

MB-910.premium.75q - DEMO

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MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



Exam A**QUESTION 1**

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Correct Answer: AD

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

QUESTION 2

DRAG DROP

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

What 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.

Select and Place:

Correct Answer:

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Explanation:

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

QUESTION 3

HOTSPOT

A company plans to implement Dynamics 365 Marketing.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>

Section: Describe Dynamics 365 Marketing
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

QUESTION 4
HOTSPOT

A company has implemented Dynamics 365 Marketing.

You need to implement apps to meet the company's business requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div>▼</div> <div> LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div>▼</div> <div> LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice </div>
Create a unified view of customer data from different sources.	<div>▼</div> <div> Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice </div>

Correct Answer:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div>▼</div> <div> LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div>▼</div> <div> LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice </div>
Create a unified view of customer data from different sources.	<div>▼</div> <div> Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice </div>

Section: Describe Dynamics 365 Marketing
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>
<https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

QUESTION 5 A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Correct Answer: AC

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

QUESTION 6

HOTSPOT

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,
Dynamics 365 Marketing

	▼
creates a new lead that uses the LinkedIn data.	
updates the current lead with the LinkedIn data.	
overwrites the current lead with the LinkedIn data.	
updates the current contact with the LinkedIn data.	
creates a new lead with the LinkedIn data.	

Correct Answer:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,
Dynamics 365 Marketing

	▼
creates a new lead that uses the LinkedIn data.	
updates the current lead with the LinkedIn data.	
overwrites the current lead with the LinkedIn data.	
updates the current contact with the LinkedIn data.	
creates a new lead with the LinkedIn data.	

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

QUESTION 7**HOTSPOT**

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe Dynamics 365 Marketing**Explanation****Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

QUESTION 8 A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns

- D. Session and speaker tracking
- E. Registration and attendance

Correct Answer: ADE

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

QUESTION 9

HOTSPOT

A company plans to implement Dynamics 365 Customer Voice.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	<input checked="" type="radio"/>	<input type="radio"/>
You can present specific survey questions based on responses to previous questions.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe Dynamics 365 Marketing

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

QUESTION 10**DRAG DROP**

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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.

Select and Place:

Answer Area

Export options	User group	Export option
Dynamic worksheet	GroupA	
Static worksheet	GroupB	
Excel Online		

Correct Answer:

Answer Area

Export options	User group	Export option
Dynamic worksheet	GroupA	Static worksheet
Static worksheet	GroupB	Excel Online
Excel Online		

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet>

<https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

QUESTION 11

A potential customer delays their decision to commit to a big multi-year contract.

You want to find other colleagues who have interacted with the potential customer to discuss strategies.

Which app should you recommend?

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

Correct Answer: D

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

QUESTION 12

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?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

Correct Answer: D

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

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

QUESTION 13

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal?

NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

Correct Answer: BC

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference: <https://www.crmsoftwareblog.com/2019/09/creating-pdf-quotes-in-dynamics-365/>

QUESTION 14**HOTSPOT**

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.

Hot Area:

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input checked="" type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input checked="" type="radio"/>

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

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

QUESTION 15**DRAG DROP**

Match each product to its feature.

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

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

Correct Answer:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	Dynamics 365 Sales Insights
Dynamics 365 Sales Insights	Quotes	Dynamics 365 Sales
	Invoicing	Dynamics 365 Sales

Section: Describe Dynamics 365 Sales
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

QUESTION 16
DRAG DROP

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.

Select and Place:

Answer Area

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

Correct Answer:

Answer Area

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

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference:

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

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

QUESTION 17

DRAG DROP

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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.

Select and Place:

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Correct Answer:

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

QUESTION 18 A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Correct Answer: BD

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

QUESTION 19

HOTSPOT

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system.

What is a lead? To answer, select the appropriate option in the answer area.

Hot 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.	

Correct Answer:

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.	

Section: Describe Dynamics 365 Sales
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

QUESTION 20 You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Correct Answer: A

Section: Describe Dynamics 365 Sales
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

QUESTION 21

DRAG DROP

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- View LinkedIn information from within Dynamics 365 Sales.
- Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. 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.

Select and Place:

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

Correct Answer:

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
Dynamics 365 Sales Insights		

Section: Describe Dynamics 365 Sales
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>
<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

QUESTION 22 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

Correct Answer: AB

Section: Describe Dynamics 365 Sales
Explanation

Explanation/Reference:

Reference:

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

QUESTION 23 A company wants to be able to give quotes to customers from their parts list.

