



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

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area	
	Scenario	Action
Abandon and then Switch	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 4

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 5

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><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
Action	Option
View the required charts.	<div><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

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

You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.
You need to create an interactive dashboard.
Which three entities can you use? Each correct answer presents c complete solution.
NOTE: Each correct selection is worth one point.

- A. Queue Item
- B. Opportunity
- C. Knowledge Article
- D. Case
- E. Invoice

Answer: ACD

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactive-dashboards>

NEW QUESTION 8

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	Answer Area	
Select Customize the System		
Select Web Resources		
Create a dialog	⬅	⬆
Create a process flow	➡	⬇
Select Customizations		
Select Processes		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Select Web Resources

Create a dialog

Answer Area

Select Customize the System

Select Customizations

Select Processes

Create a process flow

⬅️

➡️

⬆️

⬇️

NEW QUESTION 9

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

⬅️

➡️

⬆️

⬇️

NEW QUESTION 10

An organization uses sales dashboards in Dynamics 365.

You need to configure a single a dashboard that includes the following data:

- both complex key performance indicators that are derived from external data and custom visuals real-time data on sales performance that is based on Dynamics 365 data.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

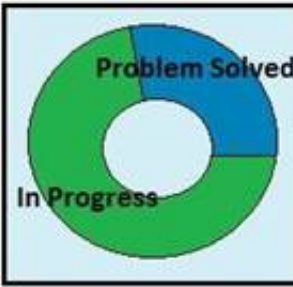
- A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
- B. Create all visuals in a Microsoft Power BI dashboard
- C. Embed the dashboard in Dynamics 365.
- D. Create tiles and a dashboard in Microsoft Power BI.
- E. Create charts with required data in Dynamics 365.
- F. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

Answer: ABE

NEW QUESTION 10

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> <thead> <tr> <th><u>Active Opportunities</u></th><th><u>Amount</u></th><th><u>Prob</u></th><th><u>Weighted</u></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>		<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>													
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> <div></div> <div> 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 </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div> Active Parent Account Inactive Child Account </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	<div> <div></div> <div> 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 </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div> Active Parent Account Inactive Child Account </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 16

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 21

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:

Answer Area

Scenario	Action
Products are associated with a quote record	<div><div></div><div>Manually add the products to the opportunity</div><div>Use the Get Products option</div><div>Associate the quote with the opportunity</div></div>
Add a product bundle to the opportunity	<div><div></div><div>Add a write-in product</div><div>Add an existing product</div><div>Add the product bundle price list</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario	Action
Products are associated with a quote record	<div><div></div><div>Manually add the products to the opportunity</div><div>Use the Get Products option</div><div>Associate the quote with the opportunity</div></div>
Add a product bundle to the opportunity	<div><div></div><div>Add a write-in product</div><div>Add an existing product</div><div>Add the product bundle price list</div></div>

NEW QUESTION 25

HOTSPOT

You use opportunities with products and price lists in Dynamics 365 for Sales.
You need to add products than 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	Action
Add the products to the opportunity.	<div><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></div>
Select Recalculate on an opportunity.	<div><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></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
Requirement	Action
Add the products to the opportunity.	<div><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></div>
Select Recalculate on an opportunity.	<div><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></div>

NEW QUESTION 29

You are a salesperson using Dynamics 365 for Sales.
You need to revise an active quote.
What happens to the original quote record?

- A. The quote is deleted
- B. The quote is converted into an order and a copy of the quote is put in draft mode for modification
- C. The original quote is put in draft mode for modification
- D. The quote is closed, and a copy of the quote is put in draft mode for modification

Answer: C

NEW QUESTION 33

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 38

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 39

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 40

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 42

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 44

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 48

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:

Answer Area

Requirement	Option
View individual products in a grouping when you create an opportunity.	<div><div></div><div>Kit</div><div>Bundle</div></div>
Sell products from a grouping individually.	<div><div></div><div>Kit</div><div>Bundle</div></div>
Create a grouping within a grouping.	<div><div></div><div>Kit</div><div>Bundle</div></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 53

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