



## 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: 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 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

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

View the required charts.

Save the dashboard filters.

Option

Select Open Views

Select Show Visual Filter

Select Show Global Filter

Use Visual Filter

Use Global Filter

NEW QUESTION 5

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

Base

Email from Microsoft Exchange

Email engagement

Today

Answer Area

Scenario

Upcoming meeting reminder

An email is opened

Action card

Action card

Action card

- 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 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:

Actions

Open Settings

Open Data Management

Open Business Management

Open Service Management

Configure Automatic Record Creation and Update Rules

Answer Area

⬅️

➡️

⬆️

⬆️

- 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 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:

**Actions**

Create a view of the business process flow entity and include duration and Active Stage Started On

Add the owner field from the opportunity to the view

Add the duration and active stage started on the view of the opportunity

Create a chart on the business process flow entity and add the new view to include the needed fields

Create a new of the opportunity entity and include the owner field

Create a chart on the opportunity entity and use the new view to include the necessary fields

**Answer Area**

⬅

➡

⬆

⬆

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

**Actions**

Add the duration and active stage started on the view of the opportunity

Create a chart on the business process flow entity and add the new view to include the needed fields

Create a new of the opportunity entity and include the owner field

**Answer Area**

Create a view of the business process flow entity and include duration and Active Stage Started On

Create a chart on the opportunity entity and use the new view to include the necessary fields

Add the owner field from the opportunity to the view

⬅

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⬆

NEW QUESTION 8

You are an administrator for Dynamics 365 for Sales.  
You need to ensure that a user can install and configure the Social Selling Assistant. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Grant the user the sales manager role
- B. Assign the user a license for Microsoft Dynamics 365 (online) or Microsoft Social Engagement
- C. Assign the user a license for both Microsoft Dynamics 365 (online) and Microsoft Social Engagement
- D. Grant the user the system administrator or system customizer role

Answer: CD

Explanation:

References:  
[https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319\(v=crm.8\)](https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8))

NEW QUESTION 9

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	<div><div></div><div>Holiday</div><div>Recurrence</div></div>
Option	<div><div></div><div>Number of days</div><div>Owner</div></div>

- A. Mastered

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B. Not Mastered

Answer: A

Explanation:

Answer Area

Item	Value
Schedule type	<div><div></div><div>Holiday</div><div>Recurrence</div></div>
Option	<div><div></div><div>Number of days</div><div>Owner</div></div>

NEW QUESTION 10

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

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 14

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 19

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:

Answer Area

Scenario

Status reason

A lead is created and contacted by phone.

New-Contacted

Open-Contacted

Qualified-New

Qualified-Qualified

A lead has no contact method available.

Open-Cannot Contact

Qualified-Cannot Contact

Disqualified-Cannot Contact

A lead is ready to be an opportunity.

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.	<div>▼</div> <div> New-Contacted  Open-Contacted  Qualified-New  Qualified-Qualified </div>
A lead has no contact method available.	<div>▼</div> <div> Open-Cannot Contact  Qualified-Cannot Contact  Disqualified-Cannot Contact </div>
A lead is ready to be an opportunity.	<div>▼</div> <div> Qualified-New  Qualified-Qualified  Qualified-Closed </div>

#### NEW QUESTION 22

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 27

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 29

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 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 34**

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 35**

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 39**

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 41**

A company uses Dynamics 365 for Sales.

You need to change the description field on the quote. Which state allows you to make the change?

A. Closed

B. Active

C. Draft

D. Won

**Answer: C**

**NEW QUESTION 46**

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:



Scenario	Option
Add a product from an opportunity.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product from a price list.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product that does not exist in the product catalog.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Option
Add a product from an opportunity.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product from a price list.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product that does not exist in the product catalog.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>

NEW QUESTION 47

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