

Microsoft

MB-910 Exam

**Microsoft Dynamics 365 Fundamentals Customer Engagement
Apps (CRM)**

**Questions & Answers
Demo**

Version: 10.0

Question: 1

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

Answer: AD

Explanation:

Reference:

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

Question: 2

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.

Answer Area

Features

- Marketing list only
- Marketing segment only
- Marketing segment or marketing list

Requirement

- Create a single campaign activity geared to a targeted audience.
- Create groups of related customers for use in customer journeys.

Feature

Answer:

Explanation:

Answer Area

Features

Marketing list only

Marketing segment
only

Marketing segment or
marketing list

Requirement

Create a single campaign activity geared to a targeted audience.

Create groups of related customers for use in customer journeys.

Feature

Marketing list only

Marketing segment or
marketing list

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: 3

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.

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:

Explanation:

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"/>

Reference:

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

Question: 4

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.

Answer Area

Scenario	App			
Collect feedback on the effectiveness of a marketing campaign.	<div data-bbox="764 930 1203 989" style="background-color: #cccccc; border: 1px solid black; padding: 2px;">▼</div> <table border="1" data-bbox="764 989 1273 1121"><tr><td data-bbox="764 989 1273 1031">LinkedIn Sales Navigator</td></tr><tr><td data-bbox="764 1031 1273 1073">Dynamics 365 Customer Insights</td></tr><tr><td data-bbox="764 1073 1273 1121">Dynamics 365 Customer Voice</td></tr></table>	LinkedIn Sales Navigator	Dynamics 365 Customer Insights	Dynamics 365 Customer Voice
LinkedIn Sales Navigator				
Dynamics 365 Customer Insights				
Dynamics 365 Customer Voice				
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div data-bbox="764 1144 1203 1203" style="background-color: #cccccc; border: 1px solid black; padding: 2px;">▼</div> <table border="1" data-bbox="764 1203 1273 1335"><tr><td data-bbox="764 1203 1273 1245">LinkedIn Sales Navigator</td></tr><tr><td data-bbox="764 1245 1273 1287">LinkedIn Campaign Manager</td></tr><tr><td data-bbox="764 1287 1273 1335">Dynamics 365 Customer Voice</td></tr></table>	LinkedIn Sales Navigator	LinkedIn Campaign Manager	Dynamics 365 Customer Voice
LinkedIn Sales Navigator				
LinkedIn Campaign Manager				
Dynamics 365 Customer Voice				
Create a unified view of customer data from different sources.	<div data-bbox="764 1350 1203 1409" style="background-color: #cccccc; border: 1px solid black; padding: 2px;">▼</div> <table border="1" data-bbox="764 1409 1273 1541"><tr><td data-bbox="764 1409 1273 1451">Dynamics 365 Customer Insights</td></tr><tr><td data-bbox="764 1451 1273 1493">LinkedIn Sales Navigator</td></tr><tr><td data-bbox="764 1493 1273 1541">Dynamics 365 Customer Voice</td></tr></table>	Dynamics 365 Customer Insights	LinkedIn Sales Navigator	Dynamics 365 Customer Voice
Dynamics 365 Customer Insights				
LinkedIn Sales Navigator				
Dynamics 365 Customer Voice				

Answer:

Explanation:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>LinkedIn Sales Navigator</p> <p>Dynamics 365 Customer Insights</p> <p style="background-color: #d9ead3;">Dynamics 365 Customer Voice</p> </div> </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>LinkedIn Sales Navigator</p> <p style="background-color: #d9ead3;">LinkedIn Campaign Manager</p> <p>Dynamics 365 Customer Voice</p> </div> </div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p style="background-color: #d9ead3;">Dynamics 365 Customer Insights</p> <p>LinkedIn Sales Navigator</p> <p>Dynamics 365 Customer Voice</p> </div> </div>

Reference:

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

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

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