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



01 - Describe Dynamics 365 Marketing

QUESTION 1

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.	<input type="checkbox"/> LinkedIn Sales Navigator <input type="checkbox"/> Dynamics 365 Customer Insights <input type="checkbox"/> Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<input type="checkbox"/> LinkedIn Sales Navigator <input type="checkbox"/> LinkedIn Campaign Manager <input type="checkbox"/> Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	<input type="checkbox"/> Dynamics 365 Customer Insights <input type="checkbox"/> LinkedIn Sales Navigator <input type="checkbox"/> Dynamics 365 Customer Voice

Answer Area:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<ul style="list-style-type: none">LinkedIn Sales NavigatorDynamics 365 Customer InsightsDynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<ul style="list-style-type: none">LinkedIn Sales NavigatorLinkedIn Campaign ManagerDynamics 365 Customer Voice
Create a unified view of customer data from different sources.	<ul style="list-style-type: none">Dynamics 365 Customer InsightsLinkedIn Sales NavigatorDynamics 365 Customer Voice

Section:

Explanation:

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

QUESTION 2

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: A, D

Section:

Explanation:

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

QUESTION 3

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

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. Create a survey in Dynamics 365 Marketing and create a campaign to send it to out and collect data
- B. Use Customer Voice to collect and analyze survey results
- C. Use Power Automate to automatically send Customer Voice surveys
- D. Create surveys in Dynamics 365 Marketing by using Questionnaire
- E. Use Customer Voice to compile results from the existing third-party app

Correct Answer: A, B

Section:

Explanation:

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

Topic 2, Describe Dynamics 365 Sales

QUESTION 4

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:

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

Correct Answer:

Answer Area		
Features	Requirement	Feature
	Create a single campaign activity geared to a targeted audience.	Marketing list only
Marketing segment only	Create groups of related customers for use in customer journeys.	Marketing segment or marketing list

Section:

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 5

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.
updates the current contact with the LinkedIn data.

Answer 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.
- updates the current contact with the LinkedIn data.

Section:

Explanation:

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

QUESTION 6

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"/>

Answer Area:

 **Vdumps**

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:

Explanation:

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

QUESTION 7

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: A, C

Section:

Explanation:

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

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: A, D, E

Section:



Explanation:

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/engb/dynamics365/marketing/event-management>

QUESTION 9

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"/>



Answer Area:

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:

Explanation:

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

QUESTION 10

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"/>

Answer Area:

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:

Explanation:

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

02 - Describe Dynamics 365 Sales

QUESTION 1

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 2

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:

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:

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 3

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.

Answer 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.

Section:

Explanation:

Reference:

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



QUESTION 4

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:

Answer Area

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:

Answer Area		
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:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-datavalidation>

<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-salesnavigator-widget>

QUESTION 5

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:

Explanation:

Reference:

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

QUESTION 6

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"/>

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Section:

Explanation:

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

QUESTION 7

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 8

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 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:

Explanation:

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

QUESTION 9

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 10

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 11

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 12

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 13

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:

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
<input type="checkbox"/>	Keep track of upcoming appointments and commitments.	<input type="checkbox"/> Assistant
<input type="checkbox"/> Auto capture		<input type="checkbox"/> Talking points
<input type="checkbox"/> Notes analysis	Restart a conversation with a customer on a topic of interest.	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> Who knows whom		<input type="checkbox"/>

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 14

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

Store and track customer information.

Record type

	▼
Lead	
Account	

Attach a file to an activity.

	▼
Task	
Notes	
Phone Call	

Answer Area:

Answer Area

Requirement

Store and track customer information.

Record type

	▼
Lead	
Account	

Attach a file to an activity.

	▼
Task	
Notes	
Phone Call	



Section:

Explanation:

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

QUESTION 15

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.

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
	GroupB	Excel Online

Section:

Explanation:

03 - Describe Dynamics 365 Customer Service

QUESTION 1

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:

Answer Area

Definitions	Item	
	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 2

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 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:

Answer Area		
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 3

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:

Answer 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"/>

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Section:

Explanation:

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

QUESTION 4

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 5

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:

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:

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

Section:

Explanation:

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



QUESTION 6

HOTSPOT

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

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 type="radio"/>	<input checked="" type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

QUESTION 7

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:

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



Answer Area:

Answer Area

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

Section:

Explanation:

Reference:

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

QUESTION 8

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
	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	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 9

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 10

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 11

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:

Explanation:

Reference:

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

QUESTION 12

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:

Explanation:

