Microsoft

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

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.
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 are a Dynamics 365 for Sales system customizer.
You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form. Solution: Use Dynamics 365 AI for Sales.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

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

NEW QUESTION 2
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 company plans to move their headquarters from the United States to Europe.
You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency decimal precision and currency display options.
Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 3
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 company plans to move their headquarters from the United States to Europe.
You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency code and symbol so that both are displayed.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

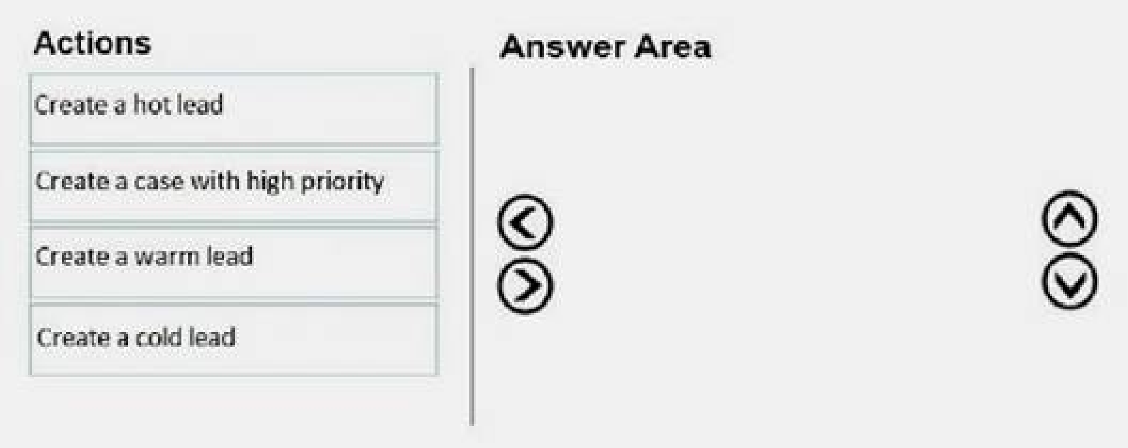
NEW QUESTION 4
You are Dynamics 365 for Sales administrator.
Sales representatives must enter estimated revenue only as an exception.
You need to ensure that estimated revenue for opportunities is automatically calculated. What should you do?

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 5
DRAG DROP
You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:
- Emails that contain the words support or help must create a new high-priority case.
- Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help. Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.
- If none of the targeted words are present in an email, a cold lead must be created.

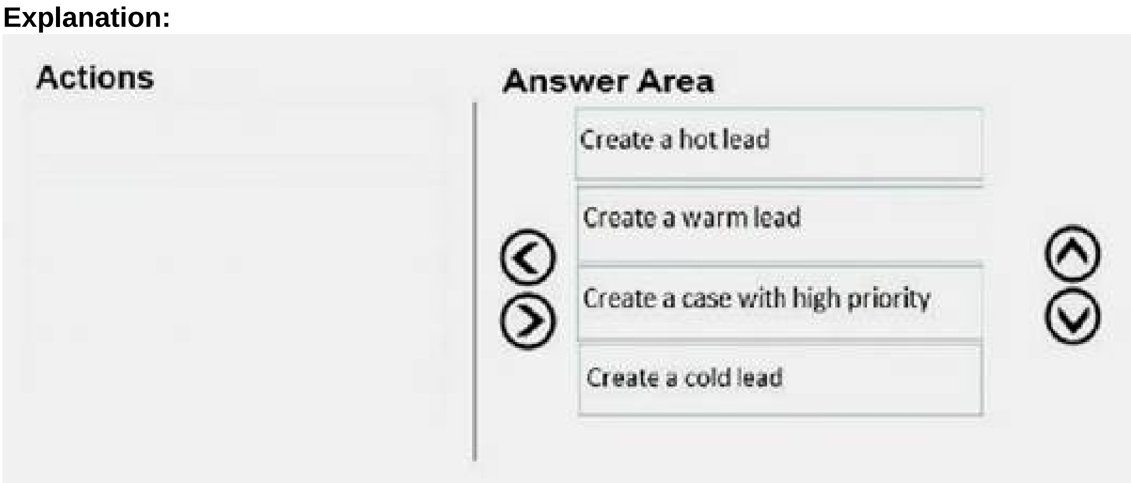
You need to configure the order in which rule items are processed.
In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:



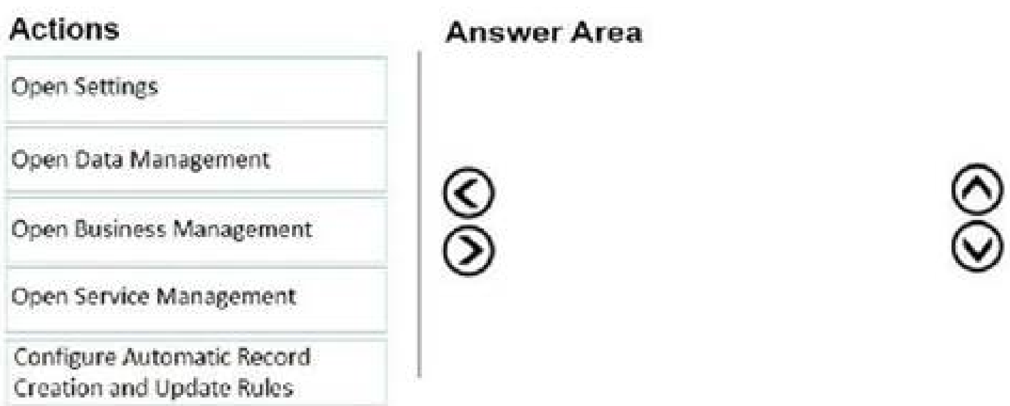
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 6
DRAG DROP
You manage a Dynamics 365 for Sales environment.
You need to automatically create records for salespeople when they complete phone call activities.
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:

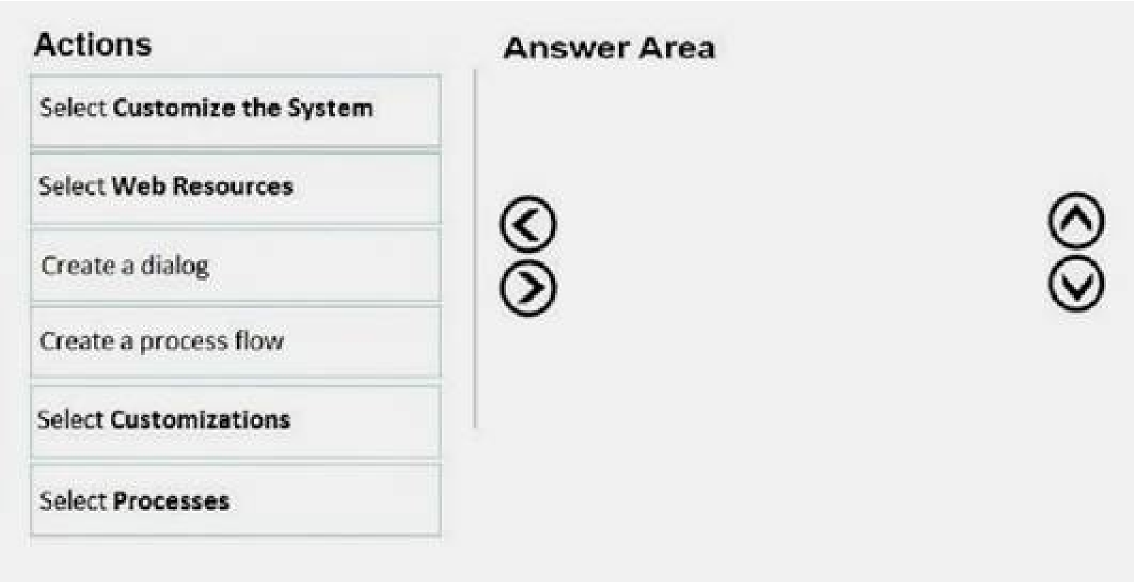


A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-rules-to-automatically-create-or-update-records

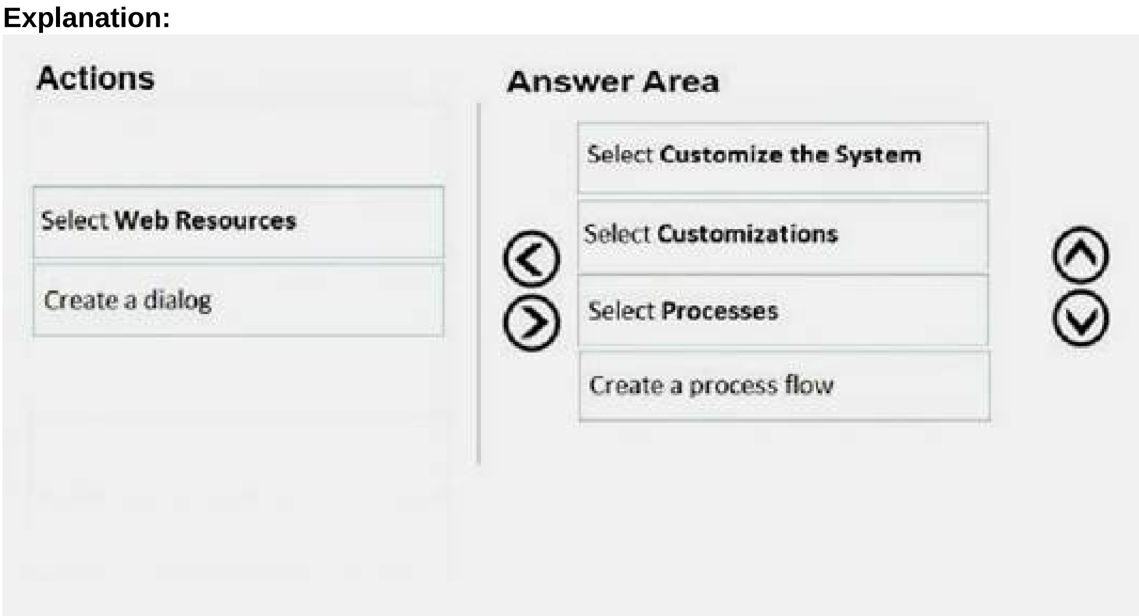
NEW QUESTION 7
DRAG DROP
You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.
You need to ensure that salespeople can move through the sales process and view progress.
Which four actions 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



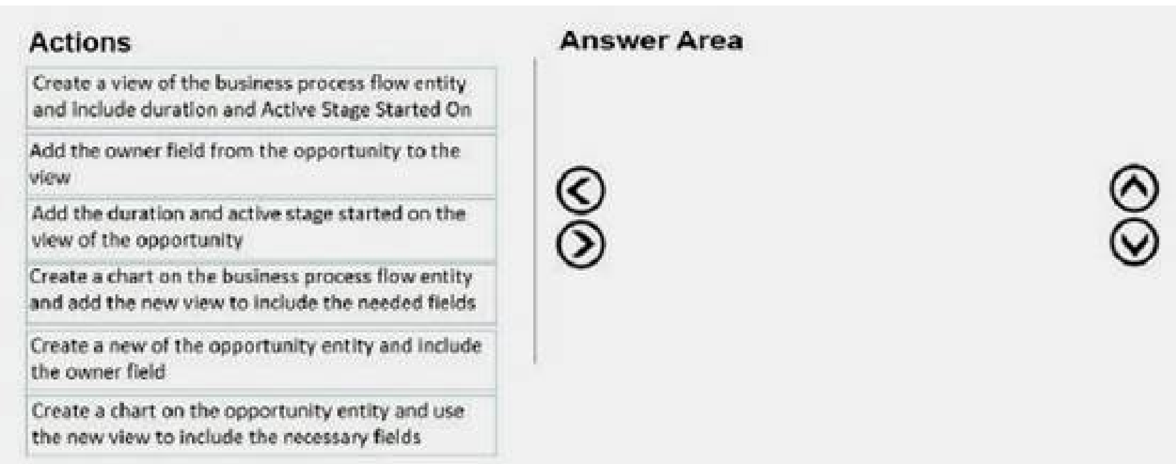
NEW QUESTION 8
A company plans to close early on the last day of the month for an employee celebration.
You need to configure Dynamics 365 to prevent scheduling of sales support resources for that day. Which feature should you use?

A. Events
B. Business closure
C. Fiscal calendar
D. Time off request

Answer: B

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-when-business-closed-csh

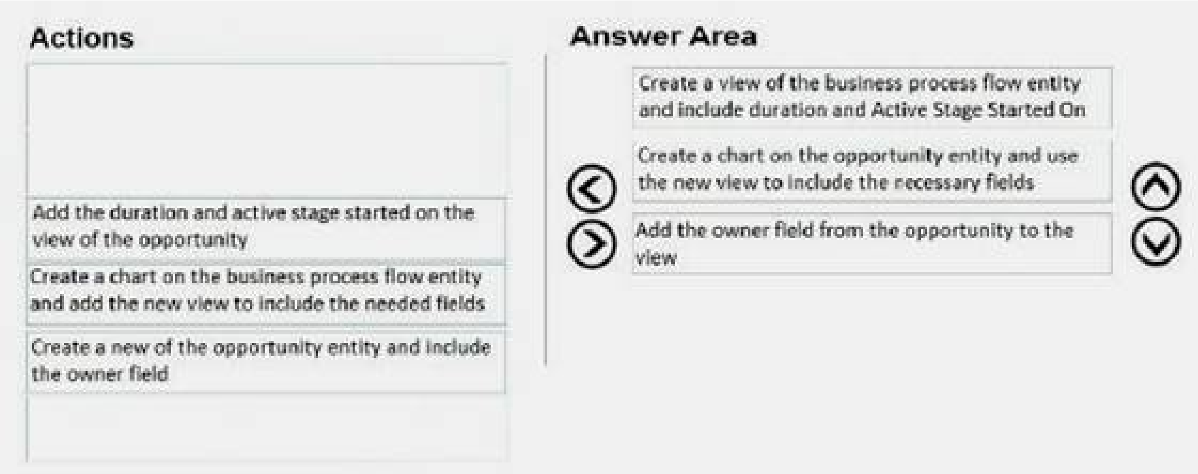
NEW QUESTION 9
DRAG DROP
You use opportunities with business process flows in Dynamics 365.
You do not have insight into the amount of time spent per process and when the last stage became active.
You need to create views and charts that give you this insight and that allow you to track by the owner 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:

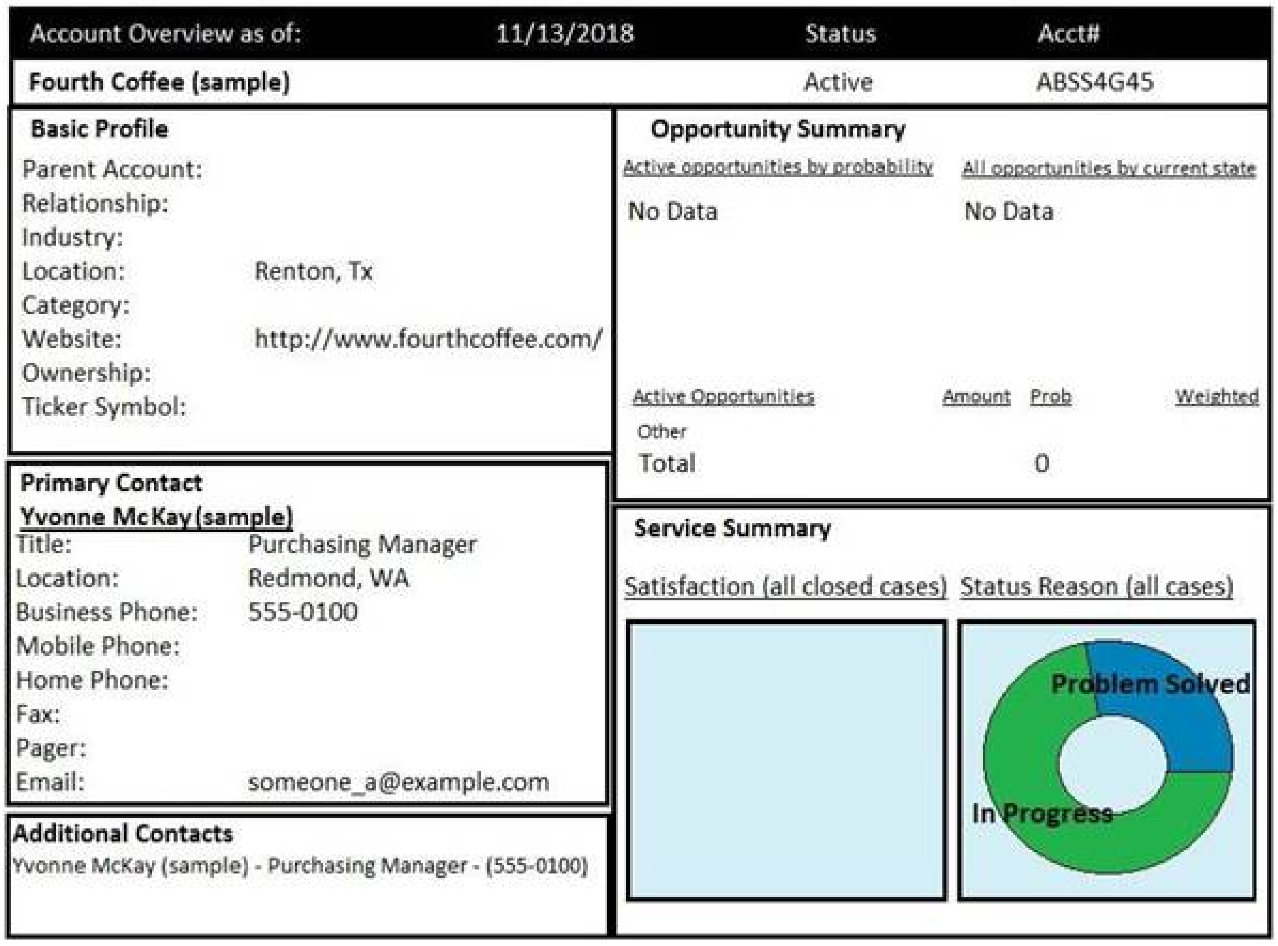


NEW QUESTION 10
An organization uses sales dashboards in Dynamics 365.
You need to configure a single a dashboard that includes the following data:
▪ both complex key performance indicators that are derived from external data and custom visuals real-time data on sales performance that is based on Dynamics 365 data.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

