

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 Unified Interface apps.

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.

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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

You are a Dynamics 365 administrator.

A sales manager changes the target goal for a salesperson from \$26,000.00 to \$20,000.00. However, the currency symbol changes from \$ to £. Other managers are not experiencing this issue.

You need to fix the currency symbol for the sales manager. What should you change?

- A. the default currency in personal options
- B. the currencies in settings
- C. the currency display option in system settings
- D. the current format in personal options

Answer: A

NEW QUESTION 4

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Action	Option
View the required charts.	<ul style="list-style-type: none"> Select Open Views <li style="background-color: #d9ead3;">Select Show Visual Filter Select Show Global Filter
Save the dashboard filters.	<ul style="list-style-type: none"> Use Visual Filter Use Global Filter

NEW QUESTION 5

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:

Actions	Answer Area
Open Settings	
Open Data Management	⬅️
Open Business Management	➡️
Open Service Management	
Configure Automatic Record Creation and Update Rules	⬆️

- 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 6

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 a 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 7

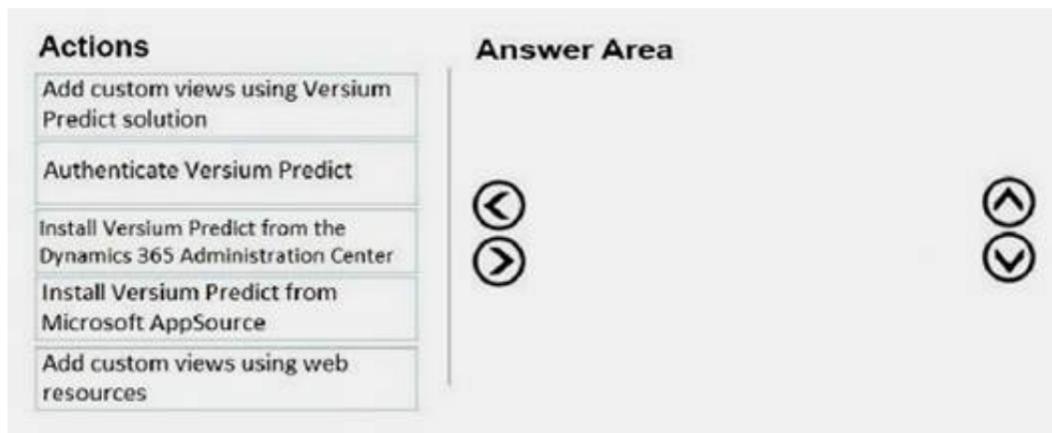
DRAG DROP

You are a Dynamics 365 for Sales administrator.

You need to implement Versium Predict with custom views.

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.

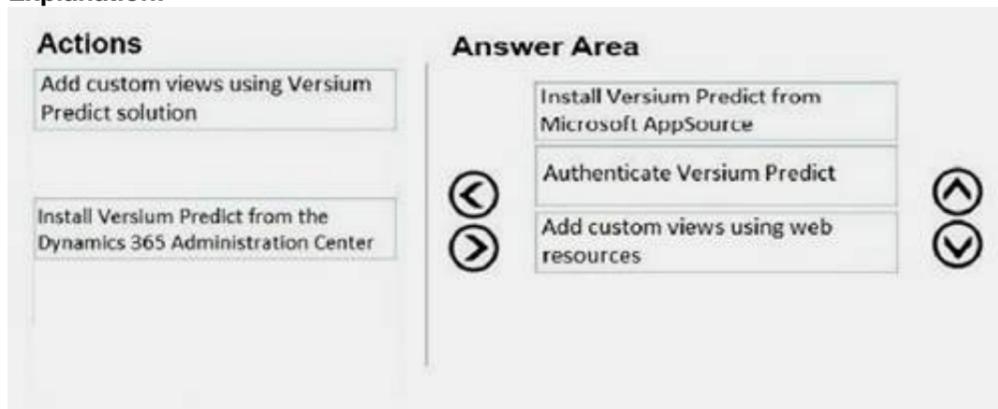
Select and Place:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 8

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 dashboard
- 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 9

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 10

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 10

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 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 11

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 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: On the last stage of the business process flow, select Finish.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 13

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 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: Change the opportunity to an inactive state.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 17

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 20

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:

Scenario	Status reason
A lead is created and contacted by phone.	<ul style="list-style-type: none"> New-Contacted Open-Contacted Qualified-New Qualified-Qualified
A lead has no contact method available.	<ul style="list-style-type: none"> Open-Cannot Contact Qualified-Cannot Contact Disqualified-Cannot Contact
A lead is ready to be an opportunity.	<ul style="list-style-type: none"> Qualified-New Qualified-Qualified Qualified-Closed

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Status reason
A lead is created and contacted by phone.	<ul style="list-style-type: none"> New-Contacted Open-Contacted Qualified-New Qualified-Qualified
A lead has no contact method available.	<ul style="list-style-type: none"> Open-Cannot Contact Qualified-Cannot Contact Disqualified-Cannot Contact
A lead is ready to be an opportunity.	<ul style="list-style-type: none"> Qualified-New Qualified-Qualified Qualified-Closed

NEW QUESTION 24

DRAG DROP

The product development team for a toy company creates a new remote-control toy. You need to create the necessary records and record relationships to sell the product.

Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

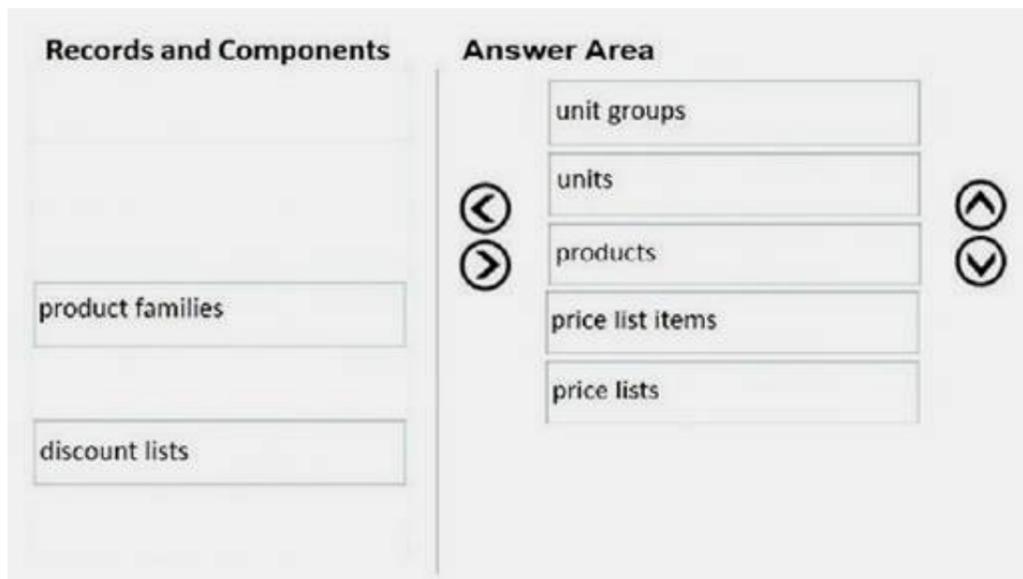
Select and Place:

Records and Components	Answer Area
units	
products	⬅️
price lists	➡️
product families	⬅️
price list items	➡️
discount lists	
unit groups	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 28

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 29

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 32

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 36

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 41

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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: Convert the Opportunity to a quote. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

References:

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

NEW QUESTION 42

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: 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 47

You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.

You need to create a quote that automatically includes all the products from the opportunity. What should you do?

- A. Convert the opportunity to a quote
- B. Create a new quote from the customer
- C. Create a new quote from the opportunity
- D. Create a new quote with the opportunity price list

Answer: A

Explanation:

References:

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

NEW QUESTION 50

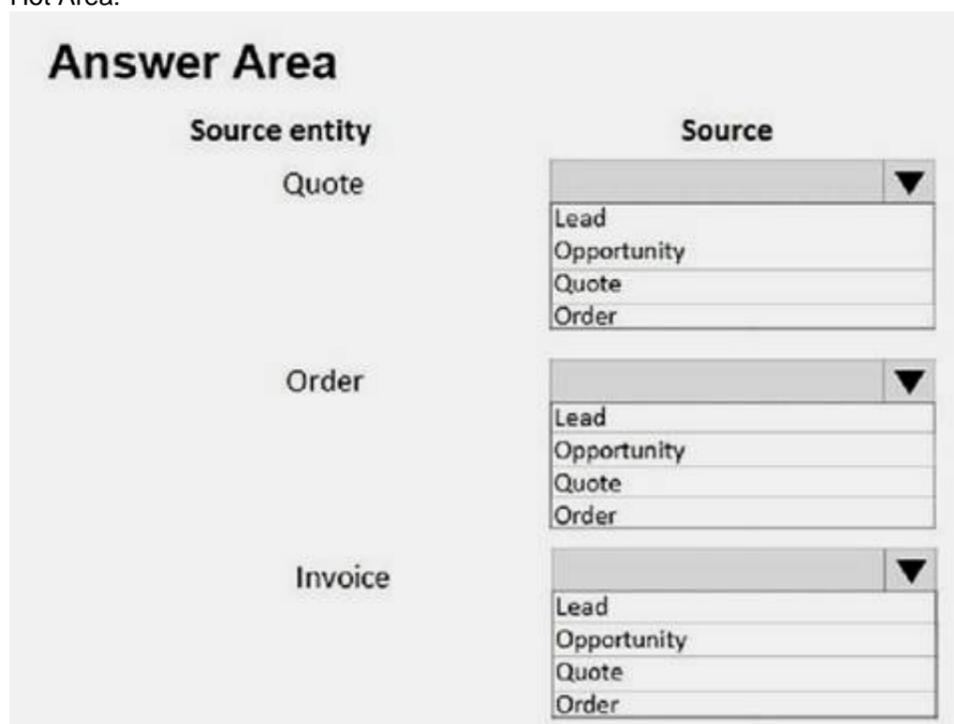
HOTSPOT

A customer places an order that includes all of the products from a previous order. You need to add products from the previous order to the new order.

From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Source entity	Source
Quote	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>
Order	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>
Invoice	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Source entity	Source
Quote	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Lead Opportunity Quote Order </div> </div>
Order	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Lead Opportunity Quote Order </div> </div>
Invoice	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Lead Opportunity Quote Order </div> </div>

NEW QUESTION 51

HOTSPOT

You use Dynamics 365 for Sales system customizer. You need to create product kits and bundles. What should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
View individual products in a grouping when you create an opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Kit Bundle </div> </div>
Sell products from a grouping individually.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Kit Bundle </div> </div>
Create a grouping within a grouping.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Kit Bundle </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-bundles-sell-multiple-items-together>

NEW QUESTION 55

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