Reference:

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

QUESTION 13

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:

Explanation:

Reference:

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



QUESTION 14

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 15

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 16

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 17

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 18

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 19

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:

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 20

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
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input type="radio"/>

Answer Area:

Answer Area

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

Section:

Explanation:

Reference:

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

QUESTION 21

DRAG DROP

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. 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:

Actions	Answer Area
SLA key performance indicator (KPI)	<p>Scenario</p> <p>Prevent enforcement of the SLA terms while waiting for additional information from a customer</p> <p>Send an email when a case is at risk for non-compliance with an SLA</p> <p>Feature</p>
SLA actions	
Business Hours	
Allow Pause and Resume	

Correct Answer:

Actions	Answer Area
SLA actions	<p>Scenario</p> <p>Prevent enforcement of the SLA terms while waiting for additional information from a customer</p> <p>Send an email when a case is at risk for non-compliance with an SLA</p> <p>Feature</p>
Business Hours	
	<p>SLA key performance indicator (KPI)</p> <p>Allow Pause and Resume</p>

Section:

Explanation:

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

04 - Describe Dynamics 365 Field Service



QUESTION 1

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 2

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

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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 3

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 4

HOTSPOT

A company plans to implement Connected Field Service.

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

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input type="radio"/>	<input type="radio"/>

Answer Area:

Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input checked="" type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input checked="" type="radio"/>	<input type="radio"/>

Section:

Explanation:

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

QUESTION 5

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 6

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 to see the technician locations on a map.

- Site Map
- Schedule Board
- Schedule Assistant

Answer Area:

Answer Area

You should navigate to the to see the technician locations on a map.

- Site Map
- Schedule Board
- Schedule Assistant

Section:

Explanation:

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

QUESTION 7

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:

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Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<ul style="list-style-type: none">Universal Resource SchedulingWork OrdersConnected Field ServicesGeofencing
Synchronize offline data when the app starts.	<ul style="list-style-type: none">GeofencingField Service MobileIntegrationsConnected Field Services
Monitor air-conditioning equipment to identify mechanical issues	<ul style="list-style-type: none">Field Service MobileWork OrdersConnected Field ServicesBookable resources

Answer Area:



Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<ul style="list-style-type: none">Universal Resource SchedulingWork OrdersConnected Field ServicesGeofencing
Synchronize offline data when the app starts.	<ul style="list-style-type: none">GeofencingField Service MobileIntegrationsConnected Field Services
Monitor air-conditioning equipment to identify mechanical issues	<ul style="list-style-type: none">Field Service MobileWork OrdersConnected Field ServicesBookable resources

Section:

Explanation:

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/fieldservice/connected-field-service>

QUESTION 8

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: C, D

Section:

Explanation:

Reference:

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

QUESTION 9

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:

Explanation:

Reference:

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

QUESTION 10

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:

Explanation:

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

QUESTION 11

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:

Explanation:

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

QUESTION 12

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:

Explanation:

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

QUESTION 13

A company has a large number of technicians that work in the field. You need to ensure that Dynamics 365 Field Service can automatically schedule work to minimize travel time for technicians. What should you implement?

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

Correct Answer: A

Section:

Explanation:

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

Topic 5, Describe Project Operations

QUESTION 14

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 15

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"/>

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 16

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>

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Exam E

QUESTION 1

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 2

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	Answer Area
Dynamics 365 Customer Voice	Task Send a survey.
Dynamics 365 Customer Insights	Identify customers in multiple types of data sources.
Dynamics 365 Sales Insights	

The interface shows a drag-and-drop task. On the left, under 'Apps', there are three boxes: 'Dynamics 365 Customer Voice', 'Dynamics 365 Customer Insights', and 'Dynamics 365 Sales Insights'. On the right, under 'Answer Area', there are two tasks: 'Send a survey.' and 'Identify customers in multiple types of data sources.'. To the right of the tasks are two empty boxes labeled 'App' for placing the selected applications.

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 3

DRAG DROP

You plan to use Dynamics 365 Customer Voice to gather customer feedback for three different lines of business. You need to determine how each requirement will be fulfilled.

Which objects should you use? To answer, drag the appropriate objects to the correct requirements. Each object 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:



Objects

- Project
- Report
- Metric
- Branching rule

Answer Area

Requirement

Keep survey responses from each line of business separate from one another.

Calculate the effectiveness of a survey.

Object

Correct Answer:

Objects

Project
Metric

Answer Area

Requirement

Keep survey responses from each line of business separate from one another.

