Actual exam question from Microsoft's MB-210

Question #: 1

Topic #: 1

[All MB-210 Questions]

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 in this section, 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 Dynamics 365 AI for Sales.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 2

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 3

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 4

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 5

Topic #: 1

[All MB-210 Questions]

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 in this section, 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 code and symbol so that both are displayed.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 6

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 7

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

You use Dynamics 365 Sales.

You are in stage two of a 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

- Abandon and then Switch
- Finish and then Switch
- Switch

Answer Area

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 8
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 9

Topic #: 1

[All MB-210 Questions]

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.

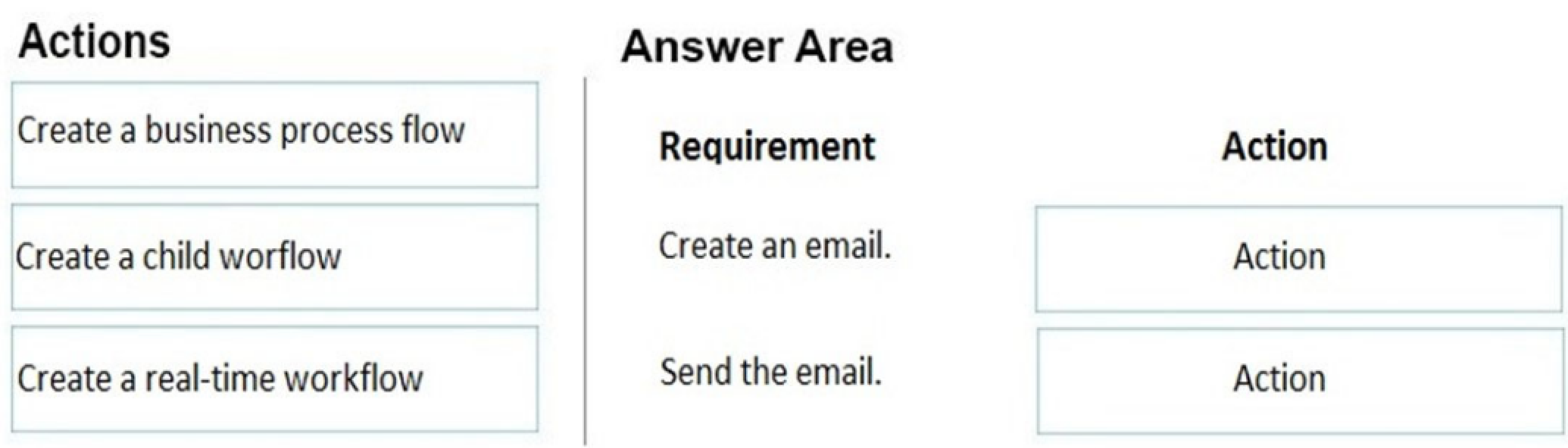
You need to ensure that the marketing manager automatically receives an email each time an email request is sent to sales@contoso.com.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 10
Topic #: 1
[All MB-210 Questions]

You are a Dynamics 365 administrator.
A sales manager changes the target goal for a salesperson from $26,000.00 to $20,000.00. However, the currency symbol changes from $ to £. Other managers are not experiencing this issue.
You need to fix the currency symbol for the sales manager.
What should you change?

A. the default currency in personal options

B. the currencies in settings

C. the currency display option in system settings

D. the current format in personal options

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 11
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 12

Topic #: 1

[All MB-210 Questions]

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:

