

Microsoft.MB-910.vJan-2024.by.JeeDryx.70q

Number: MB-910  
Passing Score: 800  
Time Limit: 120  
File Version: 12.0

Exam Code: MB-910  
Exam Name: Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



## Exam A

### QUESTION 1

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:**

**Explanation:**

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

### QUESTION 2

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: A, C**

**Section:**

**Explanation:**

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

### QUESTION 3

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service. 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:**

**Explanation:**

Reference:

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

**QUESTION 4**

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:**

**Explanation:**

Reference:

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

**QUESTION 5**

You need to update inventory data for a company's warehouse.

Which two record types can you use to update the inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Agreement
- B. Warehouse
- C. Inventory adjustment
- D. Return merchandise authorization (RMA)

**Correct Answer: C, D**

**Section:**

**QUESTION 6**

**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"/>

Answer Area:

## 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:

Explanation:

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 7

A company uses social media for marketing.

The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.

You need to determine the supported social media activities.

Which action is supported?

- A. Get notified when a company is mentioned.
- B. Schedule a post to be published in the future.
- C. Analyze the sentiment of posts about a company.

D. Automatically follow another account when a specified condition is met

**Correct Answer: B**

**Section:**

**QUESTION 8**

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.

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

**Correct Answer: B, C, D**

**Section:**

**QUESTION 9**

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.

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

**Correct Answer: A, B**

**Section:**

**QUESTION 10**

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?

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

**Correct Answer: A**

**Section:**

**QUESTION 11**

A company implements Dynamics 365 Customer Service for their support desk.



Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent. You need to implement a solution to improve consistency of answers and ensure that agents can share their answers. What should you implement?

- A. Power Automate to transfer cases
- B. Service level agreements
- C. Knowledge base management
- D. Customer Service Insights

**Correct Answer: C**

**Section:**

**QUESTION 12**

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:**

Definitions	Item	Answer Area
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:**

Definitions	Item	Answer Area
	Case	Details related to inquiries or issues reported by a customer.
	Queue	Mechanism for categorizing and prioritizing records.
	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.



**Section:**

**Explanation:**

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

**QUESTION 13**

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:**

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

Correct Answer:

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	Power Automate
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central
Power Automate		



Section:

Explanation:

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

**QUESTION 14**

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:

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"/>

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:**

**Explanation:**

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

### QUESTION 15

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:**

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	
Dynamics 365 Field Service		

**Correct Answer:**

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service
Dynamics 365 Field Service		

**Section:**

**Explanation:**

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

### QUESTION 16

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.	<input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Customer Service <input type="checkbox"/> Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	<input type="checkbox"/> Bookings <input type="checkbox"/> Resource Management homepage <input type="checkbox"/> Universal Resource Scheduling

Answer Area:

**Answer Area**

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

Section:

Explanation:

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 17**

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:**

**Explanation:**

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

**QUESTION 18**

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: B, C**

**Section:**

**Explanation:**

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

**QUESTION 19**

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: B, D**

**Section:**

**Explanation:**

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

**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:**

**Explanation:**

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

**QUESTION 21**

Which two Dynamics 365 Sales 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: A, B**

**Section:**

**Explanation:**

Reference:

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

**QUESTION 22**

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

**Correct Answer: B**

**Section:**

**Explanation:**

Reference:

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

**QUESTION 23**

**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"/>

Answer 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 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:

Explanation:

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

#### QUESTION 24

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:

Explanation:

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 25

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

Correct Answer:

**Answer Area**

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

**Section:**

**Explanation:**

Reference:

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

**QUESTION 26**

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

Section:

Explanation:

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



### QUESTION 27

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"/>	



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:

Explanation:

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/customerservice/monitor-conversations>

#### QUESTION 28

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:

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Answer Area:

## Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledgearticle>

### QUESTION 29

HOTSPOT

A company plans to implement new support software.

You need to recommend solutions for the company.

