

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

DRAG DROP
You manage the Dynamics 365 environment for Contoso, Ltd. A rule automatically creates a lead associated with an email when an email is sent to sales@contoso.com.
You need to ensure that the marketing manager receives an email each time an email request is sent to sales@contoso.com.
How should you configure the rule? To answer, drag the appropriate actions to the correct requirements. 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:

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Action
Create a child workflow		
Create a real-time workflow	Send the email.	Action

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Create a real-time workflow
	Send the email.	Create a child workflow

NEW QUESTION 4

HOTSPOT
You are a Dynamics 365 for Sales environment. You need to implement the Social Selling Assistant.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Requirement	Technology or feature
Install and configure additional required software.	<div><div></div><div>Social engagement Dynamics 365 AI for Sales</div></div>
Ensure that Social Assistant can be used on a dashboard	<div><div></div><div>Relationship Assistant Search topics</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Technology or feature
Install and configure additional required software.	<div><div></div><div>Social engagement Dynamics 365 AI for Sales</div></div>
Ensure that Social Assistant can be used on a dashboard	<div><div></div><div>Relationship Assistant Search topics</div></div>

NEW QUESTION 5

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

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NEW QUESTION 6

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:

Actions

Add custom views using Versium Predict solution

Authenticate Versium Predict

Install Versium Predict from the Dynamics 365 Administration Center

Install Versium Predict from Microsoft AppSource

Add custom views using web resources

Answer Area

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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Add custom views using Versium Predict solution

Install Versium Predict from the Dynamics 365 Administration Center

Answer Area

Install Versium Predict from Microsoft AppSource

Authenticate Versium Predict

Add custom views using web resources

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NEW QUESTION 7

A company plans to close early on the last day of the month for an employee celebration.

You need to configure Dynamics 365 to prevent scheduling of sales support resources for that day. Which feature should you use?

- A. Events
- B. Business closure
- C. Fiscal calendar
- D. Time off request

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-when-business-closed-csh>

NEW QUESTION 8

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

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- 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

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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

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 <u>Active opportunities by probability</u> <u>All opportunities by current state</u> No Data No Data <table> <tr> <th><u>Active Opportunities</u></th><th><u>Amount</u></th><th><u>Prob</u></th><th><u>Weighted</u></th></tr> <tr> <td>Other</td><td></td><td></td><td></td></tr> <tr> <td>Total</td><td></td><td>0</td><td></td></tr> </table>		<u>Active Opportunities</u>	<u>Amount</u>	<u>Prob</u>	<u>Weighted</u>	Other				Total		0	
<u>Active Opportunities</u>	<u>Amount</u>	<u>Prob</u>	<u>Weighted</u>												
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 <u>Satisfaction (all closed cases)</u> <u>Status Reason (all cases)</u> <div> <div></div> <div> Problem Solved In Progress </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:

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

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

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 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. Delegate
B. Sales Person
C. Sales Manager
D. System Customizer

Answer: C

NEW QUESTION 11

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 15

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 20

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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.
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 22

HOTSPOT
You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads. You need to qualify leads and send phone calls to sales representatives.
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

NEW QUESTION 23

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:

Requirement	Option
Configure the columns to include in the search.	<div><div></div><div>Lookup view</div><div>Quick Find view</div></div>
Include notes in the search.	<div><div></div><div>Categorized Search</div><div>Relevance Search</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 27

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 31

HOTSPOT

You use opportunities with products and price lists in Dynamics 365 for Sales. You need to add products that exist in PriceListA and PriceListB 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:

Requirement	Action
Add the products to the opportunity.	<div><div></div><div>Add both price lists to the opportunity and add the products from both PriceListA and PriceListB</div><div>Add the products from PriceListA, change to PriceListB, and add the remaining products</div><div>Add the products to the opportunity and specify PriceListA or PriceListB on the product</div></div>
Select Recalculate on an opportunity.	<div><div></div><div>Each product is recalculated using the current list price both PriceListA and PriceListB</div><div>The estimated revenue is recalculated according to the prices currently displayed on the product line items grid</div><div>The products on the active price list in the opportunity are recalculated according to current list price</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Action
Add the products to the opportunity.	<div><div></div><div>Add both price lists to the opportunity and add the products from both PriceListA and PriceListB</div><div>Add the products from PriceListA, change to PriceListB, and add the remaining products</div><div>Add the products to the opportunity and specify PriceListA or PriceListB on the product</div></div>
Select Recalculate on an opportunity.	<div><div></div><div>Each product is recalculated using the current list price both PriceListA and PriceListB</div><div>The estimated revenue is recalculated according to the prices currently displayed on the product line items grid</div><div>The products on the active price list in the opportunity are recalculated according to current list price</div></div>

NEW QUESTION 33

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario	Status reason
A lead is created and contacted by phone.	<div><div></div><div>New-Contacted</div><div>Open-Contacted</div><div>Qualified-New</div><div>Qualified-Qualified</div></div>
A lead has no contact method available.	<div><div></div><div>Open-Cannot Contact</div><div>Qualified-Cannot Contact</div><div>Disqualified-Cannot Contact</div></div>
A lead is ready to be an opportunity.	<div><div></div><div>Qualified-New</div><div>Qualified-Qualified</div><div>Qualified-Closed</div></div>

NEW QUESTION 35

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:

Answer Area

Type	Action
Existing email	<div><div></div><div>Track the email from Advanced Find</div><div>Set the regarding field on the email from Dynamics 365 App for Outlook</div></div>
New email	<div><div></div><div>Add an email from Lead Timeline</div><div>Insert a Lead email template</div></div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Type	Action
Existing email	<div><div></div><div>Track the email from Advanced Find</div><div>Set the regarding field on the email from Dynamics 365 App for Outlook</div></div>
New email	<div><div></div><div>Add an email from Lead Timeline</div><div>Insert a Lead email template</div></div>

NEW QUESTION 39

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:

Answer Area

Question	Response
Which action should you perform?	<div><div></div><div>Edit</div><div>Close Quote</div><div>Deactivate</div><div>Reopen Quote</div></div>
What is the resulting status for the quote after you perform the action?	<div><div></div><div>Draft</div><div>Revised</div><div>In Progress</div><div>Open</div></div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Response
Which action should you perform?	<div><div></div><div>Edit</div><div>Close Quote</div><div>Deactivate</div><div>Reopen Quote</div></div>
What is the resulting status for the quote after you perform the action?	<div><div></div><div>Draft</div><div>Revised</div><div>In Progress</div><div>Open</div></div>

NEW QUESTION 40

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 41

You are a Dynamics 365 for Sales administrator. You are setting up a product catalog. You need to configure the base unit group. Which quantity or measurement should you configure?

- A. the highest needed to sell the product or service
- B. the least frequently used to sell the service
- C. the most frequently used to sell the service
- D. the lowest needed to sell the product or service

Answer: D

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-professional/create-unit-group-add-units>

NEW QUESTION 43

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 46

HOTSPOT

A customer places an order that includes all of the products from a previous order. You need to add products from the previous order to the new order. From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Source entity	Source
Quote	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>
Order	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>
Invoice	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Source entity	Source
Quote	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>
Order	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>
Invoice	<div><div></div><div>Lead</div><div>Opportunity</div><div>Quote</div><div>Order</div></div>

NEW QUESTION 49

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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 52

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