td data-bbox="728 767 1411 847">Perform tracking of warehouse duties.</td><td data-bbox="1411 767 2154 847"><input type="text"/></td></tr><tr><td data-bbox="728 847 1411 927">Display visualization of open cases and survey data collected by a third-party provider.</td><td data-bbox="1411 847 2154 927"><input type="text"/></td></tr></tbody></table>	Requirement	Product	Automatically send an email when a case is closed.	<input type="text"/>	Perform tracking of warehouse duties.	<input type="text"/>	Display visualization of open cases and survey data collected by a third-party provider.	<input type="text"/>
Requirement	Product									
Automatically send an email when a case is closed.	<input type="text"/>									
Perform tracking of warehouse duties.	<input type="text"/>									
Display visualization of open cases and survey data collected by a third-party provider.	<input type="text"/>									
Power Apps	●									
Power Automate	●									
Power Virtual Agents	●									

Answer:

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