

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: Add the LinkedIn Sales Navigator Contact (member profile) control.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

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.

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 3

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 4

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:

Answer Area

| Action | Option |
|-----------------------------|---|
| View the required charts. | <div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Select Open Views Select Show Visual Filter Select Show Global Filter </div> </div> |
| Save the dashboard filters. | <div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Use Visual Filter Use Global Filter </div> </div> |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

| Action | Option |
|-----------------------------|--|
| View the required charts. | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Select Open Views Select Show Visual Filter Select Show Global Filter </div> </div> |
| Save the dashboard filters. | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Use Visual Filter Use Global Filter </div> </div> |

NEW QUESTION 5

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;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Social engagement 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: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> 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 style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Social engagement 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: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> Relationship Assistant Search topics </div> </div> |

NEW QUESTION 6

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 7

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 8

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 9

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 style="border: 1px solid #ccc; padding: 2px;">▼</div> <div style="border: 1px solid #ccc; padding: 2px;">Holiday</div> <div style="border: 1px solid #ccc; padding: 2px;">Recurrence</div> |
| Option | <div style="border: 1px solid #ccc; padding: 2px;">▼</div> <div style="border: 1px solid #ccc; padding: 2px;">Number of days</div> <div style="border: 1px solid #ccc; padding: 2px;">Owner</div> |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

| Item | Value |
|---------------|--|
| Schedule type | <div style="border: 1px solid #ccc; padding: 2px;">▼</div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #e0ffe0;">Holiday</div> <div style="border: 1px solid #ccc; padding: 2px;">Recurrence</div> |
| Option | <div style="border: 1px solid #ccc; padding: 2px;">▼</div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #e0ffe0;">Number of days</div> <div style="border: 1px solid #ccc; padding: 2px;">Owner</div> |

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 11

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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: Add a new currency and configure the currency precision and symbol.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 12

HOTSPOT

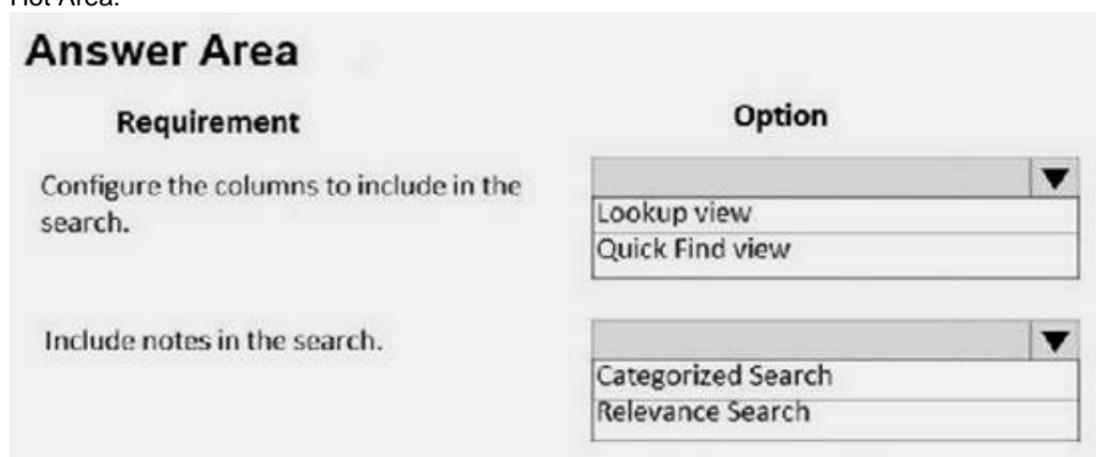
You use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes. Users report that the results they obtain when using Global Search are not useful.

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 14

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 19

HOTSPOT

You use Dynamics 365 for Sales.

You need to add products 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:

| Scenario | Action |
|---|---|
| Products are associated with a quote record | <ul style="list-style-type: none"> Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity |
| Add a product bundle to the opportunity | <ul style="list-style-type: none"> Add a write-in product Add an existing product Add the product bundle price list |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

| Scenario | Action |
|---|---|
| Products are associated with a quote record | <ul style="list-style-type: none"> Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity |
| Add a product bundle to the opportunity | <ul style="list-style-type: none"> Add a write-in product Add an existing product Add the product bundle price list |

NEW QUESTION 21

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 26

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 30

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 34

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 39

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 43

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 45

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