Microsoft

Exam Questions mb-210

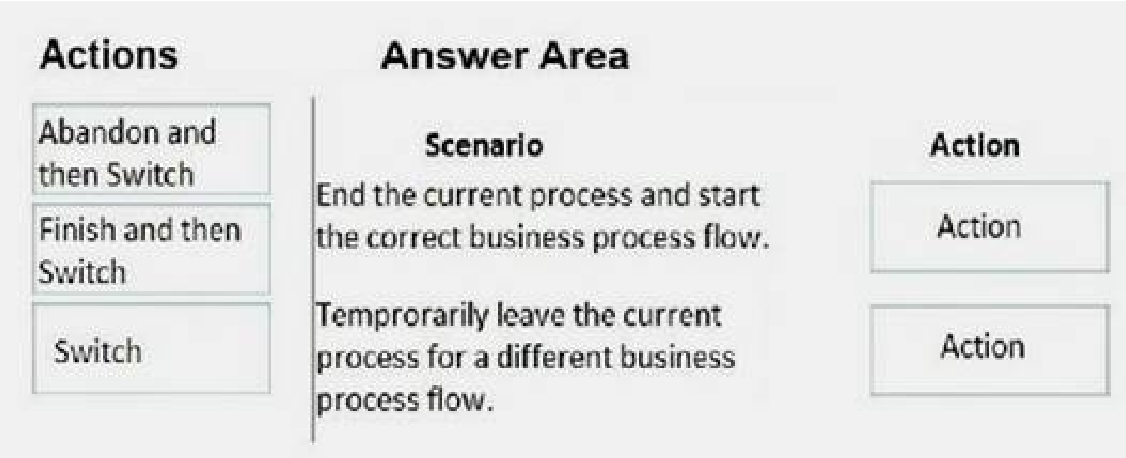
Microsoft Dynamics 365 for Sales

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

A. Yes
B. No

Answer: A

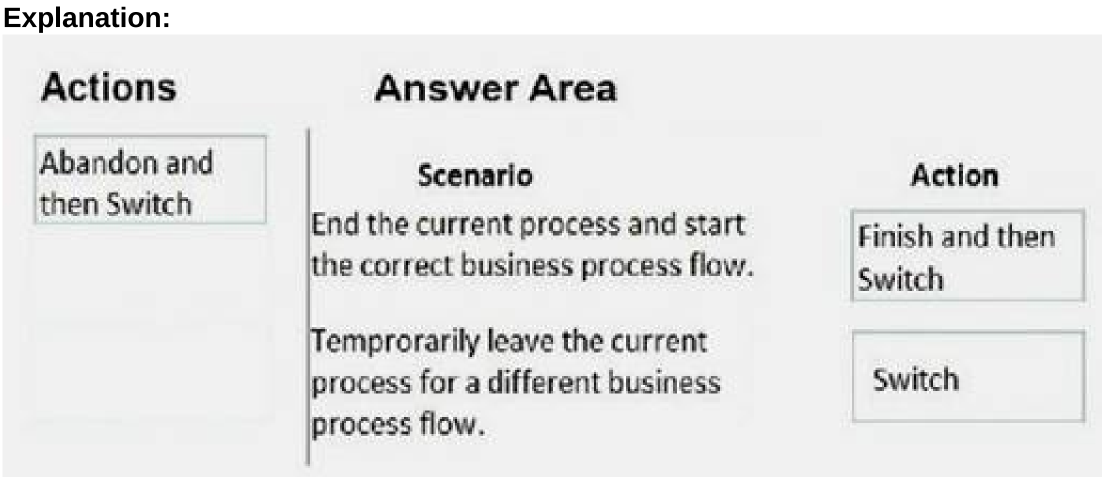
NEW QUESTION 2
DRAG DROP
You use Dynamics 365 for Sales.
You are in stage two of business process flow that has five stages. You need to use multiple business process flows.
Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action may be used once, 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:



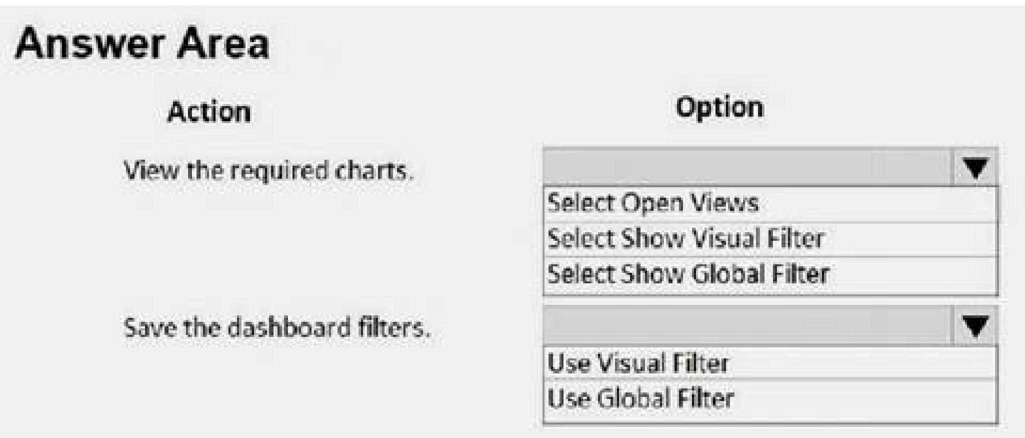
A. Mastered
B. Not Mastered

Answer: A

Explanation:



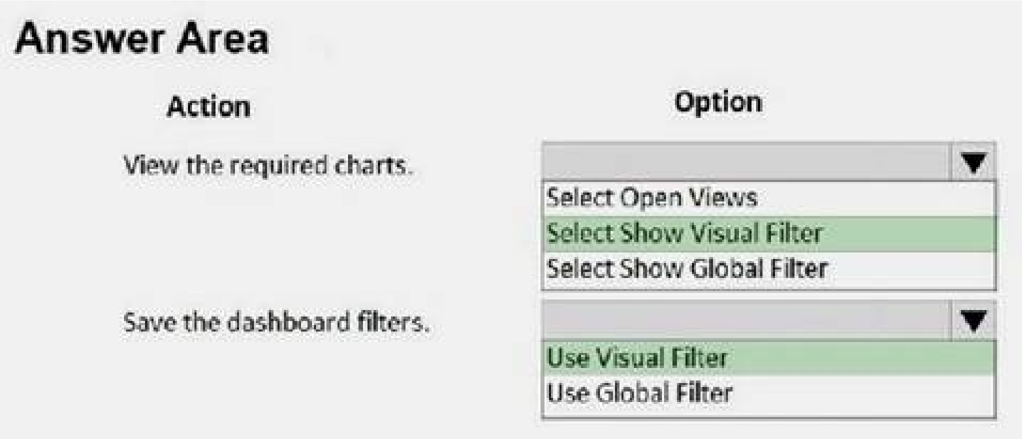
NEW QUESTION 3
HOTSPOT
You are a Dynamics 365 for Sales administrator. You have an interactive experience leads dashboard. You need to create a filtered view of the dashboard.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



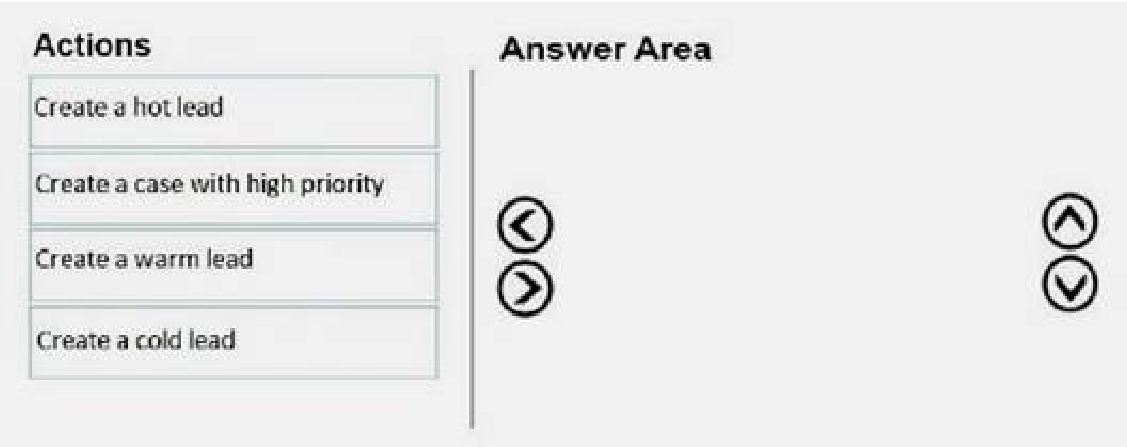
A. Mastered
B. Not Mastered

Answer: A

Explanation:



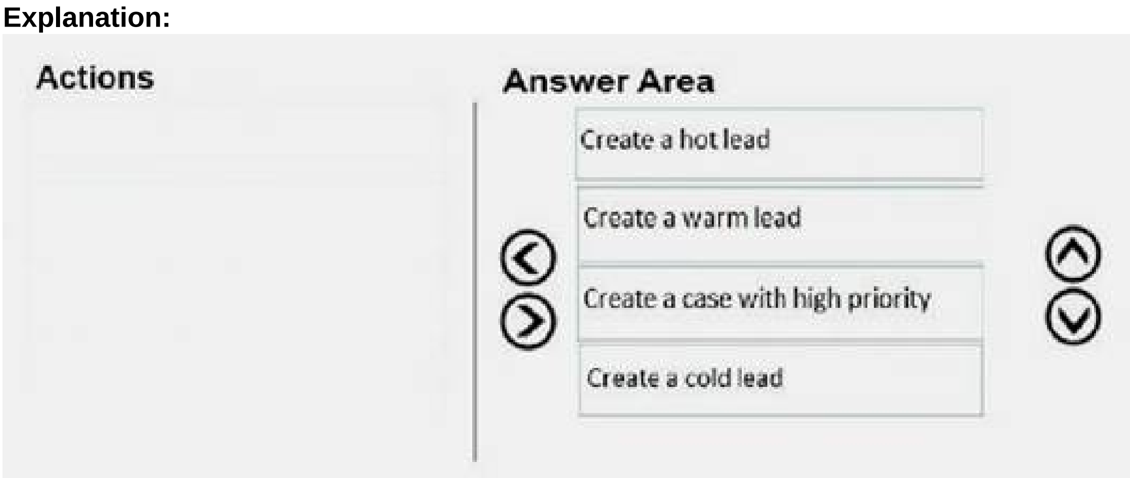
NEW QUESTION 4
DRAG DROP
You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:
▪ Emails that contain the words support or help must create a new high-priority case.
▪ Emails that contain the words buy or purchase must 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:



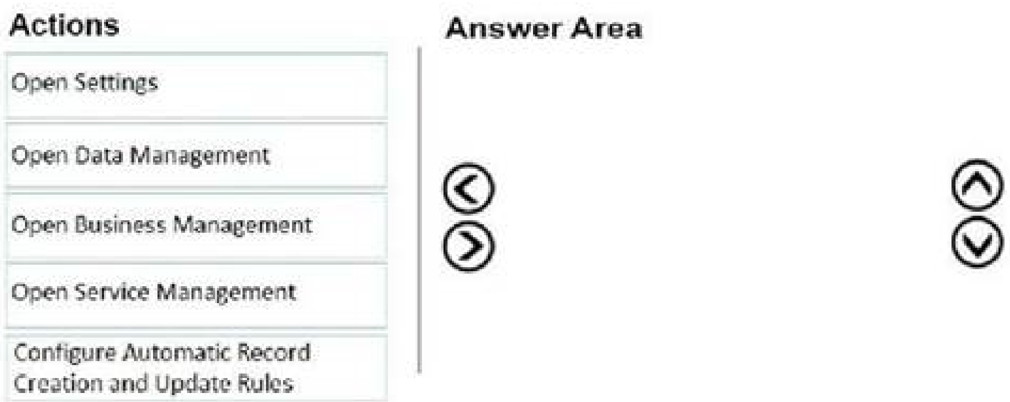
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 5
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:

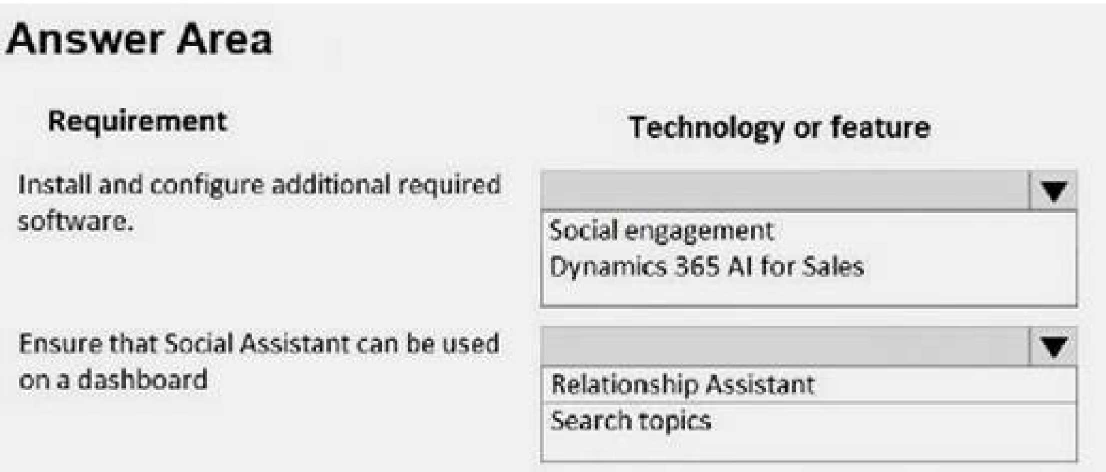


A. Mastered
B. Not Mastered

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 6
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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:

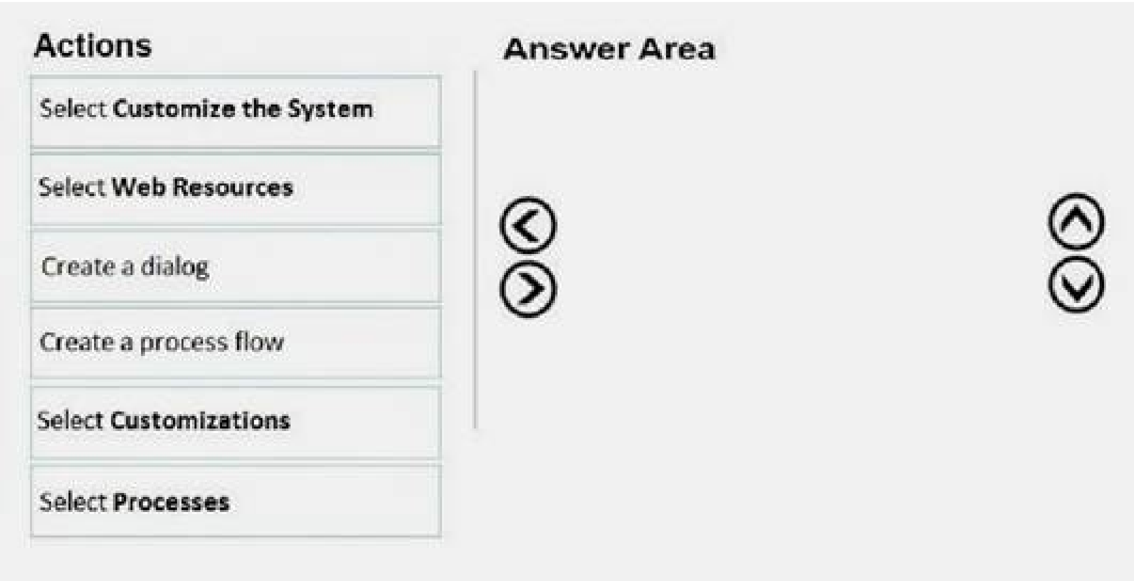
NEW QUESTION 7
You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.
You need to create an interactive dashboard.
Which three entities can you use? Each correct answer presents c complete solution.
NOTE: Each correct selection is worth one point.

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

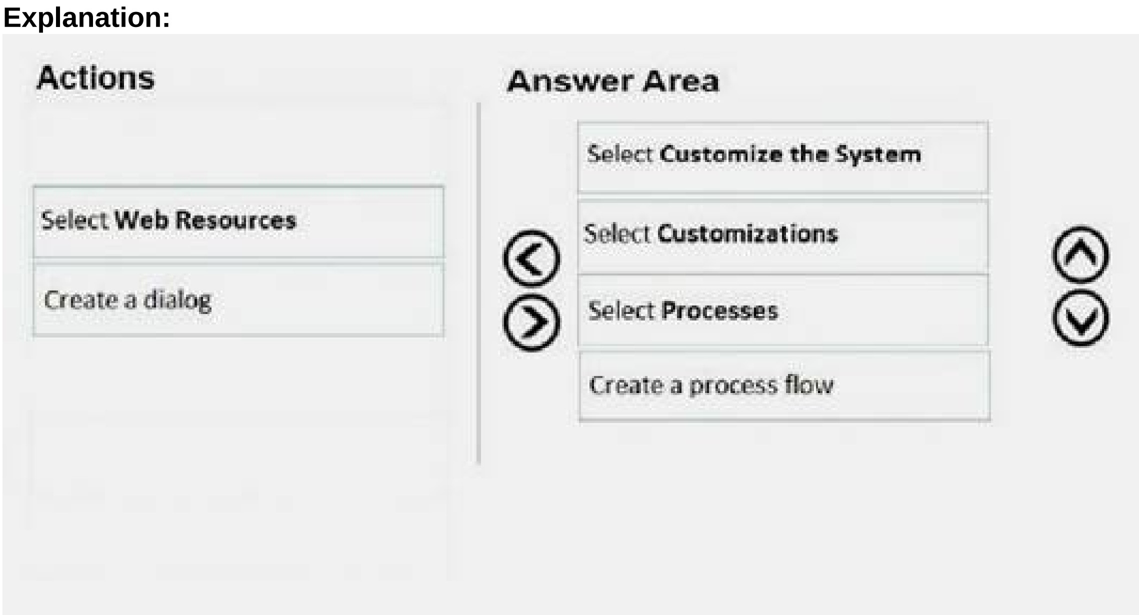
NEW QUESTION 8
DRAG DROP
You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.
You need to ensure that salespeople can move through the sales process and view progress.
Which four actions 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:

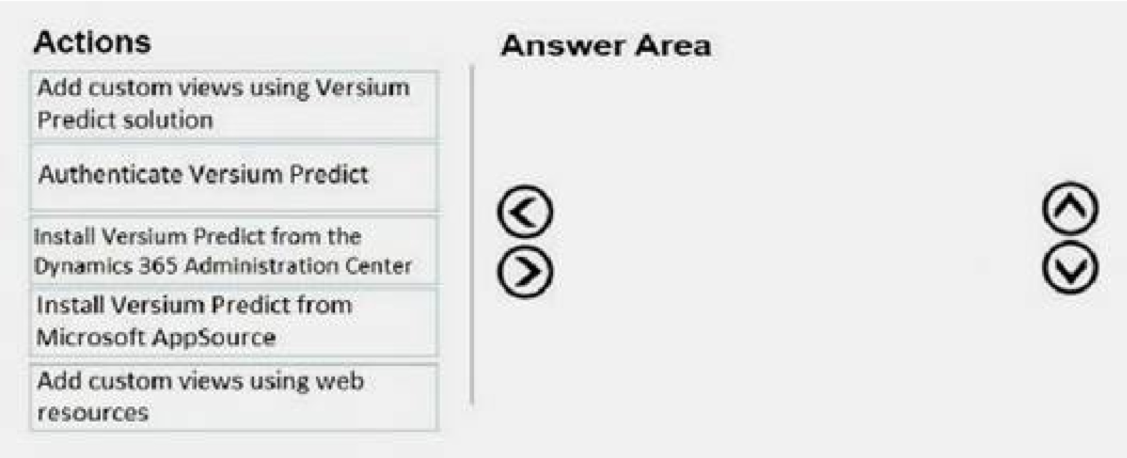


NEW QUESTION 9
You have opportunities that have values in multiple currencies. The currency exchange rate automatically updates.
You need to ensure that currency values are accurately reported.
When is the new currency exchange rate applied to the opportunity records?

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

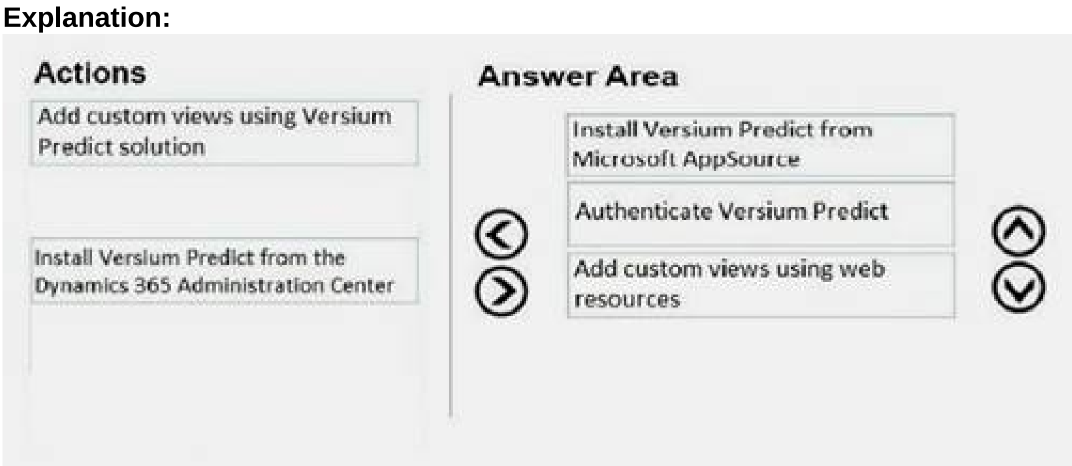
NEW QUESTION 10
DRAG DROP
You are a Dynamics 365 for Sales administrator.
You need to implement Versium Predict with custom views.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.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



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 10
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 14
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

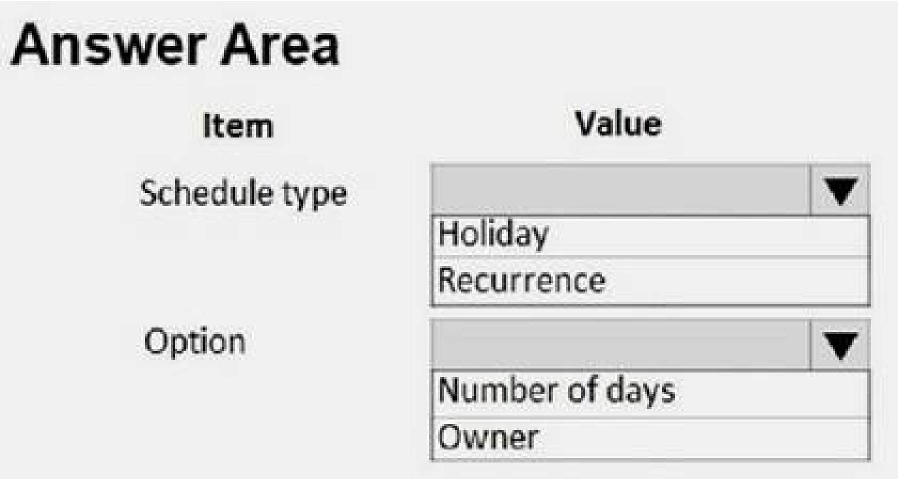
Explanation:
References:
https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8)

NEW QUESTION 16
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

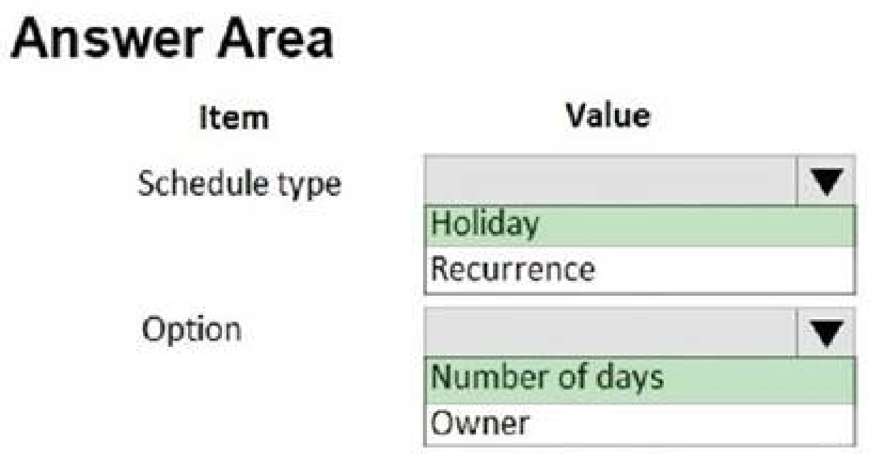
NEW QUESTION 20
HOTSPOT
A company uses Dynamics 365 for Sales.
You need to reduce the number of pre-sales support days that are available based on the days the company is closed for public holidays. How should you configure the schedule? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 24
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 27
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?

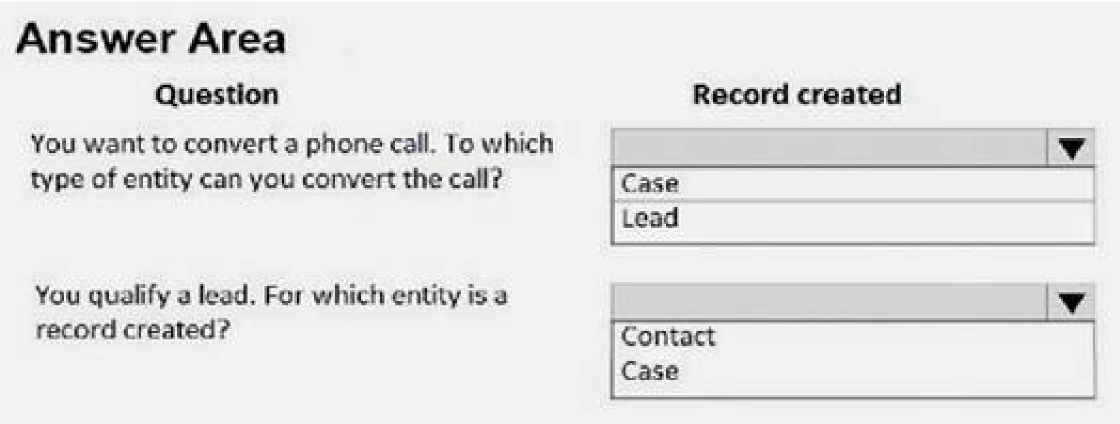
A. Reduce the auto number prefix to one character
B. Reduce the auto number prefix to two characters
C. Reduce the suffix length to four characters
D. Ensure that the prefix setting is read-only

Answer: A

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 30
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

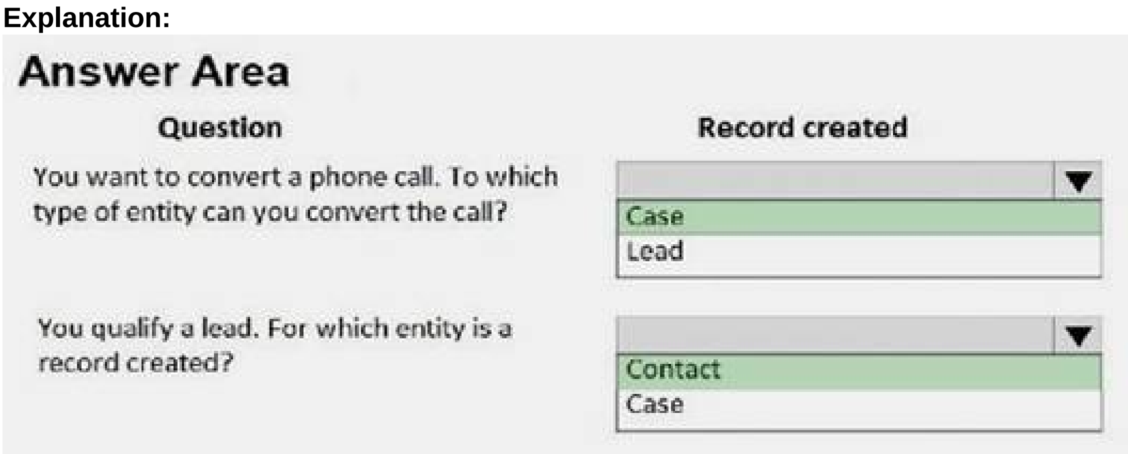
representatives.
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 33
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 38
A company uses Dynamics 365 for Sales.
You must track a competitor to help your company win a sale. You need to associate the competitor with a Dynamics 365 entity. To which type of entity can you associate the competitor?

A. Opportunity
B. Lead
C. Account
D. Contacts

Answer: A

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-competitor-record-sales

NEW QUESTION 39
You manage Dynamics 365 environments for client organizations.
A client suspects they are losing business. The client must be able to capture reasons each time an opportunity is lost. You need to configure Dynamics 365 to ensure that you can capture the required information.
Which field should you configure?

A. Opportunity status reason
B. Opportunity close status

C. Opportunity status
D. Opportunity close status reason

Answer: A

NEW QUESTION 40
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 42
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 44
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 49
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 52
You are creating orders from quotes in Dynamics 365.
In some circumstances, customers no longer require an order. In other circumstances, your company delivers the order. You need to ensure that closed orders use existing functionality to reflect the circumstances.
Which two methods of closing an order are available out of the box? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Cancel
B. Activate
C. Accept
D. Fulfill

Answer: AD

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-order-sales

NEW QUESTION 56
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

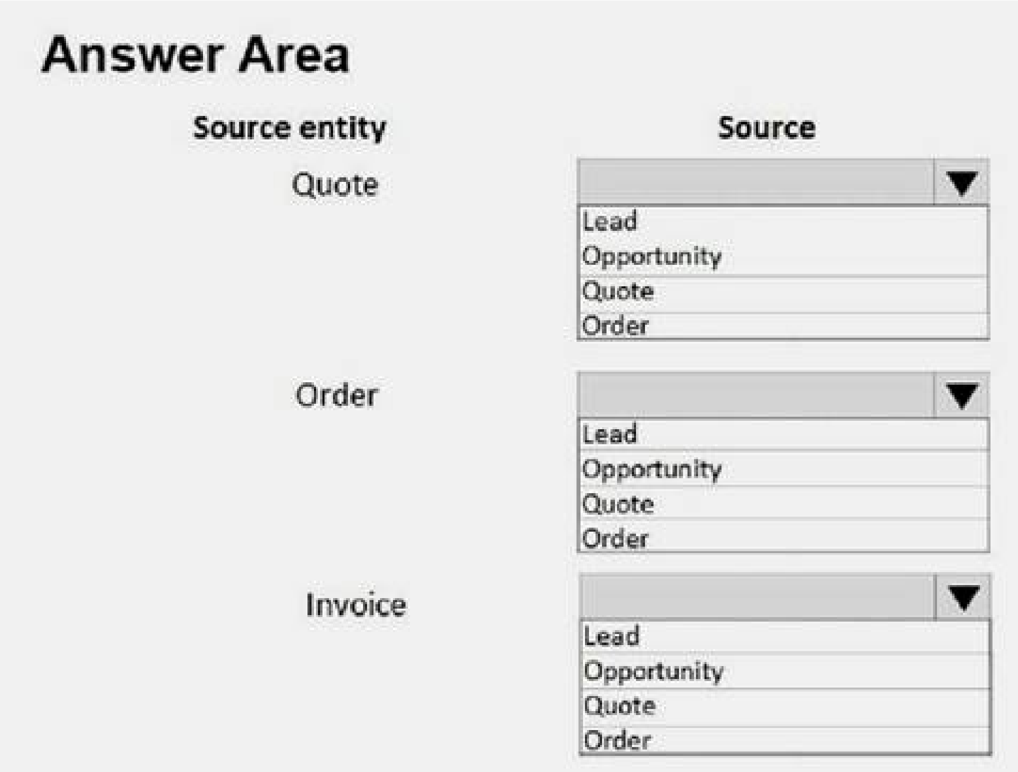
NEW QUESTION 60
You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.
You need to create a quote that automatically includes all the products from the opportunity. What should you do?

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

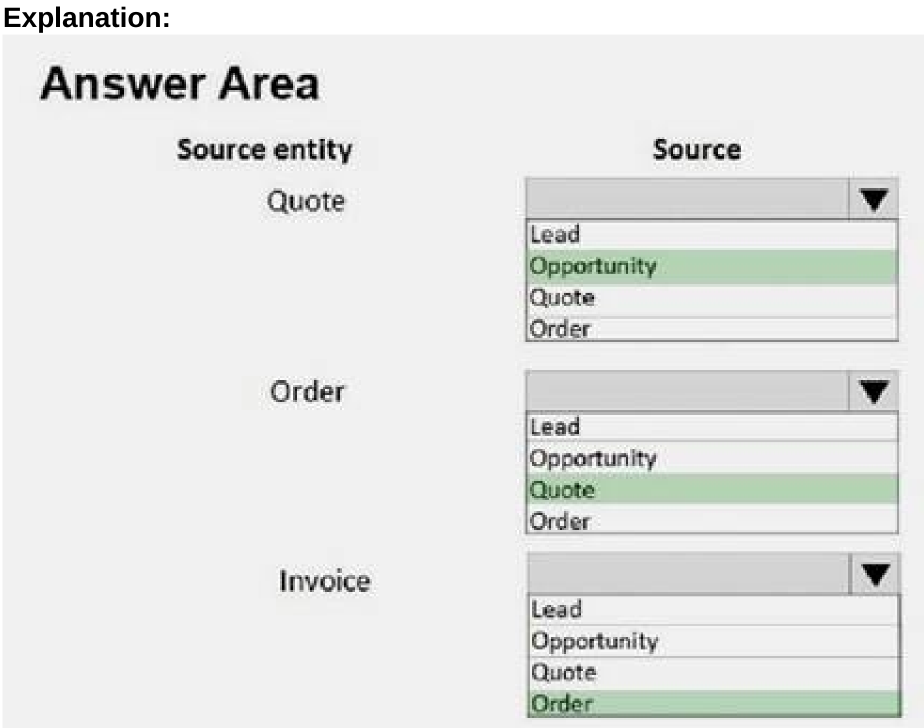
NEW QUESTION 63
HOTSPOT
A customer places an order that includes all of the products from a previous order. You need to add products from the previous order to the new order.
From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



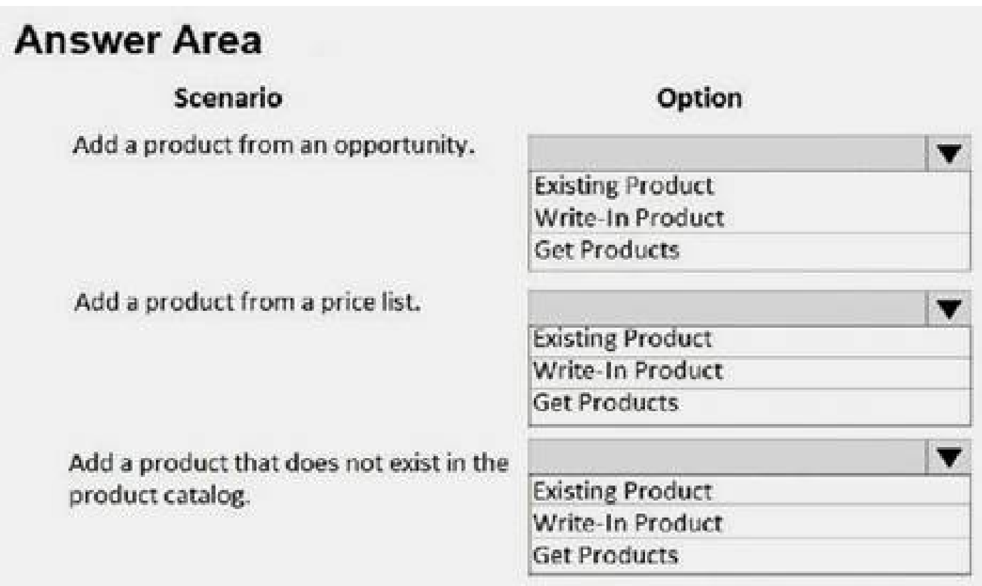
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 66
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 69
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