

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.
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.
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 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.
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 4

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:

Actions	Answer Area	
Abandon and then Switch	Scenario	Action
Finish and then Switch	End the current process and start the correct business process flow.	Action
Switch	Temporarily leave the current process for a different business process flow.	Action

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area	
Abandon and then Switch	Scenario	Action
	End the current process and start the correct business process flow.	Finish and then Switch
	Temporarily leave the current process for a different business process flow.	Switch

NEW QUESTION 5

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 6

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 7

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

Base

Email from Microsoft Exchange

Email engagement

Today

Answer Area

Scenario

Upcoming meeting reminder

An email is opened

Action card

Action card

Action card

- 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 8

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:

Actions

Open Settings

Open Data Management

Open Business Management

Open Service Management

Configure Automatic Record Creation and Update Rules

Answer Area

⬅️

➡️

⬆️

⬆️

- 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 9

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:



NEW QUESTION 10

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 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 11

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 12

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:

Answer Area

Item	Value
Schedule type	<div><div></div><div>Holiday</div><div>Recurrence</div></div>
Option	<div><div></div><div>Number of days</div><div>Owner</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Item	Value
Schedule type	<div><div></div><div>Holiday</div><div>Recurrence</div></div>
Option	<div><div></div><div>Number of days</div><div>Owner</div></div>

NEW QUESTION 14

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 18

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- A. Yes
- B. No

Answer: A

NEW QUESTION 20

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 23

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 24

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 27

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 28

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 29

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 33

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 35

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:

Answer Area

Requirement

Add the products to the opportunity.

Action

- ▼
- 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

Select **Recalculate** on an opportunity.

- ▼
- 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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement

Add the products to the opportunity.

Action

- ▼
- 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

Select **Recalculate** on an opportunity.

- ▼
- 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

NEW QUESTION 38

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 43

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 48

You are a Dynamics 365 for Sales administrator.

The sales team is having difficulty locating related products.

You need to make it easier for the sales team to find groups of products that are similar. What should you use?

- A. Related products
- B. Product bundles
- C. Product families
- D. Product unit groups

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-related-products-increase-chances-sales>

NEW QUESTION 53

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 57

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 60

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 63

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 67

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 72

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: Qualify the opportunity.

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 76

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 77

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:

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:

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 81

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