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# **Q&A**

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**Exam** : **MB-910**

**Title** : Microsoft Dynamics 365  
Fundamentals Customer  
Engagement Apps (CRM)

**Version** : DEMO

1.A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of QUESTION NO: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?

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

**Answer: B**

**Explanation:**

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

2.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-creat e-a- case](https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-creat-e-a- case)

3.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: A,B**

**Explanation:**

Reference:

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

4.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"/>

Answer:

## 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 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"/>

### 5.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.

### Answer Area

#### Features

- Omnichannel for Customer Service
- Routing rules
- Out-of-the-box dashboards
- Plug-in

#### Requirement

- Customer must be able to create cases by using online chat.
- Customers must be able to create cases by sending email.
- Display the number of cases waiting in the queue, by queue, and by individual agent.

#### Feature

- 
- 
- 

Answer:

### Answer Area

#### Features

- Omnichannel for Customer Service
- Routing rules
- Out-of-the-box dashboards
- Plug-in

#### Requirement

- Customer must be able to create cases by using online chat.
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#### Feature

- Omnichannel for Customer Service
- Plug-in
- Out-of-the-box dashboards