



MICROSOFT MB-910

Microsoft CRM Certification Questions & Answers

Exam Summary – Syllabus – Questions

MB-910

[Microsoft Certified - Dynamics 365 Fundamentals \(CRM\)](#)

40-60 Questions Exam - 700/1000 Cut Score - Duration of 60 minutes

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Know Your MB-910 Certification Well:

The MB-910 is best suitable for candidates who want to gain knowledge in the Microsoft Dynamics 365. Before you start your MB-910 preparation you may struggle to get all the crucial Microsoft Dynamics 365 Fundamentals (CRM) materials like MB-910 syllabus, sample questions, study guide.

But don't worry the MB-910 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the MB-910 syllabus?
- How many questions are there in the MB-910 exam?
- Which Practice test would help me to pass the MB-910 exam at the first attempt?

Passing the MB-910 exam makes you Microsoft Dynamics 365 Fundamentals (CRM). Having the Microsoft Dynamics 365 Fundamentals (CRM) certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Microsoft MB-910 Microsoft Dynamics 365 Fundamentals (CRM) Certification Details:

| | |
|---------------------|--|
| Exam Name | Microsoft Certified - Dynamics 365 Fundamentals (CRM) |
| Exam Code | MB-910 |
| Exam Price | \$99 (USD) |
| Duration | 60 mins |
| Number of Questions | 40-60 |
| Passing Score | 700 / 1000 |
| Books / Training | MB-910T00: Microsoft Certified: Dynamics 365 Fundamentals (CRM) |
| Schedule Exam | Pearson VUE |
| Sample Questions | Microsoft Dynamics 365 Fundamentals (CRM) Sample Questions |
| Practice Exam | Microsoft MB-910 Certification Practice Exam |

MB-910 Syllabus:

| Topic | Details |
|--|---|
| Describe Dynamics 365 Marketing (10-15%) | |
| Identify Dynamics 365 Marketing capabilities | <ul style="list-style-type: none"> - describe how to target customers by using segments and subscription lists - describe the lead generation and qualification process including lead scoring - describe customer journeys - describe event management features and capabilities |
| Describe related marketing apps | <ul style="list-style-type: none"> - describe the capabilities of LinkedIn Campaign Manager - describe the capabilities of Dynamics 365 Customer Voice - describe the capabilities of Dynamics 365 Customer Insights including audience insights and experience insights |
| Describe Dynamics 365 Sales (15-20%) | |
| Describe the Dynamics 365 Sales lifecycle | <ul style="list-style-type: none"> - describe leads and the process for qualifying leads - describe the opportunity management process - describe the quote lifecycle - describe use cases for orders and invoices - describe processes and tools used for forecasting sales |
| Describe related sales apps | <ul style="list-style-type: none"> - describe capabilities of Dynamics 365 Sales Insights - describe capabilities of LinkedIn Sales Navigator |
| Describe Dynamics 365 Customer Service (15-20%) | |
| Describe Dynamics 365 Customer Service components | <ul style="list-style-type: none"> - describe cases, queues, and entitlements - describe Knowledge Management - describe service-level agreements (SLAs) |
| Describe related customer service apps | <ul style="list-style-type: none"> - describe Omnichannel for Customer Service - describe Connected Customer Service - describe Customer Service Insights |
| Describe Dynamics 365 Field Service (15-20%) | |
| Describe the work order lifecycle | <ul style="list-style-type: none"> - describe the lifecycle of a work order including work order creation - describe sources for work orders including cases, opportunities, IoT device sensor alerts, and agreements - describe capabilities for the Inspections feature |
| Describe scheduling capabilities | <ul style="list-style-type: none"> - describe resource management capabilities including skills, and proficiency models |

| Topic | Details |
|--|--|
| | <ul style="list-style-type: none"> - identify available Universal Resource Scheduling (URS) scheduling options including Schedule Assistant, Resource Schedule Optimization (RSO), and geolocation for technicians - describe how Dynamics 365 Field Service uses artificial intelligence (AI) to help organizations become more efficient |
| Describe inventory and asset management capabilities | <ul style="list-style-type: none"> - describe inventory management transaction types - describe customer asset management and preventive maintenance processes - describe options for performing proactive customer asset maintenance by implementing IoT |
| Describe Project Operations (15-20%) | |
| Identify Project Operations capabilities | <ul style="list-style-type: none"> - describe project components including contracts, stages, assignments, and fixed price versus time and material estimates versus retainer contracts - identify views and reports that aid a project service company in making decisions |
| Describe project sales capabilities | <ul style="list-style-type: none"> - describe the process for converting leads into projects - describe opportunity management and quote management for project-based and product-based quotes - describe use cases for project contracts |
| Describe project planning and resource management capabilities | <ul style="list-style-type: none"> - describe allocation methods, tasks, subtasks, and assignments - describe time and expenses entry, and entry approvals - describe resource skills and proficiency models - identify Interactive Gantt charts, Kanban boards, Resource Utilization boards, and Schedule boards |
| Describe shared features (15-20%) | |
| Identify common customer engagement features | <ul style="list-style-type: none"> - describe customers and activities - describe the product catalog - describe price lists, discounts, and currencies - describe cases - describe resources |
| Describe reporting capabilities | <ul style="list-style-type: none"> - describe built-in reporting capabilities including dashboards, charts, views, and Report Wizard - describe options for exporting data to Microsoft Excel - describe options for analyzing data by using Power BI |

| Topic | Details |
|------------------------------|--|
| Describe integration options | <ul style="list-style-type: none"> - describe Microsoft Teams integration capabilities - describe use cases for integrating with Microsoft Excel and Microsoft Word - describe options for managing documents by using SharePoint Online - describe email integration capabilities |

Microsoft MB-910 Sample Questions:

Question: 1

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

Answer: a

Question: 2

You maintain the product catalog in Dynamics 365 customer engagement. A product is missing from a price list. The price list is in US Dollars. You need to add the product to the price list.

Which two components should you select when creating the price list item from the product?

Each correct answer presents part of the solution. Choose the correct answers

- a) Unit
- b) Territory
- c) Price list
- d) Currency

Answer: a, c

Question: 3

A company is considering implementing products and the product catalog in Dynamics 365 Sales. Sales transactions can occur in multiple currencies. The company wants to manage exchange rates. You need to explain to the company how Dynamics 365 Sales handles currency.

Which two statements describe how Dynamics 365 Sales handles currency?

Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- a) By default, all available currencies can be used.
- b) By default, a base currency is available and other currencies can be added as needed.
- c) Exchange rates are automatically updated.
- d) Exchange rates need to be updated manually.

Answer: b, d

Question: 4

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations. You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer. Which two features should you use?

Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- a) Resource skills
- b) Resource roles
- c) Proficiency models
- d) Service-level agreements

Answer: a, c

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

Answer: b

Question: 6

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

Answer: a

Question: 7

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.

Answer: b

Question: 8

You work as a technician and receive your work assignments by using cases in Dynamics 365 Sales. You need to review the timeline for a case that you are managing. Which type of activity appears in the case timeline?

- a) Project task
- b) Task
- c) Entitlement
- d) Work order

Answer: c**Question: 9**

A company uses Dynamics 365 Sales. You need to analyze account data and create reports based on the analyses. Which solution should you use?

- a) Microsoft Forms Pro
- b) Power BI
- c) Power Automate
- d) Management Reporter

Answer: b**Question: 10**

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

Answer: c

Study Guide to Crack Microsoft Dynamics 365 Fundamentals (CRM) MB-910 Exam:

- Getting details of the MB-910 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MB-910 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MB-910 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MB-910 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MB-910 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for MB-910 Certification

Make EduSum.com your best friend during your Microsoft Dynamics 365 Fundamentals (CRM) exam preparation. We provide authentic practice tests for the MB-910 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual MB-910 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the MB-910 exam.

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