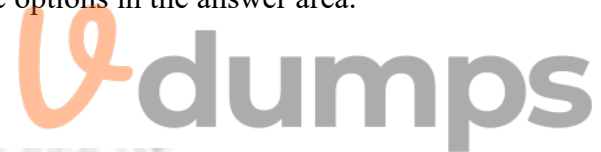
What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Requirement	Solution
Support automated webchat.	<input type="checkbox"/> Power Virtual Agents <input type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	<input type="checkbox"/> SMS – text message <input type="checkbox"/> Webchat <input type="checkbox"/> Power Platform portal
Combine all customer and employee inquires into a single interface.	<input type="checkbox"/> Omnichannel for Customer Service <input type="checkbox"/> Power BI <input type="checkbox"/> Customer Service Insights

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Answer Area:

## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Dynamics 365 Field Service</li><li>Customer Service Insights</li></ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"><li>SMS – text message</li><li>Webchat</li><li>Power Platform portal</li></ul>
Combine all customer and employee inquiries into a single interface.	<ul style="list-style-type: none"><li>Omnichannel for Customer Service</li><li>Power BI</li><li>Customer Service Insights</li></ul>

Section:

Explanation:

Reference:

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

### QUESTION 30

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:

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

Correct Answer:

Features	Requirement	Feature
Routing rules	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
	Customers must be able to create cases by sending email.	Plug-in
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

**Section:**

**Explanation:**

**QUESTION 31**

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.



**Answer Area:**

## Answer Area

Defining the details for the

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

**Section:**

**Explanation:**

Reference:

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

### QUESTION 32

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.

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**Select and Place:**

Answer Area		
Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights		
Connected Customer Service	Create cases from social channels and SMS text messages.	
Omnichannel for Customer Service		

**Correct Answer:**

Answer Area		
Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights		Omnichannel for Customer Service
	Create cases from social channels and SMS text messages.	

**Section:**

**Explanation:**

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

**QUESTION 33**

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.

**Select and Place:**

Answer Area		
Features	Requirement	Feature
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

**Correct Answer:**

Answer Area		
Features	Requirement	Feature
	Specify types of services needed at customer locations.	Work orders
	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
	Track customer equipment.	Asset management
	Automatically generate recurring maintenance appointments.	Preventive maintenance

**Section:**

**Explanation:**

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

**QUESTION 34**

**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:

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"/>

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:**

**Explanation:**

Reference:

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

**QUESTION 35**

**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:

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"/>

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:

Explanation:

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



### QUESTION 36

#### 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.	<input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	<input type="checkbox"/> Return to vendor <input type="checkbox"/> Asset management <input type="checkbox"/> Return merchandise authorization

Answer Area:

## Answer Area

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

 Vdumps

**Section:**

**Explanation:**

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 37

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:

Features	Requirement	Feature
Connected Field Service	Redirect a field technician to handle high-priority emergency jobs.	
Universal Resource Scheduling	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	
Resource scheduling optimization	Proactively detect issues in devices and reduce costs associated with assisted service.	

Correct Answer:

Features	Requirement	Feature
	Redirect a field technician to handle high-priority emergency jobs.	Universal Resource Scheduling
	Reduce field technician travel time by scheduling the technician to handle work orders for the closest customers.	Resource scheduling optimization
	Proactively detect issues in devices and reduce costs associated with assisted service.	Connected Field Service

Section:

Explanation:

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 38

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"/>

Answer 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 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:

Explanation:

Reference:

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

### QUESTION 39

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:

## Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<input type="text"/> Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	<input type="text"/> Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

Answer Area:

## Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<input type="text"/> Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	<input type="text"/> Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service

Section:

Explanation:

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

### QUESTION 40

A company is implementing Dynamics 365 Project Operations to manage projects for customers. You are training project managers on how to enter statements of work into the new system. You need to ensure that the number of hours and the hourly rate for each item are entered. Where must the project managers enter the required information?

- A. Project contracts
- B. Project stages
- C. Project accounting
- D. Resource management
- E. Project tracking

**Correct Answer: A, B**

**Section:**

**Explanation:**

Topic 6, Describe shared features

**QUESTION 41**

**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:**

**Answer Area**

You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder

**Answer Area:**

**Answer Area**

You must assign a value to the  for each lead record

Type
Topic
Last name
Stakeholder



**Section:**

**Explanation:**

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

**QUESTION 42**

**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:**

Answer Area		
Functionalities	Scenario	Functionality
Recall	Update the hours.	
Edit row	Update the project task.	
Copy row		

Correct Answer:

Answer Area		
Functionalities	Scenario	Functionality
Recall	Update the hours.	Recall
Edit row	Update the project task.	Recall
Copy row		

Section:

Explanation:

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

#### QUESTION 43

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="checkbox"/>	<input type="checkbox"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="checkbox"/>	<input type="checkbox"/>
You can use Resource Reconciliation to determine when the resource is available.	<input type="checkbox"/>	<input type="checkbox"/>

Answer Area:

## Answer Area

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

Section:

Explanation:

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

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resourcereconciliation-overview>

### QUESTION 44

#### 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:

Answer Area

Work type	Service type
Monthly bookkeeping services that take four hours.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product
Reimbursements for unplanned government filing fees.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product

Answer Area:

Answer Area

Work type	Service type
Monthly bookkeeping services that take four hours.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product
Yearly tax filings with variable hours that are based on a client's needs for one year.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product
Reimbursements for unplanned government filing fees.	▼
	Project-based service with Time and Material billing method
	Project-based service with Fixed Price billing method
	Product as Write-In Product



Section:

Explanation:

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



**QUESTION 45**

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:**

**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 46**

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

You need a chart that groups the account data by city instead of by industry. 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: B, D**

**Section:**

**QUESTION 47**

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: B, D**

**Section:**

**Explanation:**

Reference:

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

**QUESTION 48**

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?

- A. Related Leads
- B. Top Card
- C. Auto Capture

**Correct Answer: A**

**Section:**

**QUESTION 49**

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?

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

**Correct Answer: B**

**Section:**

**QUESTION 50**

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. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

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

**Correct Answer: A**

**Section:**

**QUESTION 51**

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.



- 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.

**Correct Answer: B, C, D**

**Section:**

**QUESTION 52**

**DRAG DROP**

Dynamics 365 Customer Service has the following requirements:

Issues created on a website must be added to Dynamics 365 Customer Service.

A customer must be limited to opening no more than 10 issues a month.

Escalations must be organized into an area that ensures managers can view escalated issues.

You need to identify the areas in the system that meet the requirements.

Which area should you identify? To answer, drag the appropriate areas to the correct requirements.

Each area 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:**

The screenshot shows a drag-and-drop interface. On the left, under the heading "Areas", there are three boxes: "Case", "Entitlement", and "Queue". On the right, under the heading "Answer Area", there are three rows. Each row has a "Requirement" column and an "Area" column. The requirements are "Opened issue", "No more than 10 issues", and "Escalations". The "Area" column contains three empty boxes labeled "Area". A watermark "VCEup.com" is visible across the interface, and a "Vdumps" logo is present in the center.

**Correct Answer:**

**Areas**

**Answer Area**

**Requirement**

- Opened issue
- No more than 10 issues
- Escalations

**Area**

- Case
- Queue
- Entitlement

**Section:**

**Explanation:**

**QUESTION 53**

**HOTSPOT**

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.

You need to recommend a solution for the company.

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

NOTE: Each correct selection is worth one point.

**Hot Area:**



What is the automated solution?

- A/B test.
- Market Insights.
- Enhanced email.

Which testing process is used?

- Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
- An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
- An email is sent to a sample group. A summary of responses is sent to the creator.

**Answer Area:**

What is the automated solution?

- A/B test.
- Market Insights.
- Enhanced email.

Which testing process is used?

- Separate emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.
- An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.
- An email is sent to a sample group. A summary of responses is sent to the creator.

Section:

Explanation:

### QUESTION 54

#### HOTSPOT

An air-conditioning repair company uses Dynamics 365 Field Service, Customers and users report several issues. What should you use to resolve each issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Issue	Feature
One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.	<ul style="list-style-type: none"><li><input type="checkbox"/> Bookable Resource</li><li><input checked="" type="checkbox"/> Universal Resource Scheduling</li><li><input type="checkbox"/> Field Service Mobile</li></ul>
A customer wants to ensure that their air-conditioning system is repaired quickly even if it breaks down while they are away from home.	<ul style="list-style-type: none"><li><input type="checkbox"/> Connected Field Service</li><li><input checked="" type="checkbox"/> Schedule Board</li><li><input type="checkbox"/> Field Service Mobile</li><li><input type="checkbox"/> Geocoding</li></ul>

Answer Area:

Issue	Feature
One repair person is not listed on the schedule. You need to ensure that the person is listed on the schedule.	<ul style="list-style-type: none"><li><input type="checkbox"/> Bookable Resource</li><li><input checked="" type="checkbox"/> Universal Resource Scheduling</li><li><input type="checkbox"/> Field Service Mobile</li></ul>
A customer wants to ensure that their air-conditioning system is repaired quickly even if it breaks down while they are away from home.	<ul style="list-style-type: none"><li><input type="checkbox"/> Connected Field Service</li><li><input checked="" type="checkbox"/> Schedule Board</li><li><input type="checkbox"/> Field Service Mobile</li><li><input type="checkbox"/> Geocoding</li></ul>

Section:

**Explanation:**

**QUESTION 55**

**HOTSPOT**

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

Configuration option	Record type
Services sold to customers	<input type="checkbox"/> Units <input type="checkbox"/> Products <input type="checkbox"/> Price list items
Relationships between multiple items sold as a single SKU	<input type="checkbox"/> Bundles <input type="checkbox"/> Price lists <input type="checkbox"/> Unit groups

**Answer Area:**

Configuration option	Record type
Services sold to customers	<input checked="" type="checkbox"/> Units <input type="checkbox"/> Products <input type="checkbox"/> Price list items
Relationships between multiple items sold as a single SKU	<input type="checkbox"/> Bundles <input type="checkbox"/> Price lists <input checked="" type="checkbox"/> Unit groups



**Section:**

**Explanation:**

**QUESTION 56**

**HOTSPOT**

A company implements Dynamics 365 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:**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector.	<input type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector.	<input checked="" type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service.	<input checked="" type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**

**Explanation:**

**QUESTION 57**

**HOTSPOT**

You are investigating the reporting capabilities for Dynamics 365 applications. 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:**

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input type="radio"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

Statement	Yes	No
Each Dynamics 365 application contains unique data that is accessible only from reports embedded within those applications.	<input type="radio"/>	<input checked="" type="radio"/>
The Dynamics 365 Report wizard can be used to create reports by using the data from Dynamics 365 applications.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**



**Explanation:**

**QUESTION 58**

**HOTSPOT**

A company maintains a group of commercial buildings. The company implements Dynamics 365 Field Service.

A new employee is hired. The employee holds several advanced certifications for maintaining specific types of industrial air filtration units.

You need to add The new employee as a resource in the system.

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

NOTE: Each correct selection is worth one point.

**Hot Area:**

Requirement	Option			
Specify the certification type.	<table border="1"><tr><td>Rating value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating value	Category	Skill
Rating value				
Category				
Skill				
Specify the certification level.	<table border="1"><tr><td>Rating Value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating Value	Category	Skill
Rating Value				
Category				
Skill				

**Answer Area:**

Requirement	Option			
Specify the certification type.	<table border="1"><tr><td>Rating value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating value	Category	Skill
Rating value				
Category				
Skill				
Specify the certification level.	<table border="1"><tr><td>Rating Value</td></tr><tr><td>Category</td></tr><tr><td>Skill</td></tr></table>	Rating Value	Category	Skill
Rating Value				
Category				
Skill				

**Section:**

**Explanation:**

**QUESTION 59**

**HOTSPOT**

You are examining the functionality of views in 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:**





**Statements**

Views can be created only by users who have access to customize the system.	Yes <input type="radio"/>	No <input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input type="radio"/>
Views can be configured so that records are editable inline.	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

**Statements**

Views can be created only by users who have access to customize the system.	Yes <input checked="" type="radio"/>	No <input type="radio"/>
System views can be deleted or deactivated.	<input type="radio"/>	<input checked="" type="radio"/>
Views can be configured so that records are editable inline.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**

**Explanation:**

**QUESTION 60**

**DRAG DROP**

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

Which products should you recommend? To answer, drag the appropriate products to the correct features. 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:**

<p><b>Products</b></p> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Dynamics 365 Marketing</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Customer Insights</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Dynamics 365 Sales</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Sales Insights</div>	<p><b>Requirement</b></p> <p>View costs associated with speakers.</p> <p>Create waitlists for events.</p>	<p><b>Product</b></p> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Product</div> <div style="border: 1px solid gray; padding: 2px;">Product</div>
--	---	---

**Correct Answer:**

Products	Requirement	Product
Dynamics 365 Marketing	View costs associated with speakers.	Dynamics 365 Marketing
Customer Insights	Create waitlists for events.	Dynamics 365 Marketing
Dynamics 365 Sales		
Dynamics 365 Sales Insights		

Section:

Explanation:

**QUESTION 61**

HOTSPOT

A company uses Dynamics 365 Customer Service.

A customer service agent needs to understand how knowledge search works.

How should you explain this feature?

Select the answer that correctly completes the sentence.

Hot Area:

Answer Area

The Knowledge search feature uses

- Smart assist
- Similar cases
- Subjects
- Smart assist
- Microsoft Dataverse search

Answer Area:

**Answer Area**

The Knowledge search feature uses

- Smart assist
- Similar cases
- Subjects
- Smart assist
- Microsoft Dataverse search

**Section:**

**Explanation:**

**QUESTION 62**

**HOTSPOT**

You are using Dynamics 365 Field Service inspections.

