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

CASE - Describe Dynamics 365 Marketing

QUESTION 1
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 2
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 3
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:

Answer Area

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 4
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.	○	○
You can use quick campaigns with both marketing lists and marketing segments.	○	○

Answer Area:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	○	○
You can use quick campaigns with both marketing lists and marketing segments.	○	○

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

QUESTION 5
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 6
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 7
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.	LinkedIn Sales Navigator / Dynamics 365 Customer Insights / Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	LinkedIn Sales Navigator / LinkedIn Campaign Manager / Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	Dynamics 365 Customer Insights / LinkedIn Sales Navigator / Dynamics 365 Customer Voice

Answer Area:

Answer Area

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

Section:

Explanation:

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

QUESTION 8

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. |

QUESTION 9
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.	○	○
Design dynamic content in email messages.	○	○
Configure a website for an event.	○	○

Answer Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	●	○
Design dynamic content in email messages.	●	○
Configure a website for an event.	●	○

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 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.	○	○
You can present specific survey questions based on responses to previous questions.	○	○

Answer Area:

Answer Area

	Yes	No
Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.	●	○
You can present specific survey questions based on responses to previous questions.	●	○

Section:
Explanation:
Reference: https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice

CASE - 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

Details related to inquiries or issues reported by a customer.	
Mechanism for categorizing and prioritizing records.	
Description and performance measurement of services to be delivered.	
Level and terms of support that are specific to a customer.	
Information that can be used to respond to customer inquiries or issues.	

Answer Area

Item

Case

Queue

Service-level agreement

Entitlement

Correct Answer:

Definitions

Answer Area

Item

	Case
	Queue
	Service-level agreement
Level and terms of support that are specific to a customer.	Entitlement

Details related to inquiries or issues reported by a customer.

Mechanism for categorizing and prioritizing records.

Description and performance measurement of services to be delivered.

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

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.	▼
	Power Virtual Agents
	Dynamics 365 Field Service
	Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	▼
	SMS – text message
	Webchat
	Power Platform portal
Combine all customer and employee inquires into a single interface.	▼
	Omnichannel for Customer Service
	Power BI
	Customer Service Insights

Answer Area:

Answer Area

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

Section:
Explanation:
Reference:

QUESTION 3
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:

Answer Area

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:

Answer Area

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 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:

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:

Answer Area

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

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	○	○
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	○	○
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	○	○

Answer Area:

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	☑	○
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	☑	○
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	○	☑

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

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 8
HOTSPOT
You plan to implement Dynamics 365 Customer Service.
For each of the following statements, select Yes if then statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

Answer Area:

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

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

QUESTION 9
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	Answer Area	
	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	Answer Area	
	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 10
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 11

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 12
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 13
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 14
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 15
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 16
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 17
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.	▼ Dynamics 365 Sales / Dynamics 365 Customer Service / Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	▼ Bookings / Resource Management homepage / Universal Resource Scheduling

Answer Area:

Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	▼ Dynamics 365 Sales / **Dynamics 365 Customer Service** / Dynamics 365 Marketing
Schedule a service representative in the correct department and time zone to address the customer issue.	▼ Bookings / Resource Management homepage / **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 18
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.	○	○
Agents can only participate in one session at a time.	○	○
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	○	○

Answer Area:

Answer Area

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	●	○
Agents can only participate in one session at a time.	○	●
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	○	●

Section:

Explanation:

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

QUESTION 19

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	○	○
Knowledge articles are available to others immediately after an agent creates and saves them.	○	○
Seasonal articles can be removed from circulation after a certain date.	○	○

Answer Area:

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	○ (selected)	○
Knowledge articles are available to others immediately after an agent creates and saves them.	○	○ (selected)
Seasonal articles can be removed from circulation after a certain date.	○ (selected)	○

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

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	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	○	○
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	○	○

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	○	○ (selected)
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	○ (selected)	○
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	○	○ (selected)

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:

Correct Answer:

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

CASE - Describe Dynamics 365 Field Service

QUESTION 1
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:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	●	○
You can manage warranties.	○	●
You can schedule recurring maintenance.	●	○

Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders https://docs.microsoft.com/enus/dynamics365/field-service/overview

QUESTION 2
HOTSPOT
A company plans to implement Dynamics 365 Field Service.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Hot Area:
Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	○	○
Inspections can be completed without internet connectivity.	○	○

Answer Area:
Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	●	○
Inspections can be completed without internet connectivity.	●	○

Section:
Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/inspections

QUESTION 3
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.	Return to vendor / Asset management / Knowledge management
Provide a replacement for faulty equipment that cannot be repaired on site.	Return to vendor / Asset management / Return merchandise authorization

Answer Area:

Answer Area

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

Section:

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

QUESTION 4
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 5
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 6
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.	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.	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.	**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.	**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 7
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 8
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:

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	▼
	Universal Resource Scheduling
	Work Orders
	Connected Field Services
	Geofencing
Synchronize offline data when the app starts.	▼
	Geofencing
	Field Service Mobile
	Integrations
	Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	▼
	Field Service Mobile
	Work Orders
	Connected Field Services
	Bookable resources

Answer Area:

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	Universal Resource Scheduling / **Work Orders** / Connected Field Services / Geofencing
Synchronize offline data when the app starts.	Geofencing / **Field Service Mobile** / Integrations / Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	Field Service Mobile / Work Orders / **Connected Field Services** / Bookable resources

Section:

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order https://docs.microsoft.com/enus/dynamics365/field-service/mobile-power-app-system-offline https://docs.microsoft.com/en-us/dynamics365/ fieldservice/connected-field-service

QUESTION 9

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 10

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 11
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 12
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 13
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 14
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:

Answer Area

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:

Answer Area

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/enus/dynamics365/field-service/connected-field-service

QUESTION 15

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

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

QUESTION 16
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	○	○
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	○	○
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	○	○

Answer Area:

Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	○	◉
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	◉	○
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	◉	○

Section:
Explanation:
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service

Exam D

QUESTION 1
HOTSPOT
A company uses Dynamics 365 Customer Insights - Journeys and Dynamics 365 Customer Voice.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
An out-of-the-box chart in Microsoft Dataverse can be created from survey responses.	○	○
Surveys must be sent from a Customer Insights - Journeys customer journey.	○	○
Multiple surveys can be created that share the same metrics.	○	○

Answer Area:

Answer Area

Statements	Yes	No
An out-of-the-box chart in Microsoft Dataverse can be created from survey responses.	○	○
Surveys must be sent from a Customer Insights - Journeys customer journey.	○	○
Multiple surveys can be created that share the same metrics.	○	○

Section:
Explanation:

QUESTION 2
A new salesperson has user access in Microsoft 365 and salesperson privileges in Dynamics 365 Sales.
The salesperson cannot recall the Dynamics 365 Sales app URL.
You need to provide a location where the user can access the app.
Which URL should you provide?

A. office.com
B. make.powerapps.com
C. admin.powerplatform.com
D. ponal.azure.com

Correct Answer: A
Section:

QUESTION 3
HOTSPOT
A company uses Dynamics 365 Field Service. Technicians in the company use the Field Service mobile app to complete tasks when the technician is located at a customer site.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Hot Area:

Field Service mobile app

Statement	Yes	No
The Field Service mobile app can be accessed through the Power Apps mobile app.	○	○
A technician can view items other than their scheduled items in the Field Service mobile app.	○	○
Customers can add a signature in the notes section of the Field Service mobile app.	○	○

Answer Area:

Field Service mobile app

Statement	Yes	No
The Field Service mobile app can be accessed through the Power Apps mobile app.	○	○
A technician can view items other than their scheduled items in the Field Service mobile app.	○	○
Customers can add a signature in the notes section of the Field Service mobile app.	○	○

Section:
Explanation:

QUESTION 4
DRAG DROP
A salesperson creates a record in Dynamics 365 Sales for a potential customer. The salesperson is unable to find the record and knows the customers first name only.
You need to help the salesperson find the record.
Match each search type to its scenario.
Instructions: To answer, drag the appropriate search type from the column on the left to its scenario on the right. Each search type may be used once, more than once, or not at all. Each correct match is worth one point.

