

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.

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 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 default currency.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

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

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 5

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><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Action	Option
View the required charts.	<div><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

NEW QUESTION 6

HOTSPOT

You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource. You need to ensure that you can install the business process flows.

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:

Answer Area

Task	Action
Configure security	<div><div></div><div>Assign the user the Office 365 Global Admin role</div><div>Assign the Dynamics 365 System Customizer Security role</div></div>
Deployment action	<div><div></div><div>Select the organization for installation</div><div>Publish all customizations</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Task	Action
Configure security	<div><div></div><div>Assign the user the Office 365 Global Admin role</div><div>Assign the Dynamics 365 System Customizer Security role</div></div>
Deployment action	<div><div></div><div>Select the organization for installation</div><div>Publish all customizations</div></div>

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:

Actions

Select Customize the System

Select Web Resources

Create a dialog

Create a process flow

Select Customizations

Select Processes

Answer Area

⬅

➡

⬆

⬇

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Select Web Resources

Create a dialog

Answer Area

Select Customize the System

Select Customizations

Select Processes

Create a process flow

⬅

➡

⬆

⬇

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 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 9

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

Account Overview as of:	11/13/2018	Status	Acct#												
Fourth Coffee (sample)		Active	ABSS4G45												
Basic Profile Parent Account: Relationship: Industry: Location: Renton, Tx Category: Website: http://www.fourthcoffee.com/ Ownership: Ticker Symbol:		Opportunity Summary Active opportunities by probability All opportunities by current state No Data No Data <table border="1"> <thead> <tr> <th>Active Opportunities</th> <th>Amount</th> <th>Prob</th> <th>Weighted</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td></td> <td>0</td> <td></td> </tr> </tbody> </table>		Active Opportunities	Amount	Prob	Weighted	Other				Total		0	
Active Opportunities	Amount	Prob	Weighted												
Other															
Total		0													
Primary Contact Yvonne McKay (sample) Title: Purchasing Manager Location: Redmond, WA Business Phone: 555-0100 Mobile Phone: Home Phone: Fax: Pager: Email: someone_a@example.com		Service Summary Satisfaction (all closed cases) Status Reason (all cases) <div>  </div>													
Additional Contacts Yvonne McKay (sample) - Purchasing Manager - (555-0100)															

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

Question	Answer choice
Why is the satisfaction area blank?	<div> <div></div> <div> There are no closed cases Users are not completing the satisfaction field The Reporting Service is down Cases with the problem solved have not been closed </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div> Active Parent Account Inactive Child Account </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	<div> <div></div> <div> There are no closed cases Users are not completing the satisfaction field The Reporting Service is down Cases with the problem solved have not been closed </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div> Active Parent Account Inactive Child Account </div> </div>

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

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 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 15

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 17

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 20

An organization attends a tradeshow and identifies several leads.
One specific lead wants to make a purchase in the next week. You need to create an invoice.
At which stage can you create the invoice?

- A. Lead
- B. Order
- C. Opportunity
- D. Quote

Answer: B

NEW QUESTION 23

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 24

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: 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 29

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 30

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