



Microsoft

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

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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.

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 default currency.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 2

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 3

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:

- 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 4

HOTSPOT

You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource. You need to ensure that you can install the business process flows.

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 5

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 6

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 dashboar
- 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 7

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 8

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

NEW QUESTION 9

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 10

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 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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 15

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 17

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 21

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:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 23

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