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.
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:

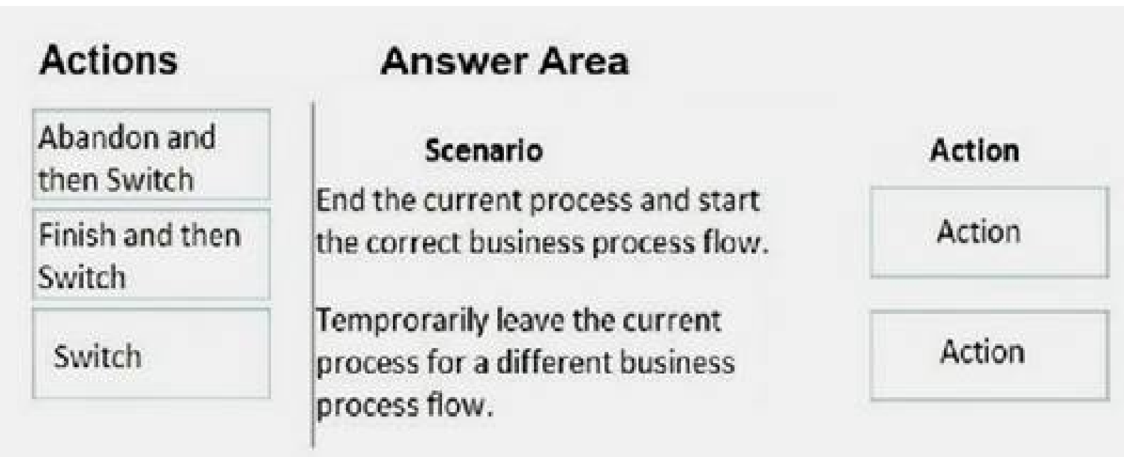
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms

NEW QUESTION 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 decimal precision and currency display options.
Does the solution meet the goal?

A. Yes
B. No

Answer: A

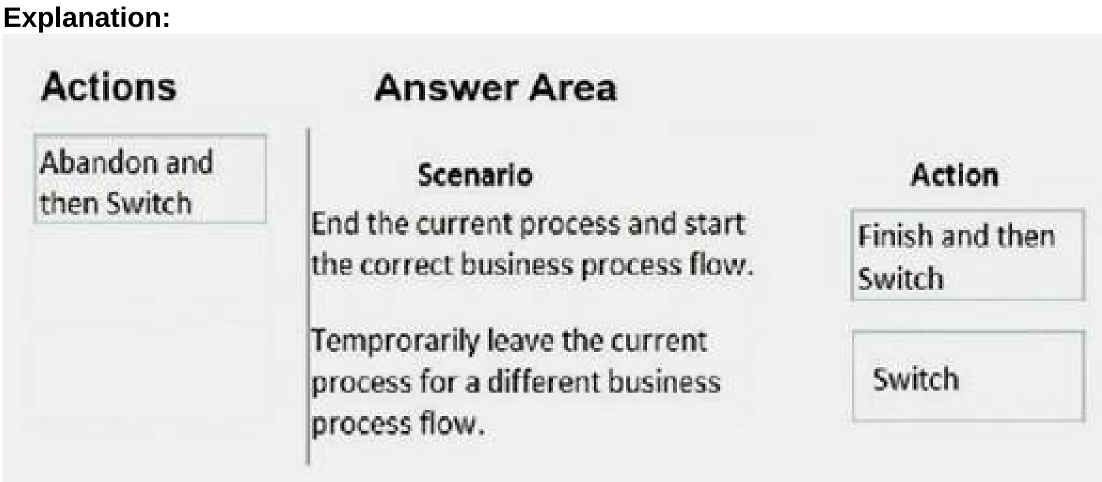
NEW QUESTION 4
DRAG DROP
You use Dynamics 365 for Sales.
You are in stage two of business process flow that has five stages. You need to use multiple business process flows.
Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action may be used once, 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 5
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 6
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

