

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.

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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 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	Answer Area
Open Settings	
Open Data Management	⬅️
Open Business Management	⬆️
Open Service Management	⬆️
Configure Automatic Record Creation and Update Rules	

- 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

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 style="border: 1px solid gray; padding: 2px;"> ▼ Social engagement Dynamics 365 AI for Sales </div>
Ensure that Social Assistant can be used on a dashboard	<div style="border: 1px solid gray; padding: 2px;"> ▼ Relationship Assistant Search topics </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Technology or feature
Install and configure additional required software.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px;">▼</div> <div style="background-color: #d9ead3; padding: 2px;">Social engagement</div> <div style="padding: 2px;">Dynamics 365 AI for Sales</div> </div>
Ensure that Social Assistant can be used on a dashboard	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px;">▼</div> <div style="padding: 2px;">Relationship Assistant</div> <div style="background-color: #d9ead3; padding: 2px;">Search topics</div> </div>

NEW QUESTION 4

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?

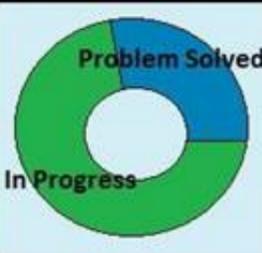
- A. when a change is made to a currency field
- B. when a user opens the opportunity record
- C. when a user manually recalculates opportunity
- D. when the calculate rollup field system job for the msdyn_projectteam entity runs

Answer: A

NEW QUESTION 5

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 Active opportunities by probability All opportunities by current state No Data No Data <table border="1"> <thead> <tr> <th>Active Opportunities</th> <th>Amount</th> <th>Prob</th> <th>Weighted</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td></td> <td>0</td> <td></td> </tr> </tbody> </table>		Active Opportunities	Amount	Prob	Weighted	Other				Total		0	
Active Opportunities	Amount	Prob	Weighted												
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 Satisfaction (all closed cases) Status Reason (all cases) <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; width: 150px; height: 100px; background-color: #e6f2ff;"></div> <div style="border: 1px solid gray; width: 150px; height: 100px; position: relative;">  </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?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px;">▼</div> <div style="padding: 2px;">There are no closed cases</div> <div style="padding: 2px;">Users are not completing the satisfaction field</div> <div style="padding: 2px;">The Reporting Service is down</div> <div style="padding: 2px;">Cases with the problem solved have not been closed</div> </div>
Which type of account is Fourth Coffee?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px;">▼</div> <div style="padding: 2px;">Active</div> <div style="padding: 2px;">Parent Account</div> <div style="padding: 2px;">Inactive</div> <div style="padding: 2px;">Child Account</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p style="margin: 0; font-size: 0.8em;">There are no closed cases</p> <p style="margin: 0; font-size: 0.8em; background-color: #e0ffe0;">Users are not completing the satisfaction field</p> <p style="margin: 0; font-size: 0.8em;">The Reporting Service is down</p> <p style="margin: 0; font-size: 0.8em;">Cases with the problem solved have not been closed</p> </div> </div>
Which type of account is Fourth Coffee?	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p style="margin: 0; font-size: 0.8em; background-color: #e0ffe0;">Active</p> <p style="margin: 0; font-size: 0.8em;">Parent Account</p> <p style="margin: 0; font-size: 0.8em;">Inactive</p> <p style="margin: 0; font-size: 0.8em;">Child Account</p> </div> </div>

NEW QUESTION 6

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 7

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 8

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 9

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: When closing an opportunity, use the Close as Won dialog. Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 10

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 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. Marketing Professional
- B. Sales Person
- C. Delegate
- D. CEO – Business Manager

Answer: D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area>

NEW QUESTION 14

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 17

HOTSPOT

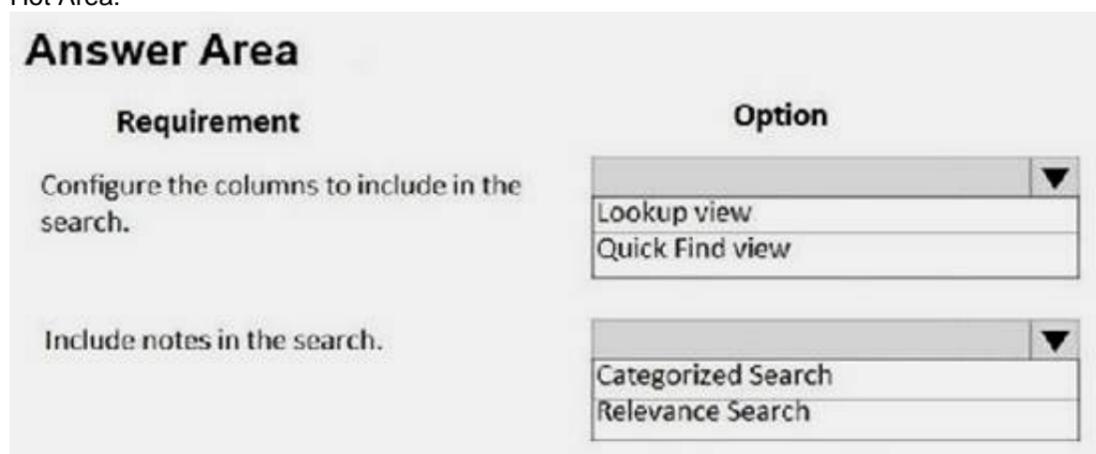
You use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes. Users report that the results they obtain when using Global Search are not useful.

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.	<input type="checkbox"/> Lookup view <input type="checkbox"/> Quick Find view
Include notes in the search.	<input type="checkbox"/> Categorized Search <input type="checkbox"/> Relevance Search

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

NEW QUESTION 19

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 21

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 22

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 24

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 29

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 32

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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: 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 35

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 36

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.	<input type="checkbox"/> Kit <input type="checkbox"/> Bundle
Sell products from a grouping individually.	<input type="checkbox"/> Kit <input type="checkbox"/> Bundle
Create a grouping within a grouping.	<input type="checkbox"/> Kit <input type="checkbox"/> Bundle

- 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 37

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