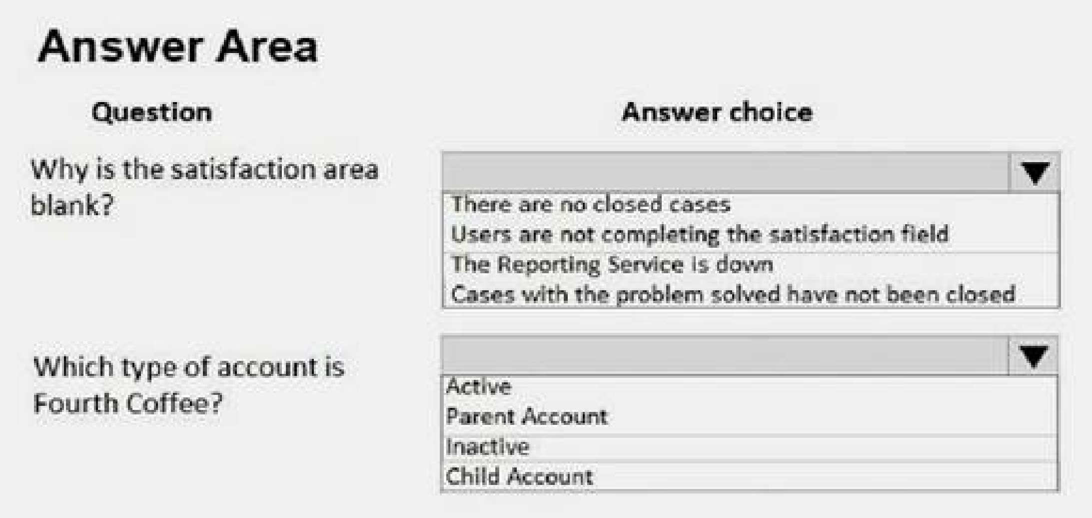
A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
B. Create all visuals in a Microsoft Power BI dashboar
C. Embed the dashboard in Dynamics 365.
D. Create tiles and a dashboard in Microsoft Power BI.
E. Create charts with required data in Dynamics 365.
F. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

Answer: ABE

NEW QUESTION 10
HOTSPOT
You run an Account Overview report for Fourth Coffee. The following results are displayed.



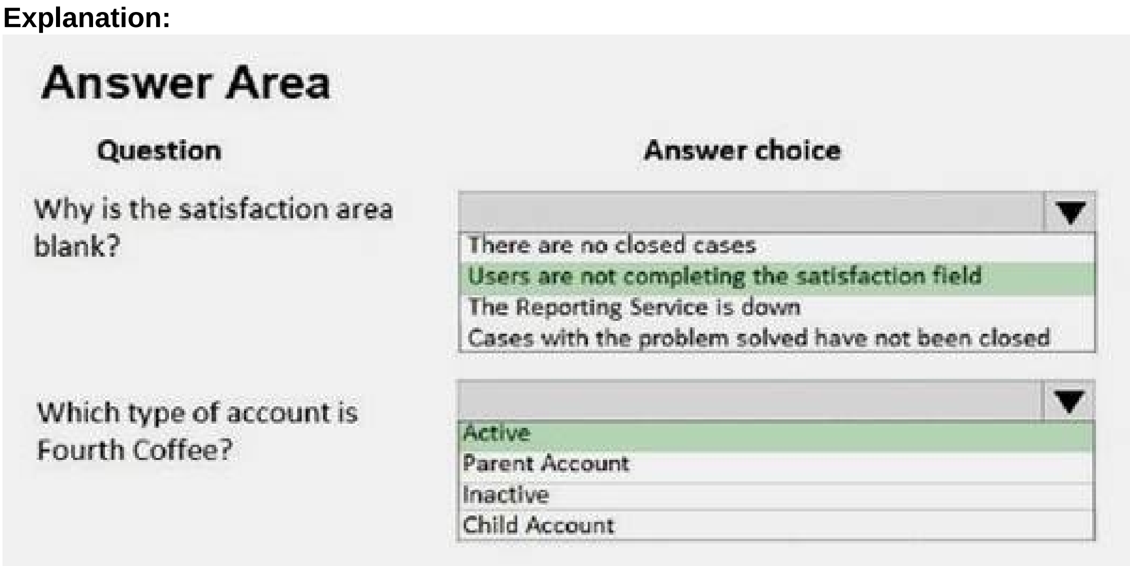
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.
Hot Area:



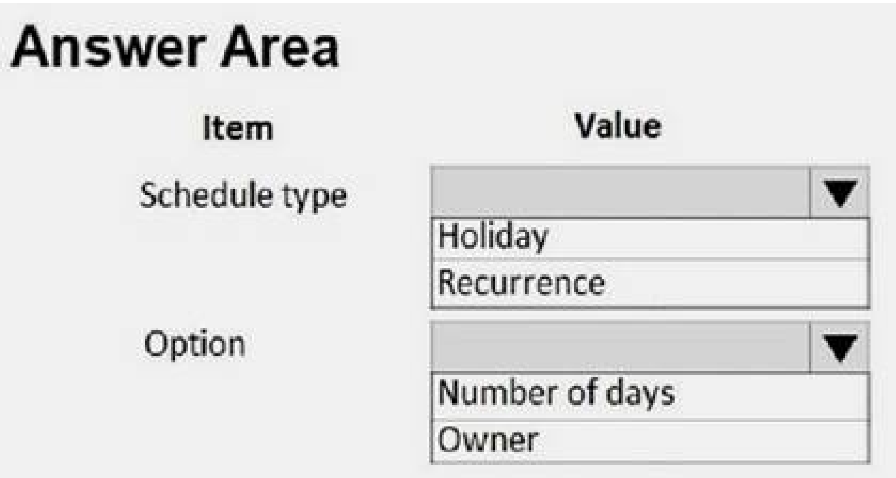
A. Mastered
B. Not Mastered

Answer: A

Explanation:



