

MICROSOFT MB-910

Microsoft CRM Certification Questions & Answers

Get Instant Access to Vital Exam
Acing Materials | Study Guide |
Sample Questions | Practice Test

MB-910

[Microsoft Certified - Dynamics 365 Fundamentals](#)

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



EDUSUM

#1 Online Certification Guide

Table of Contents:

Discover More about the MB-910 Certification	2
Microsoft MB-910 CRM Certification Details:	2
MB-910 Syllabus:	2
Describe Dynamics 365 Marketing (15-20%)	2
Describe Dynamics 365 Sales (15-20%)	3
Describe Dynamics 365 Customer Service (15-20%)	3
Describe Dynamics 365 Field Service (15-20%)	3
Describe shared features (20-25%)	4
Broaden Your Knowledge with Microsoft MB-910 Sample Questions:	4
Avail the Study Guide to Pass Microsoft MB-910 CRM Exam:	8
Career Benefits:	8

Discover More about the MB-910 Certification

Are you interested in passing the Microsoft MB-910 exam? First discover, who benefits from the MB-910 certification. The MB-910 is suitable for a candidate if he wants to learn about Microsoft Dynamics 365. Passing the MB-910 exam earns you the Microsoft Certified - Dynamics 365 Fundamentals title.

While preparing for the MB-910 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The MB-910 PDF contains some of the most valuable preparation tips and the details and instant access to useful [MB-910 study materials just at one click](#).

Microsoft MB-910 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 (15-20%)	
Describe Dynamics 365 Marketing capabilities	<ul style="list-style-type: none"> - Describe the process for generating and scoring leads by using marketing forms and pages - Describe how to target customers by using segments

Topic	Details
	and subscription lists - Describe email marketing concepts and processes - Describe the process of automating marketing activities by using customer journeys - Describe event management features and capabilities - Describe real-time marketing concepts
Describe marketing-related apps	- Describe the capabilities of Dynamics 365 Customer Insights - Describe the capabilities of Dynamics 365 Customer Voice
Describe Dynamics 365 Sales (15-20%)	
Describe the Dynamics 365 Sales lifecycle	- Describe leads and the process for qualifying leads - Describe the opportunity management process - Describe the quote lifecycle - Describe order and invoice management - Describe sales pipeline and forecasting concepts
Describe sales-related apps	- 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	- Describe Knowledge Management - Describe the case lifecycle including service-level agreements (SLAs) and entitlements - Describe how to use queues to manage work - Describe Omnichannel for Customer Service - Describe historical analytics
Describe Dynamics 365 Field Service (15-20%)	
Describe Field Service capabilities	- Describe the work order lifecycle - Describe capabilities of the Inspections feature
Describe scheduling capabilities	- Describe resource and scheduling processes - Describe scheduling options including Schedule Assistant and Resource Schedule Optimization (RSO)

Topic	Details
	- Describe customer assets and how to enable proactive customer asset maintenance by using Connected Field Service
Describe shared features (20-25%)	
Identify common customer engagement features	- Describe Microsoft Dataverse as the foundation for Dynamics 365 apps - Describe the Dynamics 365 customer engagement apps - Describe customers and activities
Describe integration options	- Describe built-in reporting capabilities including dashboards, charts and views - Describe Microsoft Teams integration capabilities - Describe email capabilities including App for Outlook - Describe how Microsoft Excel and Microsoft Word can be used with Dynamics 365 apps - Describe options for analyzing data by using Power BI

Broaden Your Knowledge with Microsoft MB-910

Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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

Question: 8

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: 9**

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: 10**

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

Avail the Study Guide to Pass Microsoft MB-910 CRM Exam:

- Find out about the MB-910 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [MB-910 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the MB-910 training. Joining the Microsoft provided training for MB-910 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [MB-910 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. MB-910 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the MB-910 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the MB-910 Certification

EduSum.Com is here with all the necessary details regarding the MB-910 exam. We provide authentic practice tests for the MB-910 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on EduSum.Com for rigorous, unlimited two-month attempts on the **[MB-910 practice tests](#)**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Microsoft Certified - Dynamics 365 Fundamentals.

Start Online Practice of MB-910 Exam by visiting URL

<https://www.edusum.com/microsoft/microsoft-dynamics-365-fundamentals-crm>