You need to recommend a solution for the company.

What should you recommend?

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Correct Answer: B

Section: Describe Dynamics 365 Sales

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

QUESTION 24

HOTSPOT

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.

Hot Area:

Answer Area

Requirement	Record type
Store and track customer information.	<div><div></div><div>▼</div><div>Lead</div><div>Account</div></div>
Attach a file to an activity.	<div><div></div><div>▼</div><div>Task</div><div>Notes</div><div>Phone Call</div></div>

Correct Answer:

Answer Area

Requirement	Record type
Store and track customer information.	<div><div></div><div>▼</div><div>Lead</div><div>Account</div></div>
Attach a file to an activity.	<div><div></div><div>▼</div><div>Task</div><div>Notes</div><div>Phone Call</div></div>

Section: Describe Dynamics 365 Sales
Explanation**Explanation/Reference:**

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

QUESTION 25 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

Correct Answer: C

Section: Describe Dynamics 365 Sales
Explanation**Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>**QUESTION 26**

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?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.
- B. The case is removed from all queues.
- C. The case is removed from the agent's personal queue and returned to the original support queue.

Correct Answer: C

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

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

QUESTION 27

DRAG DROP

A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses.

You need to create a glossary for employees.

Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

Select and Place:

Answer Area

Definitions	Item	
Details related to inquiries or issues reported by a customer.	Case	
Mechanism for categorizing and prioritizing records.	Queue	
Description and performance measurement of services to be delivered.	Service-level agreement	
Level and terms of support that are specific to a customer.	Entitlement	
Information that can be used to respond to customer inquiries or issues.		

Correct Answer:

Answer Area		
Definitions	Item	
Details related to inquiries or issues reported by a customer.	Case	Details related to inquiries or issues reported by a customer.
Mechanism for categorizing and prioritizing records.	Queue	Mechanism for categorizing and prioritizing records.
Description and performance measurement of services to be delivered.	Service-level agreement	Description and performance measurement of services to be delivered.
Level and terms of support that are specific to a customer.	Entitlement	Information that can be used to respond to customer inquiries or issues.
Information that can be used to respond to customer inquiries or issues.		

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

QUESTION 28

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	
Service-level agreement	Rules that trigger on actions in the Customer Service app.	
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	

Correct Answer:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	Azure IoT Hub
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Service-level agreement	Rules that trigger on actions in the Customer Service app.	Power Automate
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

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

QUESTION 29**HOTSPOT**

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.

Hot Area:

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

Correct Answer:**Answer Area**

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>
QUESTION 30

DRAG DROP

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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.

Select and Place:**Correct Answer:**

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>**QUESTION 31**

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service.

What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

Correct Answer: D

Section: Describe Dynamics 365 Customer Service

Explanation

Explanation/Reference:

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

QUESTION 32 You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

Correct Answer: D

Section: Describe Dynamics 365 Customer Service

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renew-an-entitlement>

QUESTION 33

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help.

You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

Correct Answer: C

Section: Describe Dynamics 365 Customer Service

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

QUESTION 34

HOTSPOT

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div>▼</div> <div>Dynamics 365 Sales</div> <div>Dynamics 365 Customer Service</div> <div>Dynamics 365 Marketing</div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div>▼</div> <div>Bookings</div> <div>Resource Management homepage</div> <div>Universal Resource Scheduling</div>

Correct Answer:

Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div>▼</div> <div>Dynamics 365 Sales</div> <div>Dynamics 365 Customer Service</div> <div>Dynamics 365 Marketing</div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div>▼</div> <div>Bookings</div> <div>Resource Management homepage</div> <div>Universal Resource Scheduling</div>

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule>

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

QUESTION 35

HOTSPOT

A company plans to implement Omnichannel for Customer Service.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

Correct Answer:**Answer Area**

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

Section: Describe Dynamics 365 Customer Service**Explanation****Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

QUESTION 36

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

Correct Answer: AC

Section: Describe Dynamics 365 Customer Service**Explanation****Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>**QUESTION 37****HOTSPOT**

A customer plans to use knowledge articles to share information as cases are resolved.

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

NOTE: Each correct selection is worth one point.

Hot Area:**Correct Answer:****Section: Describe Dynamics 365 Customer Service****Explanation****Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>**QUESTION 38****HOTSPOT**

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:**Correct Answer:****Section: Describe Dynamics 365 Customer Service****Explanation****Explanation/Reference:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>**QUESTION 39****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.

Select and Place:

Correct Answer:

Section: Describe Dynamics 365 Customer Service

Explanation

Explanation/Reference:

QUESTION 40

HOTSPOT

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

Defining the details for the

	▼
Entitlement.	
First Response By KPI.	
Service-level agreement.	
Customer service schedule.	

Correct Answer:

Answer Area

Defining the details for the

	▼
Entitlement.	
First Response By KPI.	
Service-level agreement.	
Customer service schedule.	

Section: Describe Dynamics 365 Customer Service

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

QUESTION 41

DRAG DROP

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.

Select and Place:

Correct Answer:

Section: Describe Dynamics 365 Customer Service
Explanation

Explanation/Reference:

Reference:

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

QUESTION 42
HOTSPOT

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

Which app should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

QUESTION 43 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?

- A. Open – In progress
- B. Open – Unscheduled
- C. Traveling
- D. Open – Scheduled

Correct Answer: A

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

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

QUESTION 44**HOTSPOT**

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You should navigate to the

	▼
Site Map	
Schedule Board	
Schedule Assistant	

 to see the technician locations on a map.

Correct Answer:

Answer Area

You should navigate to the

	▼
Site Map	
Schedule Board	
Schedule Assistant	

 to see the technician locations on a map.

Section: Describe Dynamics 365 Field Service**Explanation****Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

QUESTION 45**HOTSPOT**

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service.

You need to recommend the features that the company should implement to meet business requirements.

Which features should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Describe Dynamics 365 Field Service**Explanation****Explanation/Reference:**

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline>

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

QUESTION 46 An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Correct Answer: C

Section: Describe Dynamics 365 Field Service**Explanation****Explanation/Reference:**

Reference:

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

QUESTION 47**DRAG DROP**

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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.

Select and Place:

Correct Answer:

Section: Describe Dynamics 365 Field Service**Explanation****Explanation/Reference:**

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

QUESTION 48 **HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>

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

QUESTION 49

HOTSPOT

A company plans to implement Dynamics 365 Field Service.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

**Section: Describe Dynamics 365 Field Service
Explanation****Explanation/Reference:**

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

QUESTION 50 A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs.

Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

Correct Answer: CD

**Section: Describe Dynamics 365 Field Service
Explanation****Explanation/Reference:**

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

QUESTION 51**HOTSPOT**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.

You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div>▼</div> <div>Return to vendor</div> <div>Asset management</div> <div>Knowledge management</div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div>▼</div> <div>Return to vendor</div> <div>Asset management</div> <div>Return merchandise authorization</div>

Correct Answer:

Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div>▼</div> <div>Return to vendor</div> <div>Asset management</div> <div>Knowledge management</div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div>▼</div> <div>Return to vendor</div> <div>Asset management</div> <div>Return merchandise authorization</div>

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

QUESTION 52
DRAG DROP

A company uses Dynamics 365 Field Service.

The company uses a manual process to create and schedule work orders. The company wants to optimize scheduling and reduce assisted support costs.

You need to recommend appropriate features of Dynamics 365 Field Service to 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.

Select and Place:

Correct Answer:

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

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

QUESTION 53 A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of questions 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

Correct Answer: B

Section: Describe Dynamics 365 Field Service
Explanation

Explanation/Reference:

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

QUESTION 54
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.

Hot Area:

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"/>

Correct 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"/>

Section: Describe Dynamics 365 Field Service

Explanation

Explanation/Reference:

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

QUESTION 55 You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order.

You need to identify the next step in the process.

What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.
- C. Generate an invoice.
- D. Review and close the work order.

Correct Answer: B

Section: Describe Dynamics 365 Field Service

Explanation

Explanation/Reference:

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

QUESTION 56 You work for a job placement agency that uses Dynamics 365 Project Operations.

A client needs an expert plumber to handle an emergency situation at their office.

You need to identify an expert plumber for the client.

What are two possible ways to achieve this goal?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open the Resource Manager Dashboard and filter Role Utilization by the term expert plumber.
- B. Open the client's project Gantt chart and filter by the term expert plumber.

- C. Open the Resource Utilization board and filter by the term expert plumber.
- D. Open the Schedule board and filter by the term expert plumber.

Correct Answer: CD

Section: Describe Project Operations

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/view-resource-utilization>

QUESTION 57

HOTSPOT

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities.

What should you do? To answer, select the appropriate option in the answer area.

Hot Area:

Correct Answer:

Section: Describe Project Operations

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

QUESTION 58 You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians' qualifications professional licenses, and certifications.

Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

Correct Answer: A

Section: Describe Project Operations

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

QUESTION 59

DRAG DROP

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.

Select and Place:

Correct Answer:

Section: Describe Project Operations
Explanation

Explanation/Reference:

Reference:

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

QUESTION 60

HOTSPOT

You are a project manager for a company that uses Dynamics 365 Project Operations.

You need to determine whether a specific resource has availability to work on a project.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can use the Schedule Board to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
You can use the Schedule Board to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input checked="" type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe Project Operations
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-book-resources-scheduleboard> <https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resource-reconciliation-overview>

QUESTION 61 A company plans to implement Dynamics 365 Project Operations.

Which two billing methods does Dynamics 365 Project Operations support?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

Correct Answer: AB

Section: Describe Project Operations

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project-based>

QUESTION 62

HOTSPOT

A consulting firm uses Dynamics 365 Project Operations to manage the following types of work for clients:

- Monthly bookkeeping services that take four hours
- Yearly tax filings with variable hours that are based on a client's needs for one year
- Reimbursements for unplanned government filing fees

You need to create opportunity rows.

Which type of service should you use for each type of work? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Describe Project Operations

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/basic-quote-lines#billing-types>

QUESTION 63 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.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

Correct Answer: AC

Section: Describe Project Operations

Explanation

Explanation/Reference:

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

QUESTION 64

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week.

You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Correct Answer: D

Section: Describe shared features

Explanation

Explanation/Reference:

Explanation:

You would have to create separate bookings for each of the working days.

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

QUESTION 65 You have a chart that displays a summary of accounts by industry.

You need a chart that displays the same data grouped by city. You must be able to access the chart at a later date.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Expand the existing chart.
- B. Edit the existing chart.
- C. Select the city field in the drill-down menu.
- D. Create a new chart.

Correct Answer: BD

Section: Describe shared features

Explanation

Explanation/Reference:

QUESTION 66

HOTSPOT

A company uses Dynamics 365 Sales. The company plans to use SharePoint Online to manage documents.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
SharePoint Online uses document security settings from Dynamics 365 Sales.	<input type="radio"/>	<input checked="" type="radio"/>
You can access SharePoint Online documents from within Dynamics 365 Sales.	<input checked="" type="radio"/>	<input type="radio"/>
SharePoint Online users can access files saved to SharePoint Online without signing into Dynamics 365 Sales.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe shared features

Explanation

Explanation/Reference:

Reference:

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

QUESTION 67

DRAG DROP

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.

Select and Place:

Correct Answer:

Section: Describe shared features**Explanation****Explanation/Reference:**

QUESTION 68 A company is considering implementing products and the product catalog in Dynamics 365 Sales.

Sales transactions can occur in multiple currencies. The company wants to manage exchange rates.

You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. By default, all available currencies can be used.
- B. By default, a base currency is available and other currencies can be added as needed.
- C. Exchange rates are automatically updated.
- D. Exchange rates need to be updated manually.

Correct Answer: BD

Section: Describe shared features**Explanation****Explanation/Reference:**

Reference:

<https://themscrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

QUESTION 69**DRAG DROP**

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.

Select and Place:**Correct Answer:****Section: Describe shared features****Explanation****Explanation/Reference:**

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

QUESTION 70

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

Correct Answer: B

Section: Describe shared features

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

QUESTION 71

DRAG DROP

A company implements Dynamics 365 Sales.

Users are unsure how to perform various tasks.

You need to recommend features to help the company configure the system.

What 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.

Select and Place:

Correct Answer:

Section: Describe shared features

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

QUESTION 72

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals.

The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record.

Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

Correct Answer: C

Section: Describe shared features

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

QUESTION 73

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company.

Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

Correct Answer: D

Section: Describe shared features

Explanation

Explanation/Reference:

Reference: <https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

QUESTION 74

HOTSPOT

A customer purchases Microsoft 365 and Dynamics 365 Sales.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input checked="" type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input checked="" type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input checked="" type="radio"/>	<input type="radio"/>

Section: Describe shared features
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer>

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

QUESTION 75**DRAG DROP**

You are designing reports for a pharmacy. The pharmacy uses Dynamics 365 Sales.

Match each tool to the reporting requirements.

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

NOTE: Each correct match is worth one point.

Select and Place:**Correct Answer:****Section: Describe shared features****Explanation****Explanation/Reference:**

Reference: <https://docs.microsoft.com/en-us/powerapps/user/export-excel-dynamic-worksheet>