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QUESTION & ANSWER

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Exam : **MB-910**

Title : Microsoft Dynamics 365
Fundamentals (CRM)

Version : DEMO

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>

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	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		

Answer:

Answer Area

Features	Requirement	Feature
Marketing list only	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
Marketing segment or marketing list		

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>

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:

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"/>

Explanation:

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

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.

	▼
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:

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> LinkedIn Sales Navigator </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> Dynamics 365 Customer Insights </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> Dynamics 365 Customer Voice </div> </div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> LinkedIn Sales Navigator </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> LinkedIn Campaign Manager </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> Dynamics 365 Customer Voice </div> </div>
Create a unified view of customer data from different sources.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> Dynamics 365 Customer Insights </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> LinkedIn Sales Navigator </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;"> Dynamics 365 Customer Voice </div> </div>

Explanation:

Reference:

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

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

5.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.

Answer: AC

Explanation:

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