Calculate the effectiveness of a survey.

Object

Branching rule

Report

Section:

Explanation:

QUESTION 4

A company allows customers to submit cases through its website. A case type field on the webform has sales and service options.

You need to add the case automatically to the sales or service queue based on the field value, using only out-of-the-box functionality. What should you configure?

- A. assistant
- B. sequence
- C. routing rule
- D. record creation and update rule

Correct Answer: C

Section:

QUESTION 5

You create a survey by using Dynamics 365 Customer Voice.

You need to share the survey with customers.

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

NOTE: Each correct selection is worth one point

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

Correct Answer: C, D, E

Section:

QUESTION 6

HOTSPOT

A company uses Dynamics 365 Field Service. Technicians in the company use work orders and inspections to complete their tasks. 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:

Field Service inspections

Statement	Yes	No
An inspection can have multiple steps.	<input type="radio"/>	<input type="radio"/>
A work order can have multiple inspections.	<input type="radio"/>	<input type="radio"/>
Pictures can be added to an inspection.	<input type="radio"/>	<input type="radio"/>

Answer Area:

Field Service inspections

Statement	Yes	No
An inspection can have multiple steps.	<input checked="" type="radio"/>	<input type="radio"/>
A work order can have multiple inspections.	<input checked="" type="radio"/>	<input type="radio"/>
Pictures can be added to an inspection.	<input type="radio"/>	<input checked="" type="radio"/>

Section:

Explanation:

QUESTION 7

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:

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

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 8

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



A screenshot of a dropdown menu with the following options: Smart assist, Similar cases, Subjects, Smart assist (highlighted in green), and Microsoft Dataverse search. A mouse cursor is pointing at the top right of the menu.

Section:

Explanation:

QUESTION 9

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 10

DRAG DROP

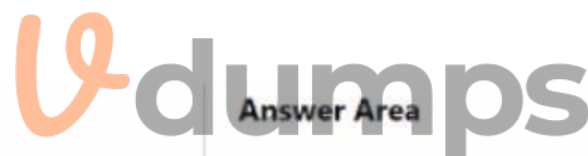
A company schedules technicians by using Dynamics 365 Field Service.

You need to demonstrate to the customer which tools are used for the different scheduling types.

Match each tool to its scheduling type.

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

Select and Place:



Tools

Schedule board

Schedule assistant

Resource requirements

Resource scheduling optimization



Answer Area

Scheduling Type

Manual

Semi-Automated

Fully Automated

Tool

Correct Answer:

Tools

Resource requirements



Answer Area

Scheduling Type

Manual

Semi-Automated

Fully Automated

Tool

Schedule board

Schedule assistant

Resource scheduling optimization

Section:

Explanation:

QUESTION 11

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 12

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



Answer Area:

Answer Area

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



Section:

Explanation:

QUESTION 13

A company uses Dynamics 365 Field Service. The company sends employees to customer sites for repairs. Work orders are created for repairs. No customizations have been made. A work order status must be automatically changed to the correct stage when resources are booked.

Which three bookable resource statuses should you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Scheduled
- B. On Break
- C. Traveling
- D. Closed-Posted
- E. Open-Unscheduled

Correct Answer: A, D, E

Section:

QUESTION 14

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

Correct Answer: A, C, E

Section:

QUESTION 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22**

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 23

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:

Areas

Case Entitlement
Queue

Answer Area

Requirement

Opened issue
No more than 10 issues
Escalations

Area

Area
Area
Area

Correct Answer:

Areas

Answer Area

Requirement

Opened issue
No more than 10 issues
Escalations

Area

Case
Queue
Entitlement

Section:

Explanation:

QUESTION 24

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 25

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"> <input type="checkbox"/> Bookable Resource <input type="checkbox"/> Universal Resource Scheduling <input type="checkbox"/> Field Service Mobile
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"> <input type="checkbox"/> Connected Field Service <input type="checkbox"/> Schedule Board <input type="checkbox"/> Field Service Mobile <input type="checkbox"/> Geocoding

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"> Bookable Resource Universal Resource Scheduling Field Service Mobile
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"> Connected Field Service Schedule Board Field Service Mobile Geocoding

Section:

Explanation:

QUESTION 26

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	<ul style="list-style-type: none"> Units Products Price list items
Relationships between multiple items sold as a single SKU	<ul style="list-style-type: none"> Bundles Price lists Unit groups

Answer Area:

Configuration option	Record type
Services sold to customers	<ul style="list-style-type: none"> Units Products Price list items
Relationships between multiple items sold as a single SKU	<ul style="list-style-type: none"> Bundles Price lists Unit groups

Section:



Explanation:

QUESTION 27

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 28

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 29

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.	<input type="checkbox"/> Rating value <input type="checkbox"/> Category <input type="checkbox"/> Skill
Specify the certification level.	<input type="checkbox"/> Rating Value <input type="checkbox"/> Category <input type="checkbox"/> Skill



Answer Area:

Requirement	Option
Specify the certification type.	<input type="checkbox"/> Rating value <input type="checkbox"/> Category <input checked="" type="checkbox"/> Skill
Specify the certification level.	<input checked="" type="checkbox"/> Rating Value <input type="checkbox"/> Category <input type="checkbox"/> Skill

Section:

Explanation:

QUESTION 30

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	Yes	No
Views can be created only by users who have access to customize the system.	<input type="radio"/>	<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	Yes	No
Views can be created only by users who have access to customize the system.	<input checked="" type="radio"/>	<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 31

HOTSPOT

You are configuring Dynamics 365 Remote Assist to use with 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:

Statements	Yes	No
Call logs are automatically added to the support record when helping customers with Dynamics 365 Remote Assist.	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Remote Assist analytics are available out of the box.	<input type="radio"/>	<input type="radio"/>
Call trends in Dynamics 365 Remote Assist show trends on the types of calls.	<input type="radio"/>	<input type="radio"/>

Answer Area:

Area

Statements	Yes	No
Call logs are automatically added to the support record when helping customers with Dynamics 365 Remote Assist.	<input checked="" type="radio"/>	<input type="radio"/>
Dynamics 365 Remote Assist analytics are available out of the box.	<input type="radio"/>	<input checked="" type="radio"/>
Call trends in Dynamics 365 Remote Assist show trends on the types of calls.	<input checked="" type="radio"/>	<input type="radio"/>

Section:

Explanation:

QUESTION 32

DRAG DROP

A company plans to use several Dynamics 365 apps for business operations.

The company plans to use Microsoft Power Platform services to meet several business requirements.

Match each requirement to the Power Platform service.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Power Platform services

- Power BI
- Power Automate
- Power Pages
- Microsoft Dataverse
- AI Builder
- Power Virtual Agents

Answer Area

Requirement

- Provide data storage for Dynamics 365 apps.
- Provide reporting for Dynamics 365 apps and external systems.
- Answer customer questions in a conversational format.
- Capture input by using a multi-step form.

Power Platform service

-
-
-
-

Correct Answer:

Power Platform services

Power BI

AI Builder

Answer Area

Requirement

- Provide data storage for Dynamics 365 apps.
- Provide reporting for Dynamics 365 apps and external systems.
- Answer customer questions in a conversational format.
- Capture input by using a multi-step form.

Power Platform service

Microsoft Dataverse

Power Automate

Power Virtual Agents

Power Pages

Section:

Explanation:

QUESTION 33

HOTSPOT

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

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input type="radio"/>

Answer Area:

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input checked="" type="checkbox"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input checked="" type="checkbox"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input checked="" type="checkbox"/>

Section:

Explanation:

QUESTION 34

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service apps. Technicians doing repair work should not have access to customer orders and invoices. You need to limit the technicians' access to data. Which feature should you use?

- A. Data loss prevention policy
- B. Role-based security
- C. Environment-level security
- D. Row-level security

Correct Answer: B

Section:

QUESTION 35

HOTSPOT

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	Yes	No
Knowledge articles are available to all users once they are created.	<input type="radio"/>	<input type="radio"/>
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	<input type="radio"/>	<input type="radio"/>
Knowledge articles can have multiple versions.	<input type="radio"/>	<input type="radio"/>

Answer Area:



Answer Area

Statements

Knowledge articles are available to all users once they are created.

Yes

No

Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.

Knowledge articles can have multiple versions.

Section:

Explanation:

QUESTION 36

HOTSPOT

A company is using Dynamics 365 Customer Insights - Journeys to collect customer contact information. The company plans to send marketing emails to customers who have similar characteristics. You need to configure a group of contacts based on common characteristics. Select the answer that correctly completes the sentence.

Hot Area:

Contact grouping

To send marketing emails to a group of contacts based on common characteristics, configure a

segment
branch
segment
session
split

Answer Area:

Contact grouping

To send marketing emails to a group of contacts based on common characteristics, configure a

segment
branch
segment
session
split

Section:

Explanation: