

Microsoft

Exam Questions mb-210

Microsoft Dynamics 365 for Sales



NEW QUESTION 1

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. Change the field type from auto number to decimal number
- B. Reduce the auto number prefix to one character
- C. Reduce the suffix length to four characters
- D. Ensure that the prefix setting is read-only

Answer: B

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 2

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

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- 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 3

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

⏪

⏩

⏴

⏵

- 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

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

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NEW QUESTION 4

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> </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:

Answer Area

Question

Answer choice

Why is the satisfaction area blank?

There are no closed cases

Users are not completing the satisfaction field

The Reporting Service is down

Cases with the problem solved have not been closed

Which type of account is Fourth Coffee?

Active

Parent Account

Inactive

Child Account

- 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 5

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 6

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 7

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 8

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 9

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 10

HOTSPOT

You are a salesperson working with Dynamics 365. Your role includes working with opportunities. You need to close opportunities. 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

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

NEW QUESTION 10

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 15

You are a salesperson using Dynamics 365 for Sales.

You need to be able to modify the product price on an active invoice that uses current pricing. What should you do?

- A. Set the Invoice Product to Override Price
- B. Set an End Date for the Price List to ensure the Price List is expired
- C. Set an End Date for the Price List to ensure the Price List is not expired
- D. Set the Invoice Product to Use Default

Answer: A

NEW QUESTION 20

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 24

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 27

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 28

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 29

A company uses Dynamics 365 for Sales. You need to change the description field on the quote. Which state allows you to make the change?

- A. Closed
- B. Active
- C. Draft
- D. Won

Answer: C

NEW QUESTION 32

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>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product from a price list.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product that does not exist in the product catalog.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Option
Add a product from an opportunity.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product from a price list.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product that does not exist in the product catalog.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>

NEW QUESTION 33

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:

Requirement	Option
View individual products in a grouping when you create an opportunity.	<div>Kit</div> <div>Bundle</div>
Sell products from a grouping individually.	<div>Kit</div> <div>Bundle</div>
Create a grouping within a grouping.	<div>Kit</div> <div>Bundle</div>

- 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 36

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