Select and Place:

Search types

| Quick Find |
| Categorized Search |
| Search Views |
| Global Filter |

Answer Area

Scenario	Search type
The salesperson cannot recall which table to search.	
The salesperson knows which table to search.	

Correct Answer:

Search types

Categorized Search

○

○

○

○

Global Filter

Answer Area

Scenario	Search type
The salesperson cannot recall which table to search.	Search Views
The salesperson knows which table to search.	Quick Find

Section:
Explanation:

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.	○	○
A work order can have multiple inspections.	○	○
Pictures can be added to an inspection.	○	○

Answer Area:

Field Service inspections

Statement	Yes	No
An inspection can have multiple steps.	●	○
A work order can have multiple inspections.	●	○
Pictures can be added to an inspection.	○	●

Section:
Explanation:

QUESTION 7
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 8
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
Knowledge articles are available to all users once they are created.	○	○
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	○	○
Knowledge articles can have multiple versions.	○	○

Answer Area:

Answer Area

Statements	Yes	No
Knowledge articles are available to all users once they are created.	○	⊙
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	⊙	○
Knowledge articles can have multiple versions.	⊙	○

Section:

Explanation:

QUESTION 9
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
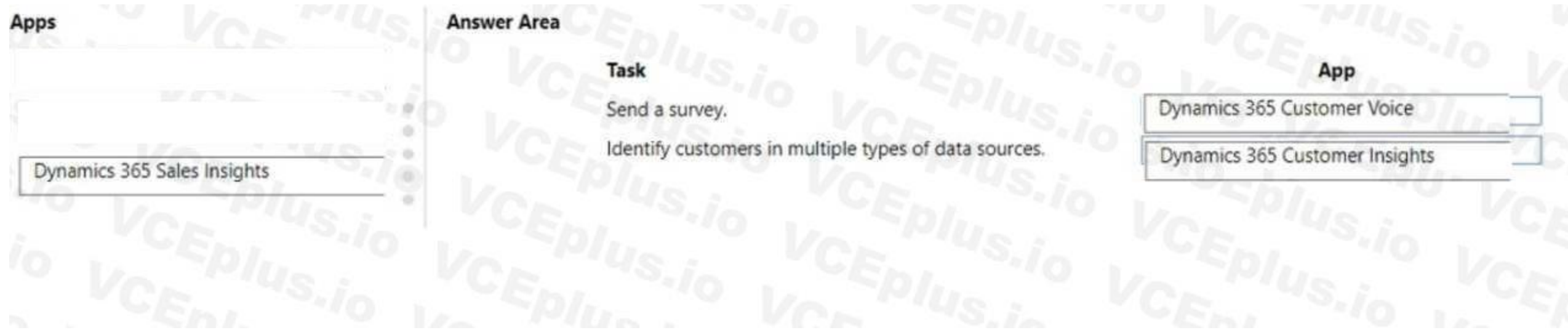
Dynamics 365 Sales Insights

Answer Area

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

Correct Answer:

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

Section:
Explanation:

QUESTION 10
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 11
HOTSPOT
A company uses Dynamics 365 Customer Insights.
Select the answer that correctly completes the sentence.
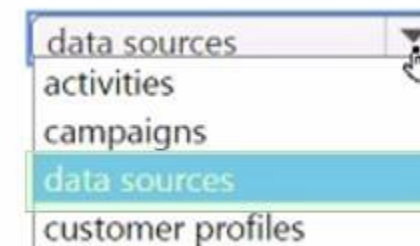
Hot Area:

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:

Section:
Explanation:

QUESTION 12
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 13
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			Answer Area	
Schedule board	Schedule assistant		**Scheduling Type**	**Tool**
Resource requirements	Resource scheduling optimization		Manual	
			Semi-Automated	
			Fully Automated	