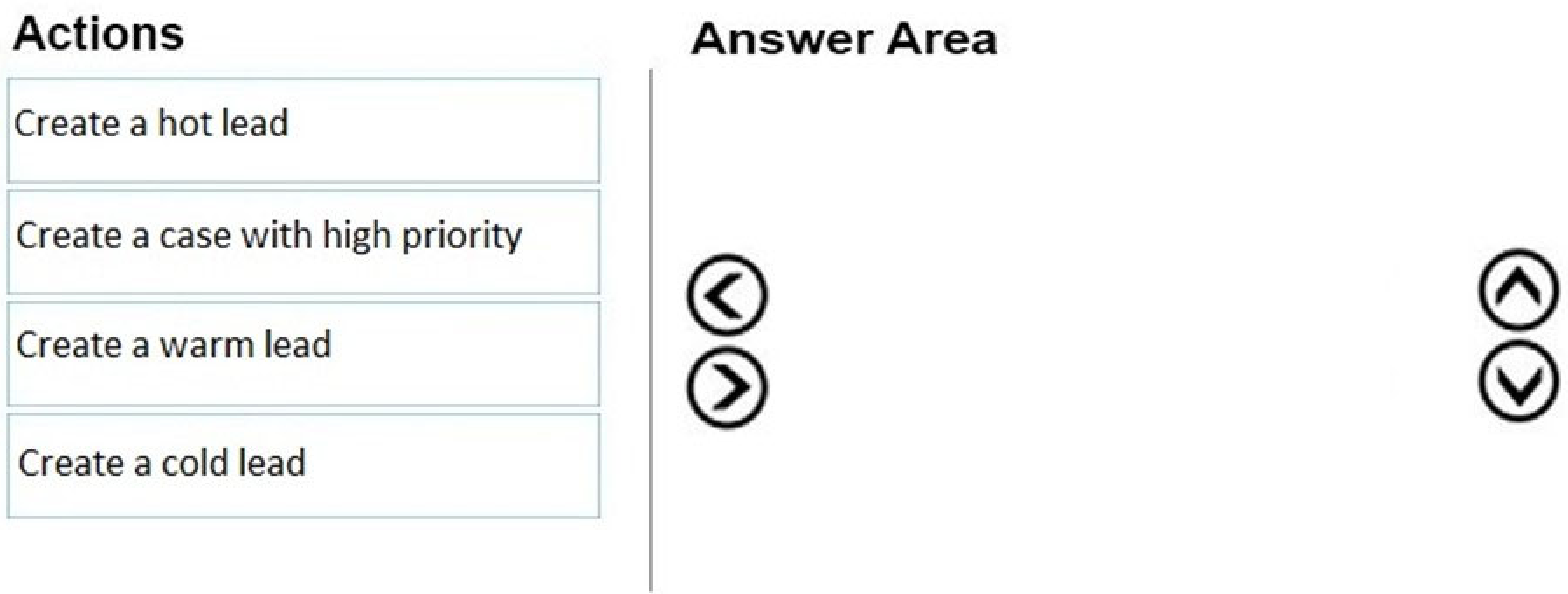
Answer Area

Action	Option
View the required charts.	Select Open Views Select Show Visual Filter Select Show Global Filter
Save the dashboard filters.	Use Visual Filter Use Global Filter

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 13
Topic #: 1
[All MB-210 Questions]

DRAG DROP -
You manage a Dynamics 365 environment Sales. You create the following rule items to respond to inbound emails from potential customers:
✑ Emails that contain the words support or help must create a new high-priority case.
✑ Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help.
✑ Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.
✑ If none of the targeted words are present in an email, a cold lead must be created.
You need to configure the order in which rule items are processed.
In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 14

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

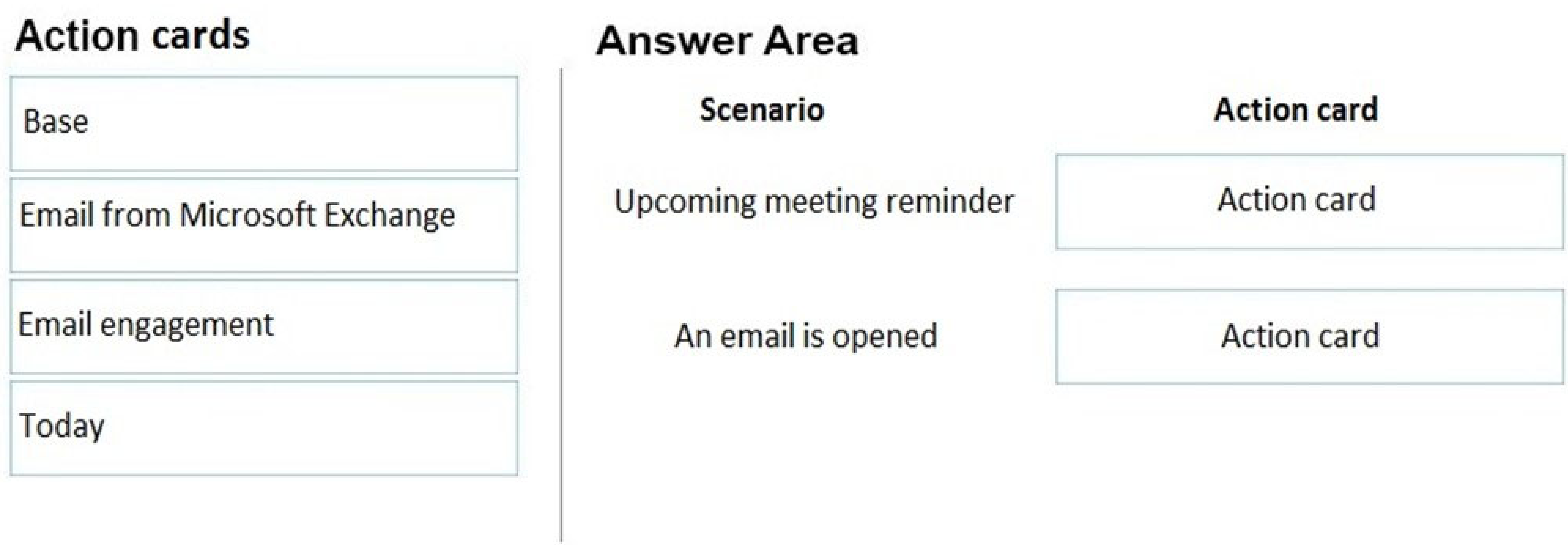
You are a Dynamics 365 administrator.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 15

Topic #: 1

[All MB-210 Questions]

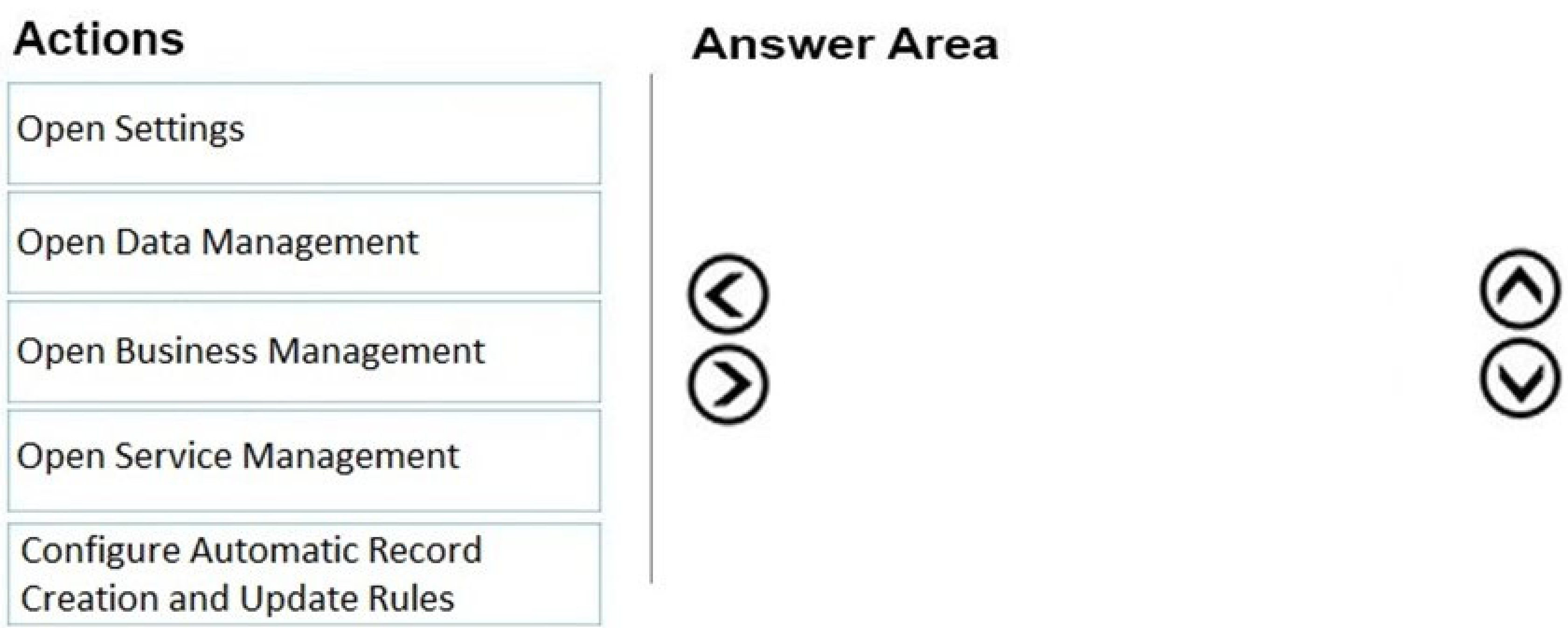
DRAG DROP -

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 16

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

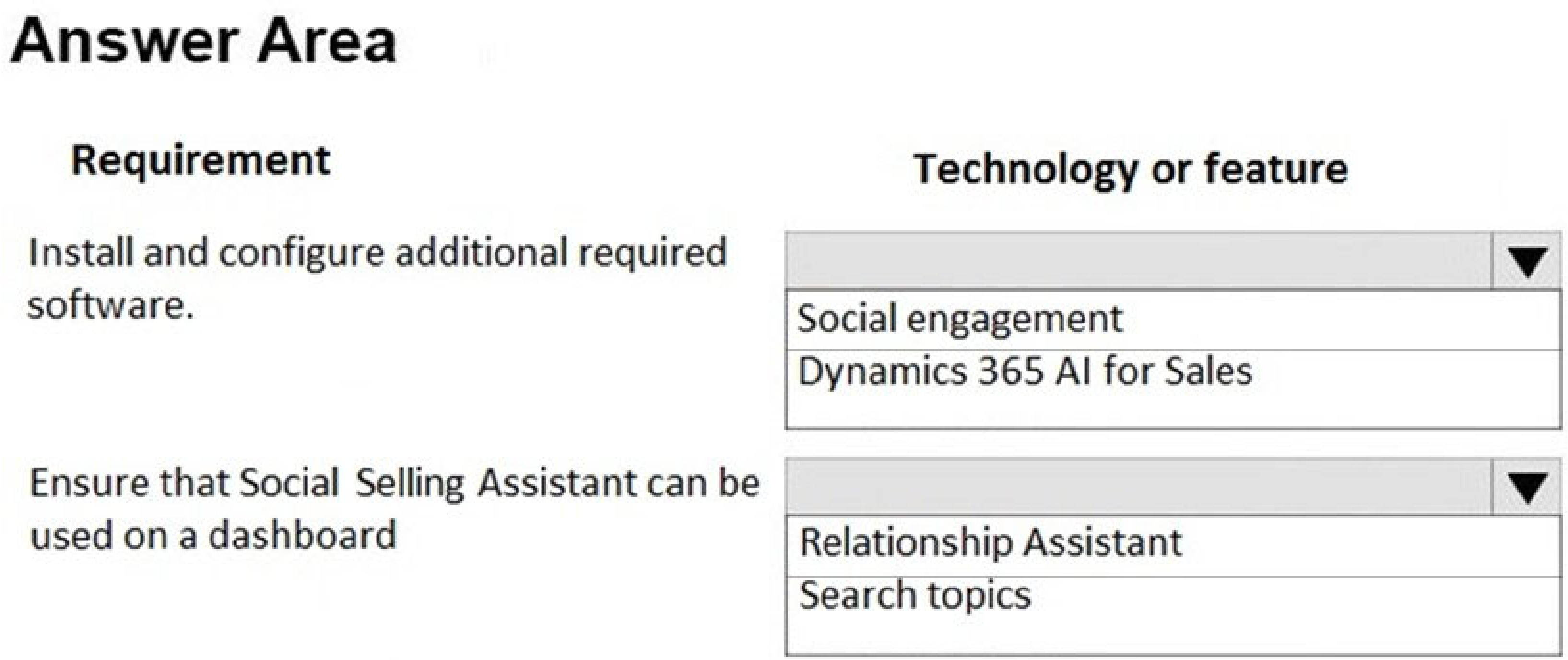
You are a Dynamics 365 Sales environment.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 17
Topic #: 1
[All MB-210 Questions]

You manage a default Dynamics 365 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 a complete solution.
NOTE: Each correct selection is worth one point.

A. Queue Item

B. Opportunity

C. Knowledge Article

D. Case

E. Invoice

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 18

Topic #: 1

[All MB-210 Questions]

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:

Answer Area

Task	Action
Configure security	Assign the user the Office 365 Global Admin role Assign the Dynamics 365 System Customizer Security role
Deployment action	Select the organization for installation Publish all customizations

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 19
Topic #: 1
[All MB-210 Questions]

DRAG DROP -
You are configuring Dynamics 365 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
Open the customized solution.	
Select **Web Resources.**	
Create a dialog.	
Create a process flow.	
Select **Customizations**.	
Select **Processes**.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 20

Topic #: 1

[All MB-210 Questions]

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

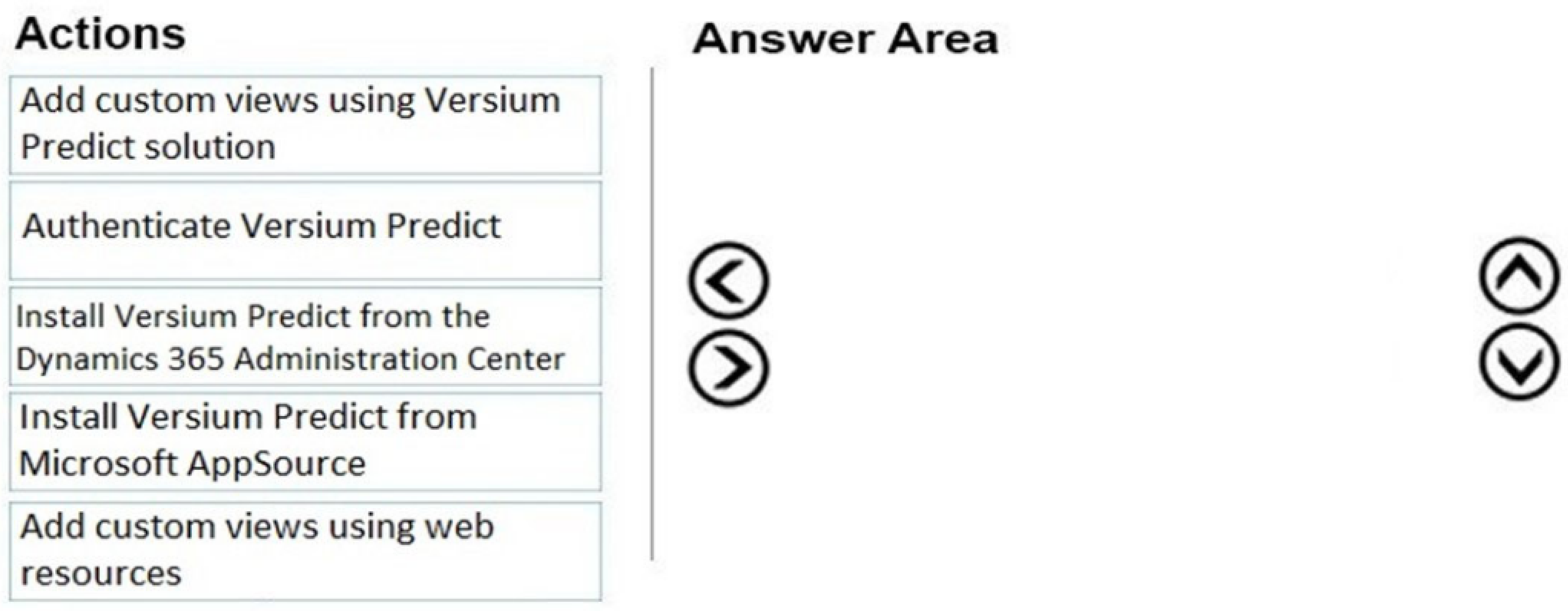
C. when a user manually recalculates opportunity

D. when the calculate rollup field system job for the msdyn_projectteam entity runs

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 21
Topic #: 1
[All MB-210 Questions]

DRAG DROP -
You are a Dynamics 365 for Sales administrator.
You need to implement Versium Predict with custom views.
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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 22
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 23

Topic #: 1

[All MB-210 Questions]

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	Answer Area
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 view 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.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 24

Topic #: 1

[All MB-210 Questions]

An organization uses sales dashboards in Dynamics 365.

You need to configure a single 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. Embed the dashboard in Dynamics 365.