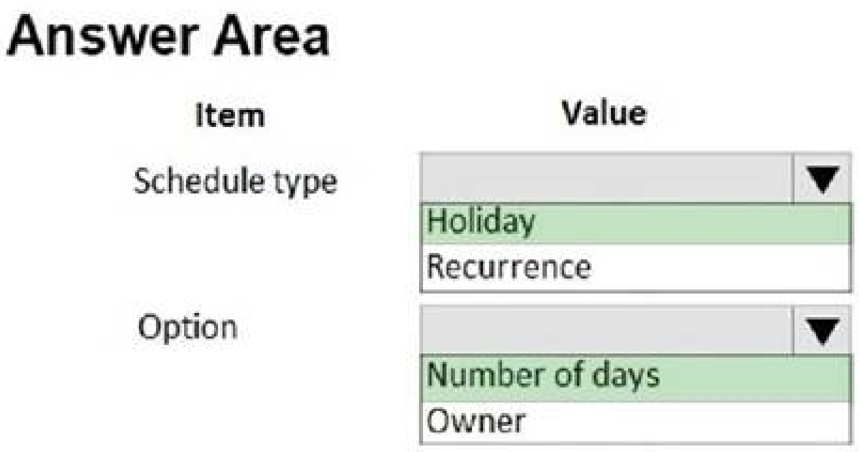
NEW QUESTION 14
HOTSPOT
A company uses Dynamics 365 for Sales.
You need to reduce the number of pre-sales support days that are available based on the days the company is closed for public holidays. How should you configure the schedule? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 16
A company uses Dynamics 365 for Sales to analyze their competitive wins and losses data.
Sales staff close lost opportunities and enter the Actual Revenue, Closed Date, Competitor, and the reason for the loss. You need to create a dashboard that provides information related to the last 30 days of opportunities closed as lost. Which entity should you use?

A. Opportunity Close
B. Opportunity
C. Competitor
D. Opportunity Line

Answer: B

NEW QUESTION 19
An organization uses Dynamics 365 for Sales.
You need to create a quote template in Microsoft Word for use in the organization. What should you do?

A. Create a flow
B. Enable dynamic content in Microsoft Word
C. Enable the Developer tab in Microsoft Word
D. Enable VBA in Microsoft Word

Answer: C

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/using-word-templates-dynamics-365

NEW QUESTION 20
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. Marketing Professional
B. Sales Person
C. Delegate
D. CEO – Business Manager

Answer: D

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area

NEW QUESTION 24
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. Reduce the auto number prefix to one character
B. Reduce the auto number prefix to two characters
C. Reduce the suffix length to four characters
D. Ensure that the prefix setting is read-only

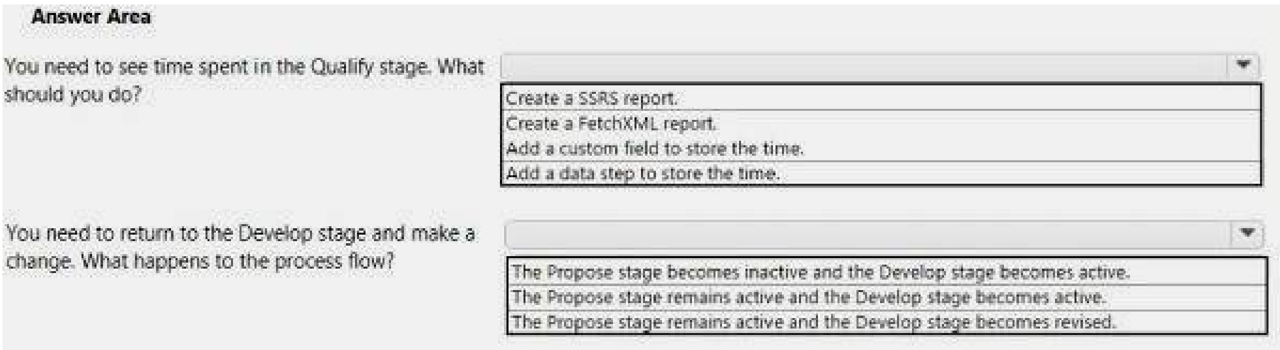
Answer: A

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 29
HOTSPOT

You are a Dynamics 365 for Sales administrator. You create the following flow.

