

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

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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 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 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.

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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 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.

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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 4

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 5

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 6

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	Answer Area	
Base	Scenario	Action card
Email from Microsoft Exchange	Upcoming meeting reminder	Action card
Email engagement	An email is opened	Action card
Today		

- 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 7

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:

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:

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 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	Answer Area
Create a view of the business process flow entity and include duration and Active Stage Started On	<div> <div>⏪</div> <div>⏩</div> <div>⏴</div> <div>⏵</div> </div>
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	

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	<div> <div>⏪</div> <div>⏩</div> <div>⏴</div> <div>⏵</div> </div>
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	

NEW QUESTION 9

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 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

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 12

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 14

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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: Change the opportunity to an inactive state.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 17

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:

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:

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 18

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>Lookup view</div> <div>Quick Find view</div>
Include notes in the search.	<div>▼</div> <div>Categorized Search</div> <div>Relevance Search</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 23

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 25

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>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>
Select Recalculate on an opportunity.	<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>

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 28

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:

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>

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 32

DRAG DROP

The product development team for a toy company creates a new remote-control toy. You need to create the necessary records and record relationships to sell the product.

Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Records and Components	Answer Area
units	
products	⬅
price lists	➡
product families	⬆
price list items	⬇
discount lists	
unit groups	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Records and Components	Answer Area
	unit groups
	units
	products
product families	price list items
	price lists
discount lists	

NEW QUESTION 33

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 36

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:

Answer 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:

Answer 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>

NEW QUESTION 39

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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 40

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