



**Microsoft**

**Exam Questions MB-910**

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

**NEW 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>

**NEW QUESTION 2**

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.

Hot Area:

**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"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 3**

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.

Hot Area:

## 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: 1px solid black; padding: 2px;">                     LinkedIn Sales Navigator                      Dynamics 365 Customer Insights                      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: 1px solid black; padding: 2px;">                     LinkedIn Sales Navigator                      LinkedIn Campaign Manager                      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: 1px solid black; padding: 2px;">                     Dynamics 365 Customer Insights                      LinkedIn Sales Navigator                      Dynamics 365 Customer Voice                 </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 4**

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/>

**NEW QUESTION 5**

**HOTSPOT**  
 Which features are available in Dynamics 365 Marketing?  
 For each of the following features, select Yes if the feature is available. Otherwise, select No.  
 NOTE: Each correct selection is worth one point.

## Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

**NEW QUESTION 6**

A potential customer delays their decision to commit to a big multi-year contract. You want to find other colleagues who have interacted with the potential customer to discuss strategies. Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

**Answer:** D

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

**NEW QUESTION 7**

**HOTSPOT**

A company plans to implement Dynamics 365 Sales to manage sales pipelines. 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 use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

**NEW QUESTION 8**

**DRAG DROP**

A company uses Dynamics 365 Sales. The company plans to use Dynamics 365 Sales Insights. You need to recommend features that meet the requirements. Which feature 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. Select and Place:

## Answer Area

Features	Requirement	Feature
Assistant		
Auto capture	Keep track of upcoming appointments and commitments.	
Notes analysis		
Talking points	Restart a conversation with a customer on a topic of interest.	
Who knows whom		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant>  
<https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

**NEW QUESTION 9**

A customer needs a cost-effective sales solution that can display current news about a lead or an account. You recommend Microsoft Relationship Sales. Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Answer:** BD

**Explanation:**

Explanation/Reference:  
 Reference: <https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>

**NEW QUESTION 10**

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

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

**NEW QUESTION 10**

DRAG DROP

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- View LinkedIn information from within Dynamics 365 Sales. Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	<input type="text"/>
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	<input type="text"/>
Dynamics 365 Sales Insights		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>  
<https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

**NEW QUESTION 13**

A company wants to be able to give quotes to customers from their parts list. You need to recommend a solution for the company. What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

**Answer:** B

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales>

**NEW QUESTION 15**

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

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

**NEW QUESTION 20**

**HOTSPOT**

A company plans to implement new support software. You need to recommend solutions for the company. What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Solution
Support automated webchat.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Power Virtual Agents</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 Field Service</div> <div style="border: 1px solid gray; padding: 2px;">Customer Service Insights</div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">SMS – text message</div> <div style="border: 1px solid gray; padding: 2px;">Webchat</div> <div style="border: 1px solid gray; padding: 2px;">Power Platform portal</div>
Combine all customer and employee inquires into a single interface.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Omnichannel for Customer Service</div> <div style="border: 1px solid gray; padding: 2px;">Power BI</div> <div style="border: 1px solid gray; padding: 2px;">Customer Service Insights</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

**NEW QUESTION 25**

DRAG DROP

A company is implementing Dynamics 365 Customer Service. You need to recommend features that will meet the requirements. Which features 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
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

**NEW QUESTION 29**

HOTSPOT

A cable installation company is implementing Dynamics 365.  
 You need to recommend Dynamics 365 applications for the company.  
 Which app should you recommend? To answer, select the appropriate options in the answer area.  
 NOTE: Each correct selection is worth one point.

### Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	<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="border: 1px solid gray; padding: 2px;">                     Dynamics 365 Field Service                      Dynamics 365 Sales                      Dynamics 365 Customer Service                 </div> </div>
Allow technicians to see a list of the daily work orders on their mobile device.	<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="border: 1px solid gray; padding: 2px;">                     Dynamics 365 Field Service Mobile App                      Dynamics 365 Sales                      Dynamics 365 Customer Service                 </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>  
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

**NEW QUESTION 33**

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

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

**NEW QUESTION 37**

**HOTSPOT**

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians. The company often does not assign service jobs to the technician that is geographically closest to the customer.  
 The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map. You enable location tracking.  
 Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

### Answer Area

You should navigate to the 

▼

Site Map  
 Schedule Board  
 Schedule Assistant

 to see the technician locations on a map.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

**NEW QUESTION 41**

**HOTSPOT**

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations. 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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>  
<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

**NEW QUESTION 43**

**HOTSPOT**

A company plans to implement Dynamics 365 Field Service.  
 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
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

**NEW QUESTION 45**

**HOTSPOT**

A company uses Dynamics 365 Field Service. The company manufactures and sells medical equipment to hospitals. The company also manufactures parts for all equipment they sell.  
 You need to ensure that you can track equipment inspections, maintenance, and repairs. You must also be able to provide a replacement for faulty equipment that cannot be repaired on site. What should you use? To answer, select the appropriate options in the answer area.  
 NOTE: Each correct selection is worth one point.

## Answer Area

Requirement	Option
Keep track of equipment inspections, maintenance, and repairs.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Return to vendor</div> <div style="padding: 2px;">Asset management</div> <div style="padding: 2px;">Knowledge management</div> </div>
Provide a replacement for faulty equipment that cannot be repaired on site.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Return to vendor</div> <div style="padding: 2px;">Asset management</div> <div style="padding: 2px;">Return merchandise authorization</div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return>

**NEW QUESTION 49**

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

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

**NEW QUESTION 54**

HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. 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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

**NEW QUESTION 57**

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

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-work-order>

**NEW QUESTION 62**

HOTSPOT

You work for a home decorating company.

You need to ensure that qualifying leads can become project-based opportunities. What should you do? To answer, select the appropriate option in the answer area. Hot Area:

**Answer Area**

You must assign a value to the  for each lead record

▼
Type
Topic
Last name
Stakeholder

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-leads>

**NEW QUESTION 64**

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

**NEW QUESTION 65**

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

**Answer:** D

**Explanation:**

You would have to create separate bookings for each of the working days.  
 Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

**NEW QUESTION 70**

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:** BD

**Explanation:**

Reference:  
<https://thescrmexpert.wordpress.com/2016/12/29/understanding-organizations-base-currency-in-dynamics-365-crm/>

**NEW QUESTION 74**

DRAG DROP

A company implements Dynamics 365 Sales. You need to recommend the features to implement that meet the following requirements:  
 \* Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.  
 \* Display an interactive list that allows sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column. Which features 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
Dashboard	Display a landing page when a sales manager signs in that shows the pipeline, top leads, open opportunities, and won opportunities.	<input type="text"/>
Report	Display an interactive list that allow sales representatives to see details for their accounts including the name, address, phone number, contact, and last contact date for the account. Allow sorting by any column.	<input type="text"/>
View		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

**NEW QUESTION 79**

DRAG DROP

A company implements Dynamics 365 Sales. Users are unsure how to perform various tasks. You need to recommend features to help the company configure the system. 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
charts	Schedule follow-up appointments.	<input type="text"/>
views	Display all appointments and sales orders for a day on a single page.	<input type="text"/>
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	<input type="text"/>
activities		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

**NEW QUESTION 82**

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals. The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time. You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

**NEW QUESTION 83**

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