

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

<https://www.2passeasy.com/dumps/mb-210/>



NEW QUESTION 1

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are a Dynamics 365 for Sales system customizer.

You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form. Solution: Add the LinkedIn Sales Navigator Contact (member profile) control.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms>

NEW QUESTION 2

You work for a company using Dynamics 365 for Sales.

When customers call the company, they must provide their quote number. Customers report that quote numbers are too long. You need to shorten quote numbers to the minimum possible length.

What should you do?

- A. Change the field type from auto number to decimal number
- B. Reduce the auto number prefix to one character
- C. Reduce the suffix length to four characters
- D. Ensure that the prefix setting is read-only

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contract-case-article-quote-order-invoice-campaign-category-knowledge-articles>

NEW QUESTION 3

You are Dynamics 365 for Sales administrator.

Sales representatives must enter estimated revenue only as an exception.

You need to ensure that estimated revenue for opportunities is automatically calculated. What should you do?

- A. In the System Settings sales tab, change the default revenue type to System Calculated
- B. In custom controls, change the default revenue setting to System Calculated
- C. In Personalization settings for each user, change the default revenue type to System Calculated
- D. In Opportunities, change the default value of the revenue type to System Calculated

Answer: D

NEW QUESTION 4

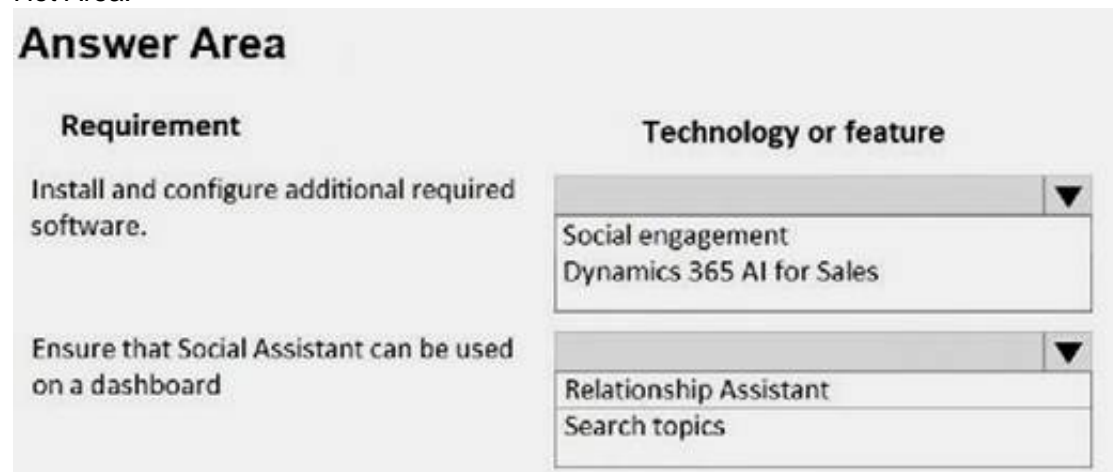
HOTSPOT

You are a Dynamics 365 for Sales environment. You need to implement the Social Selling Assistant.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Requirement	Technology or feature
Install and configure additional required software.	<div><div></div><div>Social engagement Dynamics 365 AI for Sales</div></div>
Ensure that Social Assistant can be used on a dashboard	<div><div></div><div>Relationship Assistant Search topics</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Technology or feature
Install and configure additional required software.	<div><div></div><div>Social engagement</div><div>Dynamics 365 AI for Sales</div></div>
Ensure that Social Assistant can be used on a dashboard	<div><div></div><div>Relationship Assistant</div><div>Search topics</div></div>

NEW QUESTION 5

You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard. You need to create an interactive dashboard. Which three entities can you use? Each correct answer presents c complete solution. NOTE: Each correct selection is worth one point.

- A. Queue Item
- B. Opportunity
- C. Knowledge Article
- D. Case
- E. Invoice

Answer: ACD

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactive-dashboards>

NEW QUESTION 6

DRAG DROP

You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.