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

**Hot Area:**

**Answer Area**



**Statement**

Inspections can be completed without internet access.

Inspections require new tables and columns.

Images can be added to an inspection.

**Yes**

**No**

**Answer Area:**

**Answer Area**

**Statement**

Inspections can be completed without internet access.

Inspections require new tables and columns.

Images can be added to an inspection.

**Yes**

**No**

**Section:**

**Explanation:**

**QUESTION 63**

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service.

The management team wants to understand the benefits of the Dynamics 365 App for Outlook.

You need to explain the available features.

Which two features should you explain?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Track an email from Outlook to an existing sales order in Dynamics 365 Sales.
- B. Create a Dynamics 365 email template.
- C. Synchronize an appointment created in Dynamics 365 Sales to Outlook.
- D. Synchronize a custom field in the contact table to a user-defined field in Outlook.



**Correct Answer: A, C**

**Section:**

**QUESTION 64**

**DRAG DROP**

A company plans to replace its existing marketing software with Microsoft products.

You need to recommend an app to accomplish each task.

Which app should you recommend? To answer, drag the appropriate applications to the correct tasks. Each application 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:**

**Apps**

- Dynamics 365 Customer Voice
- Dynamics 365 Customer Insights
- Dynamics 365 Sales Insights

**Answer Area**

**Task**

Send a survey.  
Identify customers in multiple types of data sources.

**App**

- 
- 

**Correct Answer:**

**Apps**

- 
- 
- Dynamics 365 Sales Insights

**Answer Area**

**Task**

Send a survey.  
Identify customers in multiple types of data sources.

**App**

- Dynamics 365 Customer Voice
- Dynamics 365 Customer Insights



**Section:**

**Explanation:**

**QUESTION 65**

A company uses Dynamics 365 Sales. The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically. You need to select the option. Which option should you select?

- A. Dynamic PivotTable
- B. Static worksheet
- C. Dynamic worksheet
- D. Open in Excel Online

**Correct Answer: C**

**Section:**

**Explanation:**

**QUESTION 66**

**HOTSPOT**

A company uses Dynamics 365 Customer Insights.  
Select the answer that correctly completes the sentence.

Hot Area:

Answer Area

Matching conditions may be used to create a unified single data set from fields from multiple

- data sources
- activities
- campaigns
- data sources
- customer profiles

Answer Area:

Answer Area

Matching conditions may be used to create a unified single data set from fields from multiple

- data sources
- activities
- campaigns
- data sources
- customer profiles



Section:

Explanation:

**QUESTION 67**

DRAG DROP

A company uses Dynamics 365 Customer Service. The company only uses out-of-the-box features.

A customer service manager plans to use dashboards for the management team.

You need to describe which visualization should be used for each requirement.

Which visualizations should you use? To answer, drag the appropriate visualization to the correct requirement. Each visualization 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:

**Visualizations**

- Historical analytics
- Standard dashboard
- Interactive experience dashboard

**Answer Area**

**Requirement**

- AI-generated case insights.
- List of active cases and activities refined by using a global filter.

**Visualization**

- 
- 

**Correct Answer:**

**Visualizations**

- 
- 
- Interactive experience dashboard

**Answer Area**

**Requirement**

- AI-generated case insights.
- List of active cases and activities refined by using a global filter.

**Visualization**

- Standard dashboard
- Historical analytics

**Section:**

**Explanation:**

**QUESTION 68**

A company uses Dynamics 365 Marketing. You must choose a real-time marketing customer journey type to start the journey. Which two journey types you can use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Audience-based
- B. Event-based
- C. Scheduled
- D. Customer onboarding

**Correct Answer: A, B**

**Section:**

**QUESTION 69**

**DRAG DROP**

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues. Cases need to be assigned to employees based on predetermined criteria. You need to determine which routing rules to configure. Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type 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.

**Select and Place:**



**Rule Types**

- Prioritization
- Skill-based routing
- Work classification

**Answer Area**

**Need**

Updating the priority column on a case based on existing information.

Assignment order when agents have capacity available.

**Rule type**


**Correct Answer:**

**Rule Types**

- 
- 
- Work classification

**Answer Area**

**Need**

Updating the priority column on a case based on existing information.

Assignment order when agents have capacity available.

**Rule type**


**Section:**

**Explanation:**

**QUESTION 70**

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.

- A. webpage visits
- B. phone calls
- C. form submissions
- D. event payments

**Correct Answer: A, C**

**Section:**