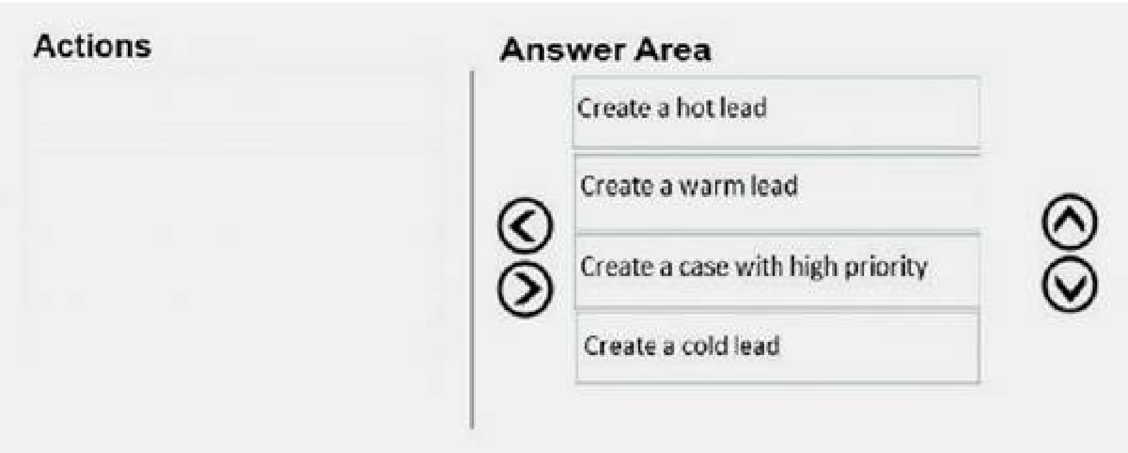
Answer: D

NEW QUESTION 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:

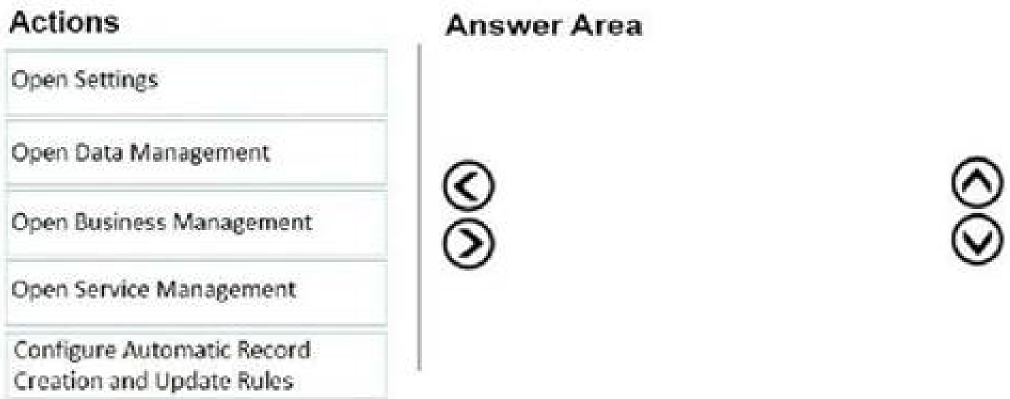
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 8
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