You need to ensure that salespeople can move through the sales process and view progress.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Select Customize the System	
Select Web Resources	
Create a dialog	
Create a process flow	
Select Customizations	
Select Processes	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Select Web Resources	Select Customize the System
Create a dialog	Select Customizations
	Select Processes
	Create a process flow

NEW QUESTION 7

DRAG DROP

You use opportunities with business process flows in Dynamics 365.

You do not have insight into the amount of time spent per process and when the last stage became active.

You need to create views and charts that give you this insight and that allow you to track by the owner of the opportunity.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Create a view of the business process flow entity and include duration and Active Stage Started On	
Add the owner field from the opportunity to the view	
Add the duration and active stage started on the view of the opportunity	
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	
Create a chart on the opportunity entity and use the new view to include the necessary fields	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	Create a view of the business process flow entity and include duration and Active Stage Started On
	Create a chart on the opportunity entity and use the new view to include the necessary fields
Add the duration and active stage started on the view of the opportunity	Add the owner field from the opportunity to the view
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	

NEW QUESTION 8

A company uses Dynamics 365 for Sales. The company has not made changes to any of the default security roles.

You need to ensure that users can assign salespeople to sales territories. Which security role can you use?

- A. Delegate
- B. Sales Person
- C. Sales Manager
- D. System Customizer

Answer: C

NEW QUESTION 9

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After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You use business process flows for all Dynamics 365 opportunities.

Some opportunities are closed before business process flow durations are calculated. You need to ensure that business process flow duration values are calculated. Solution: When closing an opportunity, use the Close as Won dialog. Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 10

HOTSPOT

You are a salesperson working with Dynamics 365. Your role includes working with opportunities. You need to close opportunities.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

NEW QUESTION 10

HOTSPOT

You implement the Dynamics 365 App for Outlook. You need to associate emails to lead records.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Type	Action
Existing email	<div><div></div><div>Track the email from Advanced Find</div><div>Set the regarding field on the email from Dynamics 365 App for Outlook</div></div>
New email	<div><div></div><div>Add an email from Lead Timeline</div><div>Insert a Lead email template</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Type	Action
Existing email	<div> <div>Track the email from Advanced Find</div> <div>Set the regarding field on the email from Dynamics 365 App for Outlook</div> </div>
New email	<div> <div>Add an email from Lead Timeline</div> <div>Insert a Lead email template</div> </div>

NEW QUESTION 13

You create an invoice with products and services for a customer.
 You need to add pricing for a product that is not available in the product catalog. What should you do?

- A. Add the product to the order and use Get Products
- B. Add a write-in product
- C. Add an existing product and change the name and price
- D. Add the product to the quote and use Get Products

Answer: B

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quote-order-invoice>

NEW QUESTION 16

A company uses Dynamics 365 for Sales.
 You create a new quote and associate an opportunity to the quote. You need to display all your items from the opportunity in the quote. What should you do?

- A. Activate the quote
- B. Select Get Products from the command bar in the Quote entity
- C. Select Add Line Items on the Opportunity entity
- D. Select Recalculate from the command bar on the Opportunity entity

Answer: B

NEW QUESTION 21

You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.
 You need to create a product family. What should you do?

- A. Add a new product family to an existing product family
- B. Delete the existing price list and create a new one
- C. Create a unit group for use with the product family
- D. Add a parent product family to an existing product family

Answer: A

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-family>

NEW QUESTION 22

You are a Dynamics 365 for Sales administrator. You are setting up a product catalog.
 You need to configure the base unit group.
 Which quantity or measurement should you configure?

- A. the highest needed to sell the product or service
- B. the least frequently used to sell the service
- C. the most frequently used to sell the service
- D. the lowest needed to sell the product or service

Answer: D

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-professional/create-unit-group-add-units>

NEW QUESTION 27

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 A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase. The customer is now ready to complete the purchase.
 You need to create a quote from the opportunity. Solution: Close the opportunity as won.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>

NEW QUESTION 32

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After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase. The customer is now ready to complete the purchase.

You need to create a quote from the opportunity. Solution: Qualify the opportunity.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>

NEW QUESTION 35

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase.

The customer is now ready to complete the purchase. You need to create a quote from the opportunity.

Solution: On the Quotes tab of the opportunity, select Add New Quote. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

References:

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

NEW QUESTION 39

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