mb-210 Dumps

Microsoft Dynamics 365 for Sales

https://www.certleader.com/mb-210-dumps.html

NEW QUESTION 1
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 2
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 3
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 4

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 5
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 6
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)

NEW QUESTION 7

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 8
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 9
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: When closing an opportunity, use the Close as Won dialog.
Does the solution meet the goal?

A. Yes
B. No

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: Change the opportunity to an inactive state.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

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 use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes. Users report that the results they obtain when using Global Search are not useful.
You need to configure Dynamics 365 to enable the users to locate leads.
What should you implement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Requirement	Option
Configure the columns to include in the search.	▼
	Lookup view
	Quick Find view
Include notes in the search.	▼
	Categorized Search
	Relevance Search

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results

NEW QUESTION 15
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 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 22
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 27
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 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: 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 31
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 34
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:

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 35
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