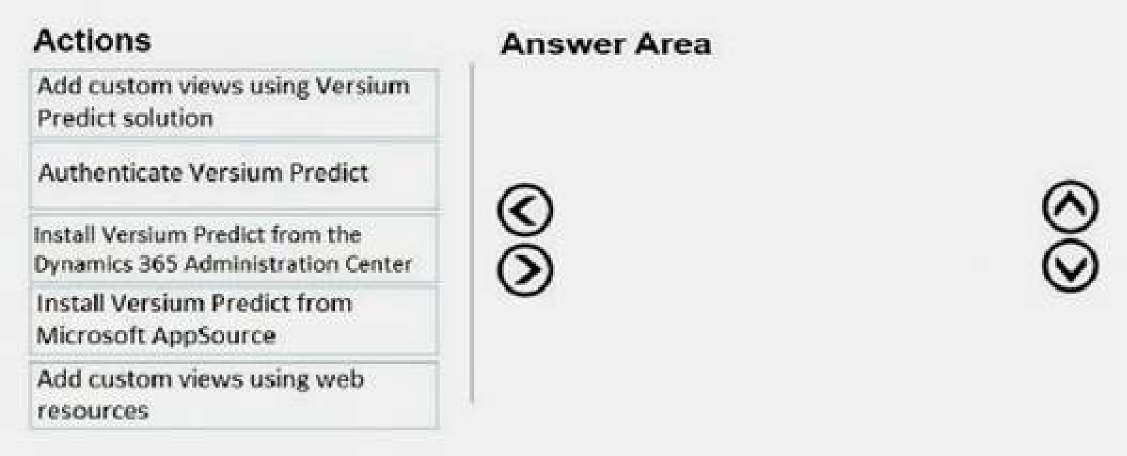
NEW QUESTION 9
You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.
You need to create an interactive dashboard.
Which three entities can you use? Each correct answer presents c complete solution.
NOTE: Each correct selection is worth one point.

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

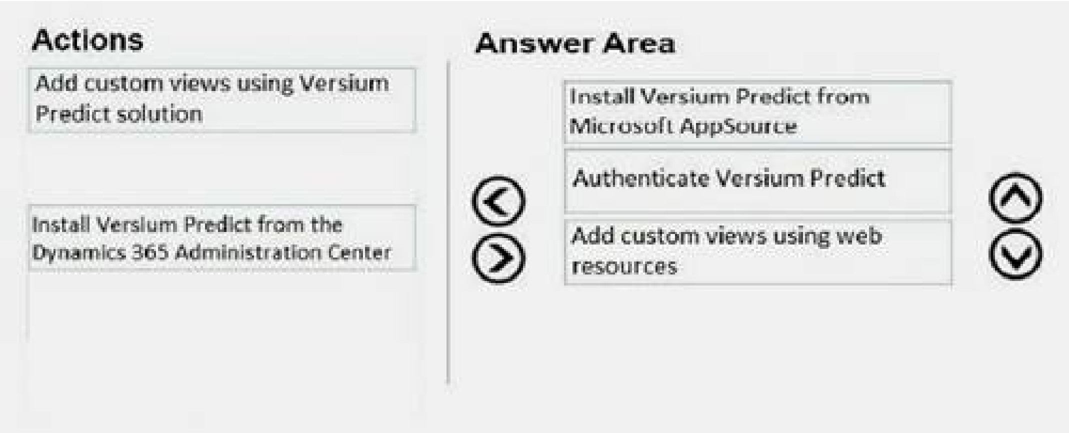
NEW QUESTION 10
DRAG DROP
You are a Dynamics 365 for Sales administrator.
You need to implement Versium Predict with custom views.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:



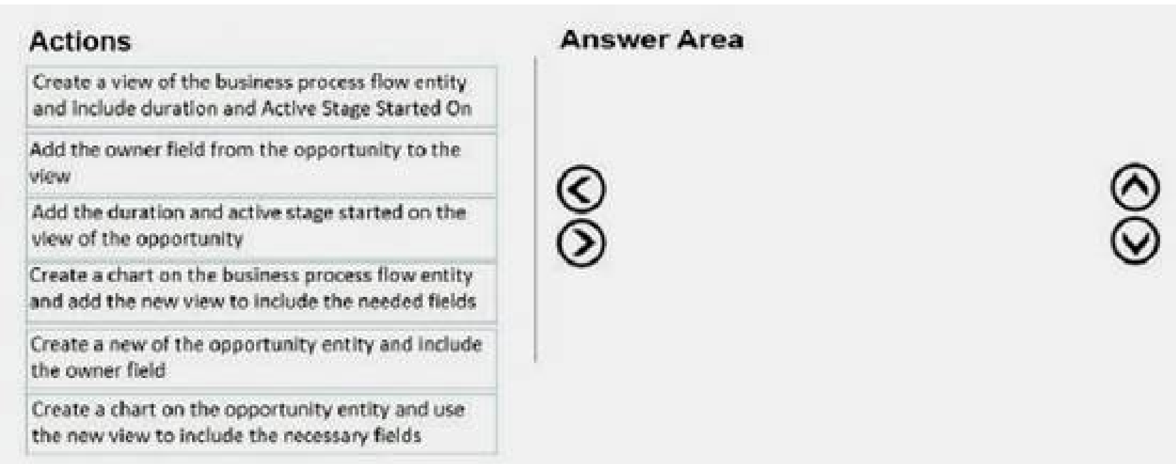
A. Mastered
B. Not Mastered

Answer: A

Explanation:



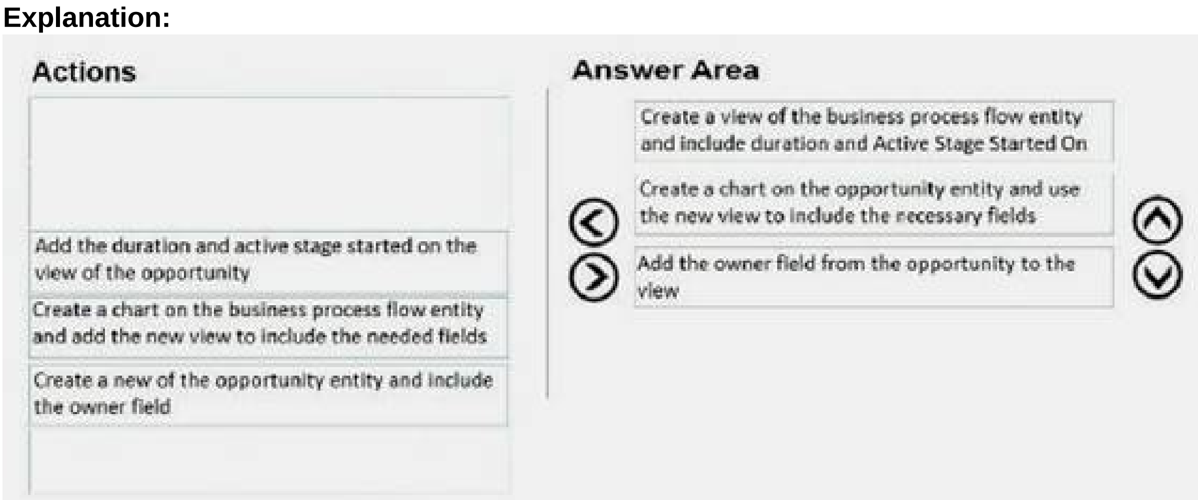
NEW QUESTION 10
DRAG DROP
You use opportunities with business process flows in Dynamics 365.
You do not have insight into the amount of time spent per process and when the last stage became active.
You need to create views and charts that give you this insight and that allow you to track by the owner 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 13
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 17
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 18
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

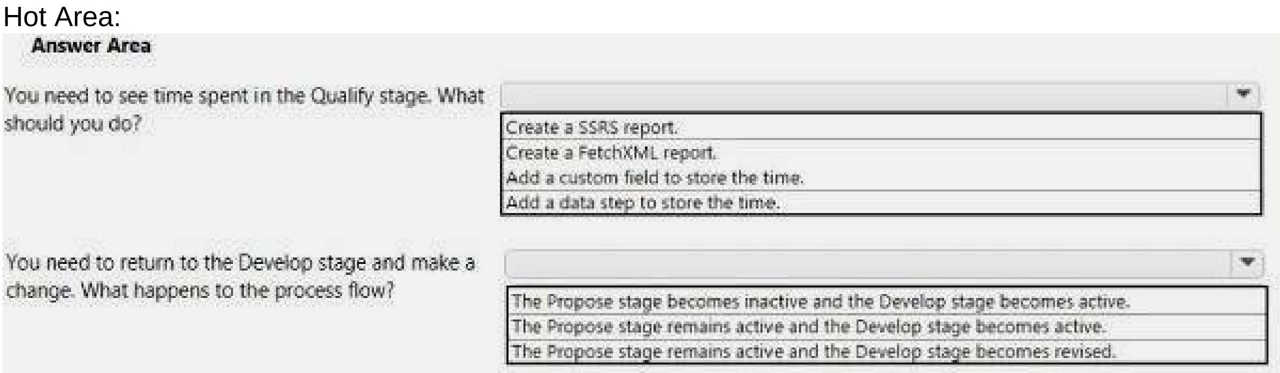
NEW QUESTION 19
An organization uses Dynamics 365 for Sales.
You need to create a quote template in Microsoft Word for use in the organization. What should you do?

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

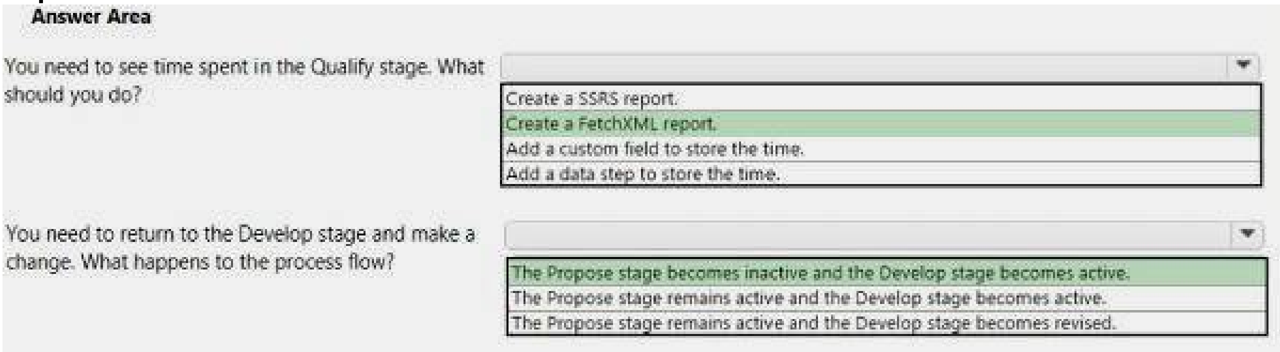
NEW QUESTION 24
HOTSPOT
You are a Dynamics 365 for Sales administrator. You create the following flow.


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 26
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 30
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 35
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?

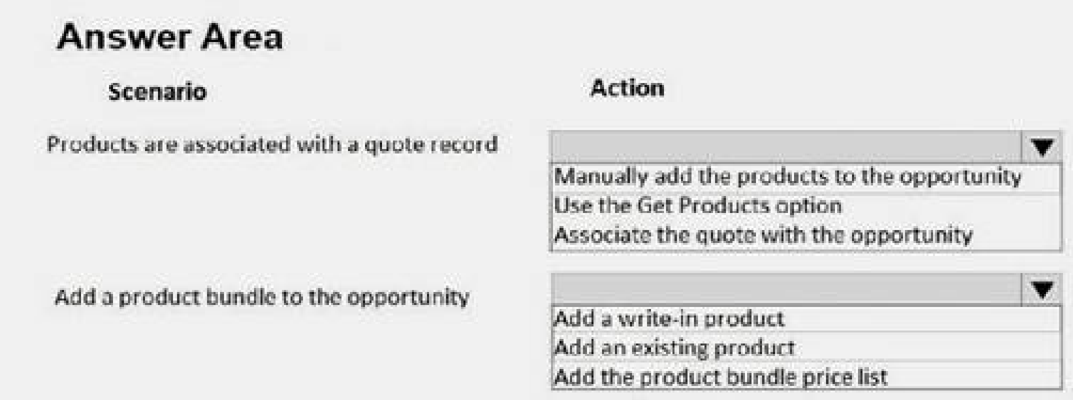
A. Share the record with User2
B. Grant User2 the stakeholder role
C. Grant User2 the security role
D. Instruct User2 to follow the record