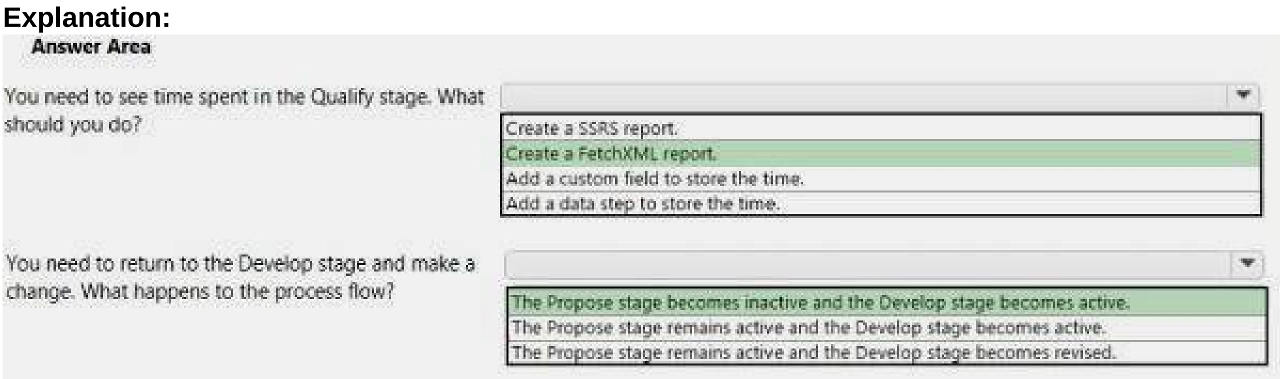
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.
Hot Area:



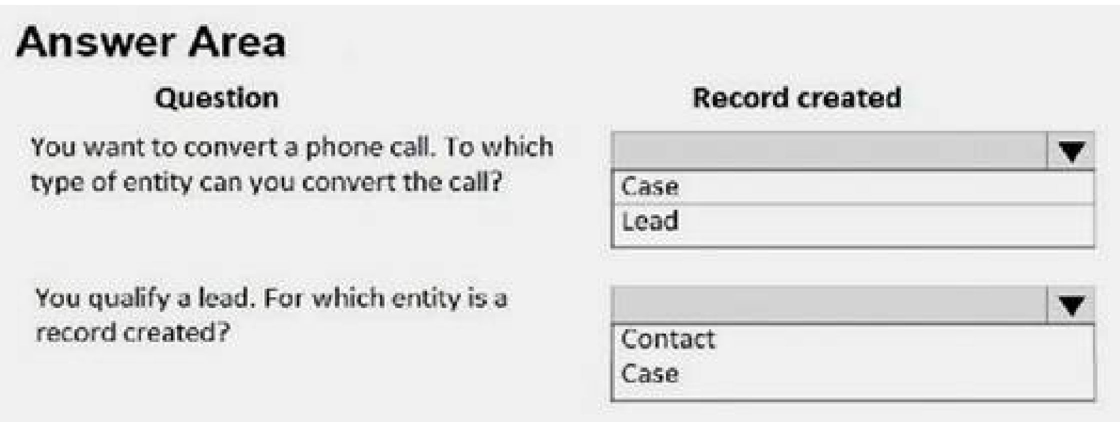
A. Mastered
B. Not Mastered

Answer: A

Explanation:



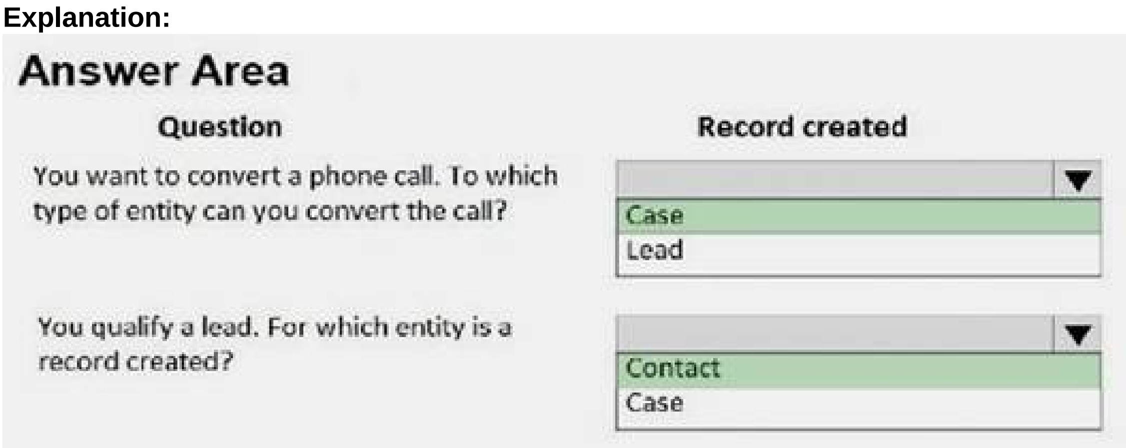
NEW QUESTION 34
HOTSPOT
You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads. You need to qualify leads and send phone calls to sales representatives.
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 39
You use price lists in Dynamics 365 for Sales. Some price lists have expired.
Users need to be able to continue to manage their opportunities. Which option is possible?

A. Users can add the expired price list to opportunities created prior to the expire date.
B. Users can add the expired price list to an opportunity but will see a warning.
C. Opportunities that use the expired price list can continue through their lifecycle.
D. Opportunities that use the expired price list will display a warning that prices must be replaced.

Answer: D

NEW QUESTION 44
A company uses Dynamics 365 for Sales.
You must track a competitor to help your company win a sale. You need to associate the competitor with a Dynamics 365 entity. To which type of entity can you associate the competitor?

