

# Microsoft

MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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# Latest Version: 11.0

## 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**

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	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

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

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: 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"/>

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

**Answer:**

## 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: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"><span></span><span>▼</span></div><div style="padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px;">LinkedIn Sales Navigator</div><div style="background-color: #f0f0f0; padding: 2px;">Dynamics 365 Customer Insights</div><div style="background-color: #d9ead3; padding: 2px;">Dynamics 365 Customer Voice</div></div></div>
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"><span></span><span>▼</span></div><div style="padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px;">LinkedIn Sales Navigator</div><div style="background-color: #d9ead3; padding: 2px;">LinkedIn Campaign Manager</div><div style="background-color: #f0f0f0; padding: 2px;">Dynamics 365 Customer Voice</div></div></div>
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Reference:

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

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

### Question: 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**

Reference:

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

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