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
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 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 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:

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 5
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: 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 6
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:

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 7
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 8
HOTSPOT
You implement the Dynamics 365 App for Outlook. You need to associate emails to lead records.
What should you do? 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 9
HOTSPOT
You send a quote to a client. The client calls and negotiates a better price. You need to send a revised quote to the client.
What is required to modify the quote? To answer, select
NOTE: Each correct selection is worth one point.
Hot Area:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 10
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 10
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 14
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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: 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 15

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 19
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 20
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