Correct Answer:

Tools			Answer Area	
			Scheduling Type	**Tool**
Resource requirements			Manual	Schedule board
			Semi-Automated	Schedule assistant
			Fully Automated	Resource scheduling optimization

Section:
Explanation:

QUESTION 14
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:

:r Area

Statements	Yes	No
Call logs are automatically added to the support record when helping customers with Dynamics 365 Remote Assist.	○	○
Dynamics 365 Remote Assist analytics are available out of the box.	○	○
Call trends in Dynamics 365 Remote Assist show trends on the types of calls.	○	○

Answer Area:

Statements	Yes	No
Call logs are automatically added to the support record when helping customers with Dynamics 365 Remote Assist.	⦿	○
Dynamics 365 Remote Assist analytics are available out of the box.	○	⦿
Call trends in Dynamics 365 Remote Assist show trends on the types of calls.	⦿	○

Section:
Explanation:

QUESTION 15
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	Power Platform service
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.	

Correct Answer:

Power Platform services

Power Platform services
Power BI
AI Builder

Answer Area

Requirement		Power Platform service
Provide data storage for Dynamics 365 apps.	○	Microsoft Dataverse
Provide reporting for Dynamics 365 apps and external systems.	○	Power Automate
Answer customer questions in a conversational format.	○	Power Virtual Agents
Capture input by using a multi-step form.	○	Power Pages

Section:
Explanation:

QUESTION 16
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.	○	○
Opportunities can be edited only by users who are part of that record's sales team.	○	○
An opportunity stakeholder is an example of a connection role.	○	○

Answer Area:

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	○	⊙
Opportunities can be edited only by users who are part of that record's sales team.	○	⊙
An opportunity stakeholder is an example of a connection role.	○	⊙

Section:
Explanation:

QUESTION 17
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	Object
Keep survey responses from each line of business separate from one another.	
Calculate the effectiveness of a survey.	

Correct Answer:

Objects

Objects
Project
Metric

Answer Area

Requirement	Object
Keep survey responses from each line of business separate from one another.	Branching rule
Calculate the effectiveness of a survey.	Report

Section:
Explanation:

QUESTION 18
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 19
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

Visualizations
Historical analytics
Standard dashboard
Interactive experience dashboard

Answer Area

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

Correct Answer:

Visualizations

Interactive experience dashboard

Answer Area

Requirement	Visualization
AI-generated case insights.	Standard dashboard
List of active cases and activities refined by using a global filter.	Historical analytics

Section:
Explanation:

QUESTION 20
HOTSPOT
You use Dynamics 365 Sales to manage leads.
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
A disqualified lead can be reactivated.	○	○
An opportunity can be created as part of the lead qualification process.	○	○
More than one business process flow can be set up for leads.	○	○

Answer Area:

Answer Area

Statement	Yes	No
A disqualified lead can be reactivated.	○	○
An opportunity can be created as part of the lead qualification process.	○	○
More than one business process flow can be set up for leads.	○	○

Section:
Explanation:

QUESTION 21
DRAG DROP
A company uses agent productivity tools in Dynamics 365 Customer Sen/ice to assist users with their work. The company does not plan to use knowledge management. Users require a solution that provides the following implementations:
* Reduce the number of user actions to send an email to a customer outside of a conversation.
* Provide step-by-step instructions to ensure accurate legal disclaimers are always given when users speak to customers.
You need to recommend a solution.
Which tool should you recommend? To answer, move the appropriate tool to the correct requirement. You may use each tool once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:

Tools

:: Macro

:: Agent script

:: Smart assist

Productivity tools

Requirement	Tool
Minimize number of user actions to send emails.	
Provide instructions to ensure legal disclaimers.	

Correct Answer:

Tools

:: Smart assist

Productivity tools

Requirement	Tool
Minimize number of user actions to send emails.	:: Macro
Provide instructions to ensure legal disclaimers.	:: Agent script

Section:
Explanation: