



MICROSOFT TRAINING

MB-910: Microsoft Dynamics 365 Fundamentals (CRM) — Practice Questions

Prepare for MB-910 and master Microsoft Dynamics 365 Fundamentals (CRM). Gain confidence to ace your certification exam.

DURATION

2 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This course, "MB-910: Microsoft Dynamics 365 Fundamentals (CRM) — Practice Questions," is expertly designed to solidify your understanding and prepare you for success in the Microsoft Dynamics 365 Fundamentals (CRM) certification exam. It focuses on the core Customer Relationship Management capabilities within Dynamics 365, including its powerful modules for Sales, Customer Service, and Marketing. Through a comprehensive set of practice questions, you will master the foundational concepts, key features, and business value propositions of Dynamics 365 CRM, ensuring you are well-versed in how this leading-edge platform helps organizations manage customer interactions, streamline processes, and drive business growth.

Engaging with these practice questions will not only enhance your technical knowledge of Dynamics 365 CRM but also sharpen your exam-taking skills, helping you to identify areas for further study and build confidence. You'll gain a solid grasp of how Dynamics 365 facilitates lead management, opportunity tracking, case resolution, customer engagement, and targeted marketing campaigns. This foundational certification is crucial for anyone looking to enter or advance their career in roles that leverage Microsoft's business applications to improve customer relationships and operational efficiency.

By successfully completing this practice question course and earning your MB-910 certification, you will demonstrate a fundamental understanding of Dynamics 365 CRM to potential employers, opening doors to various exciting career pathways within the dynamic world of business applications. It serves as an excellent stepping stone for more advanced certifications and specialized roles in the Microsoft ecosystem.

Duration	2 Hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MB-910

COURSE CURRICULUM

01 Module 1: Core Concepts of Dynamics 365 CRM

- Understanding the Dynamics 365 Platform Overview
- Introduction to Microsoft Dataverse (Common Data Service)
- Key CRM Components and their Business Value
- Licensing Models and Deployment Options for Dynamics 365

02 Module 2: Mastering Dynamics 365 Sales Capabilities

- Lead and Opportunity Management Processes
- Account and Contact Management Features
- Product Catalog and Price List Configuration
- Sales Forecasting and Performance Reporting

03 Module 3: Diving into Dynamics 365 Customer Service Capabilities

- Case Management and Service Level Agreements (SLAs)
- Knowledge Base and Self-Service Portals
- Queues, Routing Rules, and Entitlements
- Omnichannel Customer Service Overview

04 Module 4: Exploring Dynamics 365 Marketing Capabilities

- Customer Journey Design and Automation
- Email Marketing and Event Management
- Segmentation, Lead Scoring, and Nurturing
- Marketing Analytics and Insights

05 Module 5: Related Technologies and Reporting

- Integration with Microsoft Power Platform (Power Apps, Power Automate, Power BI)
- Microsoft Excel Integration for Data Analysis
- Basic Security Roles and Access Management Concepts
- Reporting and Dashboards in Dynamics 365 CRM

06 Module 6: MB-910 Exam Preparation and Review

- Effective Practice Question Strategies
- Time Management Techniques for the Exam
- Review of Challenging CRM Concepts
- Interpreting Question Formats and Answer Explanations

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 CRM Support Specialist**
- > **Sales Operations Administrator (leveraging D365 Sales)**
- > **Customer Service Process Analyst (focusing on D365 Customer Service)**

FREQUENTLY ASKED QUESTIONS

Q: What foundational knowledge or experience is recommended before engaging with these MB-910 practice questions?

While the MB-910 certification is fundamental, having a basic understanding of business processes related to sales, customer service, or marketing can be beneficial. It is primarily for individuals who have studied the core concepts of Dynamics 365 CRM or have some exposure to the platform and are now looking to validate their knowledge and prepare specifically for the exam format and question types.

Q: How do these MB-910 practice questions specifically prepare me for real-world application of Dynamics 365 CRM principles?

These practice questions are designed to cover the core functionalities and scenarios you'd encounter as an end-user or support professional working with Dynamics 365 CRM. By mastering the concepts tested, you'll gain practical insight into managing leads and opportunities, handling customer cases, creating marketing segments, and understanding the overall architecture, enabling you to more effectively navigate and utilize the platform in a business environment.

Q: Beyond passing the MB-910 exam, what are the next logical steps for career progression within the Microsoft Dynamics 365 ecosystem?

After achieving your MB-910 certification, the natural progression is towards more specialized 'Associate' level

certifications. You might consider the MB-210: Microsoft Dynamics 365 Sales Functional Consultant Associate, MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant Associate, or MB-220: Microsoft Dynamics 365 Marketing Functional Consultant Associate, depending on your desired specialization. These will equip you with deeper functional knowledge and open doors to roles such as Functional Consultant or Solution Architect.

ABOUT COMPUTER PRIDE



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