A. Opportunity
B. Lead
C. Account
D. Contacts

Answer: A

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-competitor-record-sales

NEW QUESTION 49
You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity.
User1 asks a user named User2 to assist with the opportunity while she is on vacation.
You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity. What should you do?

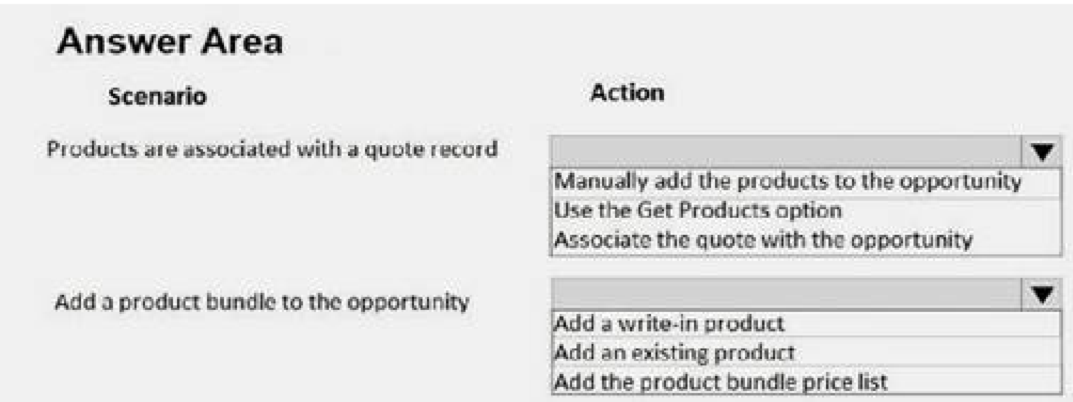
A. Share the record with User2
B. Grant User2 the stakeholder role
C. Grant User2 the security role
D. Instruct User2 to follow the record

Answer: A

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records

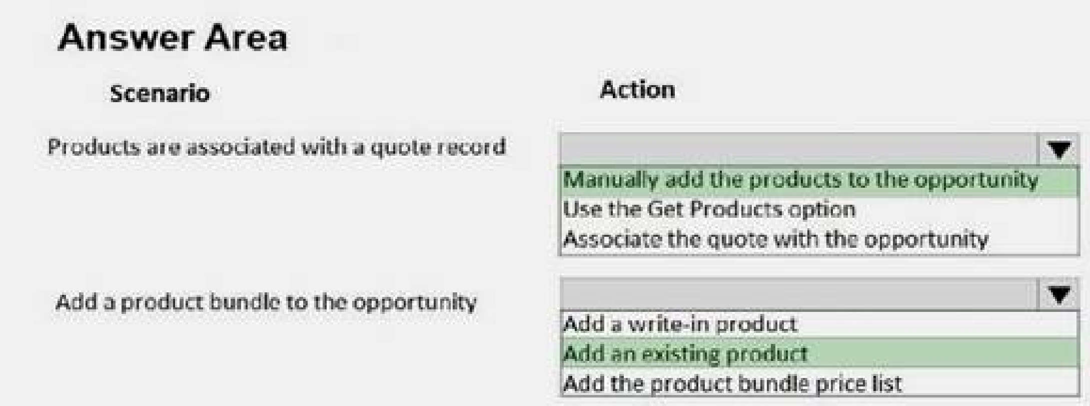
NEW QUESTION 52
HOTSPOT
You use Dynamics 365 for Sales.
You need to add products to an opportunity.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 57
HOTSPOT
You manage a Dynamics 365 Sales environment.
You need to configure the default status for each lead.
Which status reason should you associate to each scenario? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 60
You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity.
User1 asks a user named User2 to assist with the opportunity while she is on vacation.
You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity. What should you do?

A. Share the record with User2
B. Grant User2 the security role
C. Instruct User2 to follow the record
D. Add User2 to the Sales team

Answer: A

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records

NEW QUESTION 63
You are a salesperson using Dynamics 365 for Sales.
You need to revise an active quote.
What happens to the original quote record?

A. The quote is deleted
B. The quote is converted into an order and a copy of the quote is put in draft mode for modification
C. The original quote is put in draft mode for modification
D. The quote is closed, and a copy of the quote is put in draft mode for modification

Answer: C

NEW QUESTION 67
You are a Dynamics 365 for Sales administrator.
The sales team is having difficulty locating related products.
You need to make it easier for the sales team to find groups of products that are similar. What should you use?

A. Related products
B. Product bundles
C. Product families
D. Product unit groups

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-related-products-increase-chances-sales

NEW QUESTION 71
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 74
You are creating orders from quotes in Dynamics 365.
In some circumstances, customers no longer require an order. In other circumstances, your company delivers the order. You need to ensure that closed orders use existing functionality to reflect the circumstances.
Which two methods of closing an order are available out of the box? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Cancel
B. Activate
C. Accept
D. Fulfill

Answer: AD

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-order-sales

NEW QUESTION 79
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 83
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