

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.

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 2

DRAG DROP

You use Dynamics 365 for Sales.

You are in stage two of business process flow that has five stages. You need to use multiple business process flows.

Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action 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:

Actions	Answer Area	
Abandon and then Switch	Scenario	Action
Finish and then Switch	End the current process and start the correct business process flow.	Action
Switch	Temporarily leave the current process for a different business process flow.	Action

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area	
Abandon and then Switch	Scenario	Action
	End the current process and start the correct business process flow.	Finish and then Switch
	Temporarily leave the current process for a different business process flow.	Switch

NEW QUESTION 3

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 4

DRAG DROP

You manage the Dynamics 365 environment for Contoso, Ltd. A rule automatically creates a lead associated with an email when an email is sent to sales@contoso.com.

You need to ensure that the marketing manager receives an email each time an email request is sent to sales@contoso.com.

How should you configure the rule? To answer, drag the appropriate actions to the correct requirements. Each action 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:

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Action
Create a child workflow	Send the email.	Action
Create a real-time workflow		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Create a real-time workflow
	Send the email.	Create a child workflow

NEW QUESTION 5

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 6

HOTSPOT

You are a Dynamics 365 for Sales administrator. You have an interactive experience leads dashboard. You need to create a filtered view of the dashboard.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area	
Action	Option
View the required charts.	<ul style="list-style-type: none"> Select Open Views Select Show Visual Filter Select Show Global Filter
Save the dashboard filters.	<ul style="list-style-type: none"> Use Visual Filter Use Global Filter

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Action	Option
View the required charts.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">Select Open Views</div> <div style="background-color: #d9ead3; padding: 2px;">Select Show Visual Filter</div> <div style="padding: 2px;">Select Show Global Filter</div> </div>
Save the dashboard filters.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">Use Visual Filter</div> <div style="padding: 2px;">Use Global Filter</div> </div>

NEW QUESTION 7

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:

Actions	Answer Area
Create a hot lead	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> ⬅ ➡ </div> <div style="text-align: center;"> ⬆ ⬇ </div> </div>
Create a case with high priority	
Create a warm lead	
Create a cold lead	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> ⬅ ➡ </div> <div style="text-align: center;"> ⬆ ⬇ </div> </div>
	<div style="border: 1px solid gray; padding: 2px; width: 100%;">Create a hot lead</div>
	<div style="border: 1px solid gray; padding: 2px; width: 100%;">Create a warm lead</div>
	<div style="border: 1px solid gray; padding: 2px; width: 100%;">Create a case with high priority</div>
	<div style="border: 1px solid gray; padding: 2px; width: 100%;">Create a cold lead</div>

NEW QUESTION 8

DRAG DROP

You are a Dynamics 365 administrator.

You need to configure action cards in Relationship Assistant.

Which action card should you enable for each scenario? To answer, drag the appropriate action cards to the correct scenarios. Each action card 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:

Action cards	Answer Area						
Base	<table border="1"> <thead> <tr> <th>Scenario</th> <th>Action card</th> </tr> </thead> <tbody> <tr> <td>Upcoming meeting reminder</td> <td>Action card</td> </tr> <tr> <td>An email is opened</td> <td>Action card</td> </tr> </tbody> </table>	Scenario	Action card	Upcoming meeting reminder	Action card	An email is opened	Action card
Scenario	Action card						
Upcoming meeting reminder	Action card						
An email is opened	Action card						
Email from Microsoft Exchange							
Email engagement							
Today							

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://community.dynamics.com/crm/b/crmpowerobjects/archive/2018/12/31/enable-and-configure-relationship-assistant>

NEW QUESTION 9

You have opportunities that have values in multiple currencies. The currency exchange rate automatically updates.

You need to ensure that currency values are accurately reported.

When is the new currency exchange rate applied to the opportunity records?

- A. when a change is made to a currency field
- B. when a user opens the opportunity record
- C. when a user manually recalculates opportunity
- D. when the calculate rollup field system job for the msdyn_projectteam entity runs

Answer: A

NEW QUESTION 10

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 10

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:

Answer Area

Item	Value
Schedule type	<input type="checkbox"/> <input type="checkbox"/>
	<input type="checkbox"/> Holiday <input type="checkbox"/> Recurrence
Option	<input type="checkbox"/> <input type="checkbox"/>
	<input type="checkbox"/> Number of days <input type="checkbox"/> Owner

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Item	Value
Schedule type	<input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> Holiday <input type="checkbox"/> Recurrence
Option	<input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> Number of days <input type="checkbox"/> Owner

NEW QUESTION 11

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:

Answer Area

You need to see time spent in the Qualify stage. What should you do?

- Create a SSRS report.
- Create a FetchXML report.
- Add a custom field to store the time.
- Add a data step to store the time.

You need to return to the Develop stage and make a change. What happens to the process flow?

- The Propose stage becomes inactive and the Develop stage becomes active.
- The Propose stage remains active and the Develop stage becomes active.
- The Propose stage remains active and the Develop stage becomes revised.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

You need to see time spent in the Qualify stage. What should you do?

- Create a SSRS report.
- Create a FetchXML report.**
- Add a custom field to store the time.
- Add a data step to store the time.

You need to return to the Develop stage and make a change. What happens to the process flow?

- The Propose stage becomes inactive and the Develop stage becomes active.**
- The Propose stage remains active and the Develop stage becomes active.
- The Propose stage remains active and the Develop stage becomes revised.

NEW QUESTION 14

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:

Answer Area

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<ul style="list-style-type: none"> Case Lead
You qualify a lead. For which entity is a record created?	<ul style="list-style-type: none"> Contact Case

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<ul style="list-style-type: none"> Case Lead
You qualify a lead. For which entity is a record created?	<ul style="list-style-type: none"> Contact Case

NEW QUESTION 19

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 22

An order uses quote and order functionality in Dynamics 365 for Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often. You need to create a process that meets the following requirements:

- Create an order from a quote.
- Close the associated opportunity as won.
- Update the actual values to reflect values from the quote.

Which two opportunities can you close as won? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The opportunity has other quotes in the won status.
- B. The opportunity has other quotes in the draft status.
- C. The opportunity has other quotes in the active status.
- D. The opportunity has other quotes in the revised status reason.

Answer: AB

NEW QUESTION 27

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?	<input type="checkbox"/> Close a qualified <input type="checkbox"/> Close as won
What must you do to close the opportunity?	<input type="checkbox"/> Fill out the competitor <input type="checkbox"/> Fill out the actual revenue <input type="checkbox"/> Fill out the description

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 31

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:

Scenario	Action
Products are associated with a quote record	<ul style="list-style-type: none"> Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity
Add a product bundle to the opportunity	<ul style="list-style-type: none"> Add a write-in product Add an existing product Add the product bundle price list

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Action
Products are associated with a quote record	<ul style="list-style-type: none"> Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity
Add a product bundle to the opportunity	<ul style="list-style-type: none"> Add a write-in product Add an existing product Add the product bundle price list

NEW QUESTION 35

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 38

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 40

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 41

You are a salesperson using Dynamics 365 for Sales.

You need to be able to modify the product price on an active invoice that uses current pricing. What should you do?

- A. Set the Invoice Product to Override Price
- B. Set an End Date for the Price List to ensure the Price List is expired
- C. Set an End Date for the Price List to ensure the Price List is not expired
- D. Set the Invoice Product to Use Default

Answer: A

NEW QUESTION 44

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 49

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 51

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: 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 55

.....

THANKS FOR TRYING THE DEMO OF OUR PRODUCT

Visit Our Site to Purchase the Full Set of Actual mb-210 Exam Questions With Answers.

We Also Provide Practice Exam Software That Simulates Real Exam Environment And Has Many Self-Assessment Features. Order the mb-210 Product From:

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

Money Back Guarantee

mb-210 Practice Exam Features:

- * mb-210 Questions and Answers Updated Frequently
- * mb-210 Practice Questions Verified by Expert Senior Certified Staff
- * mb-210 Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * mb-210 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year