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

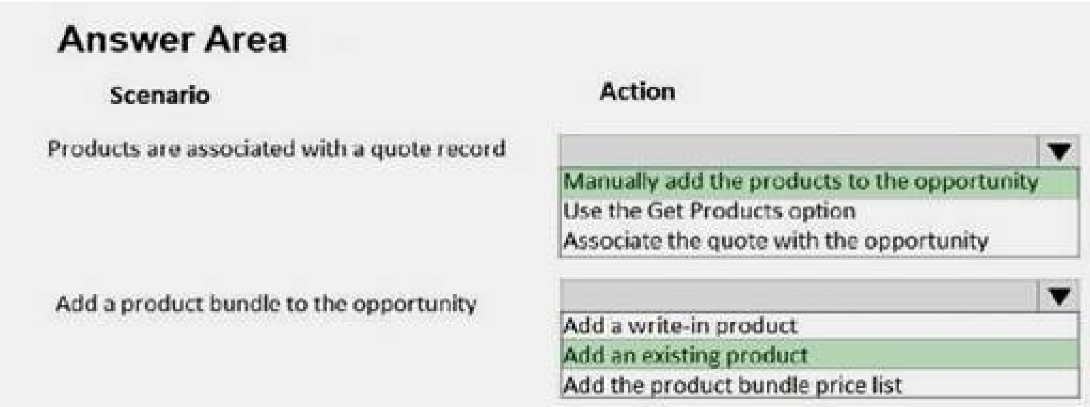
NEW QUESTION 37
HOTSPOT
You use Dynamics 365 for Sales.
You need to add products to an opportunity.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 41
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 46
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 48
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 53
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

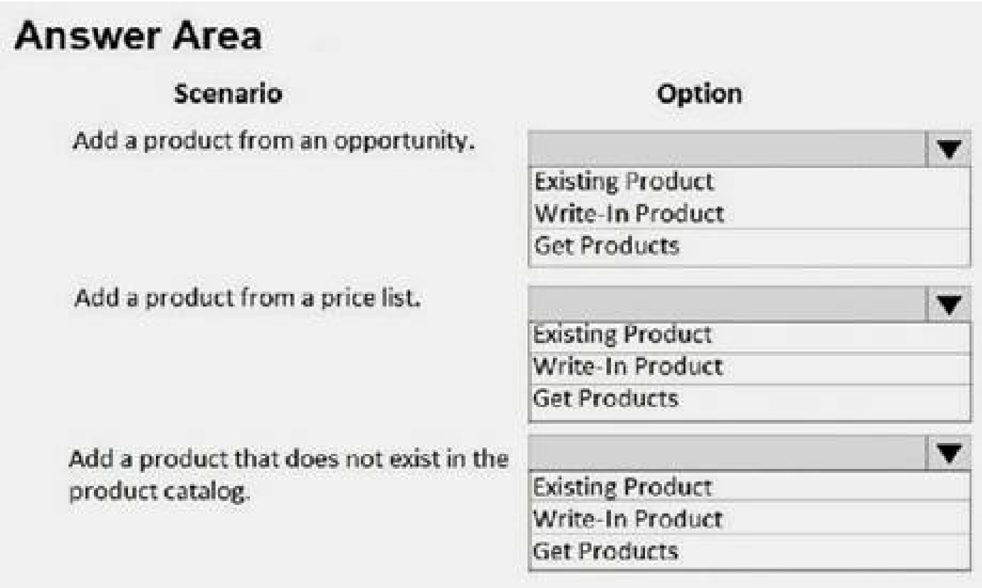
NEW QUESTION 58
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After 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 59
HOTSPOT
You use Dynamics 365 for Sales.
You need to add products to an invoice.
Which options should you use? 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 64
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 65
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