C. Create tiles and a dashboard in Microsoft Power BI.

D. Create charts with required data in Dynamics 365.

E. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

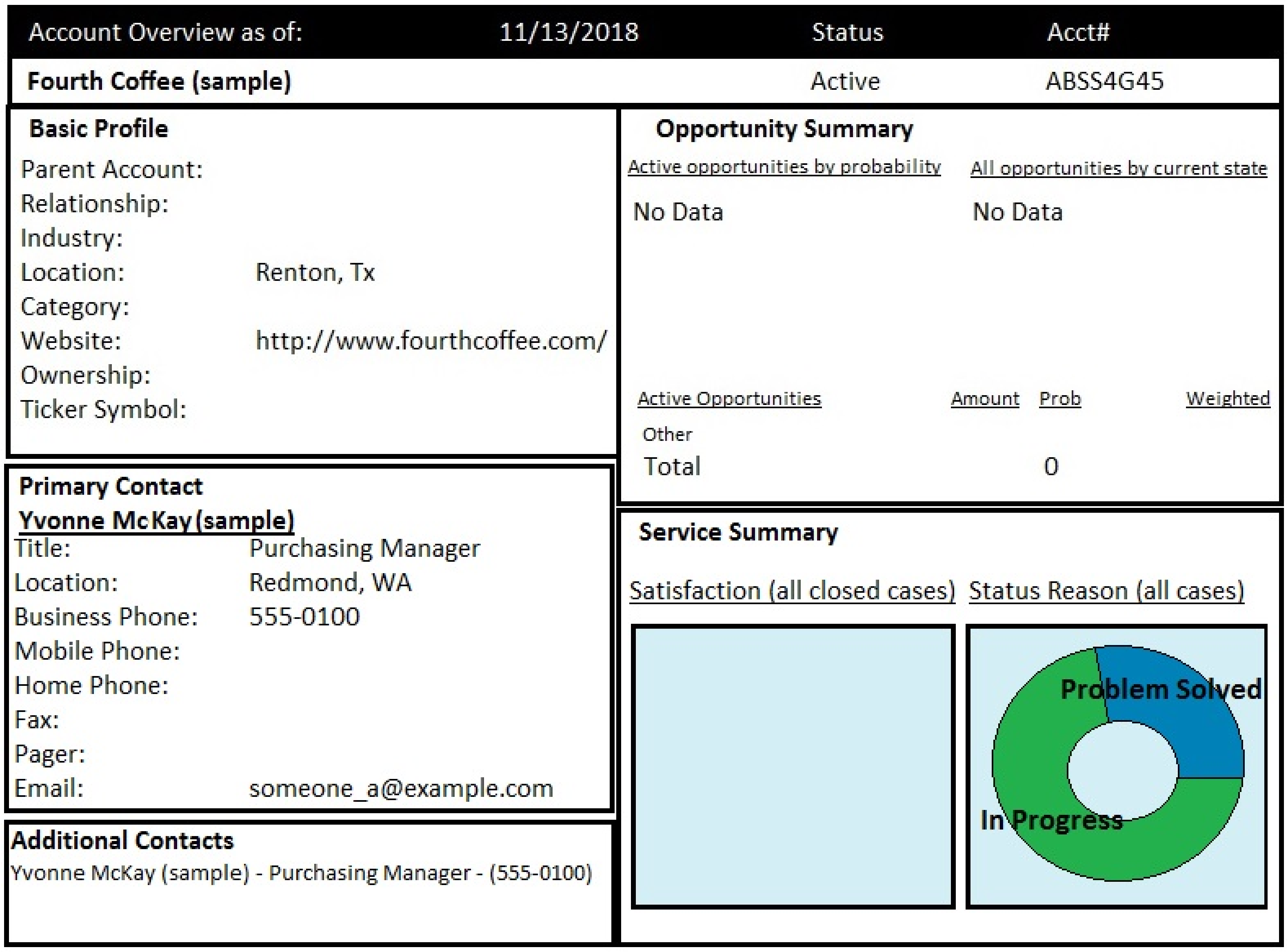
Question #: 25

Topic #: 1

[All MB-210 Questions]

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 — No Data

All opportunities by current state — No Data

Active Opportunities	Amount	Prob	Weighted
Other			
Total		0	

Primary Contact

Yvonne Mc Kay (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)

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 26
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 27
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 28

Topic #: 1

[All MB-210 Questions]

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	▼ Holiday Recurrence
Option	▼ Number of days Owner

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 29

Topic #: 1

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 30
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 31

Topic #: 1

[All MB-210 Questions]

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 in this section, 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: Add a new currency and configure the currency precision and symbol.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 32

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 33

Topic #: 1

[All MB-210 Questions]

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 in this section, 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: On the last stage of the business process flow, select Finish.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 34

Topic #: 1

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 35
Topic #: 1
[All MB-210 Questions]

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 ג€" Business Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 36
Topic #: 1
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 37

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

You are a Dynamics 365 for Sales administrator.

You create the following flow.

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

You need to see time spent in the Qualify stage. What should you do?

- Create a SSRS report.
- Create a FetchXML report.
- Add a custom field to store the time.
- Add a data step to store the time.

You need to return to the Develop stage and make a change. What happens to the process flow?

- The Propose stage becomes inactive and the Develop stage becomes active.
- The Propose stage remains active and the Develop stage becomes active.
- The Propose stage remains active and the Develop stage becomes revised.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 38

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

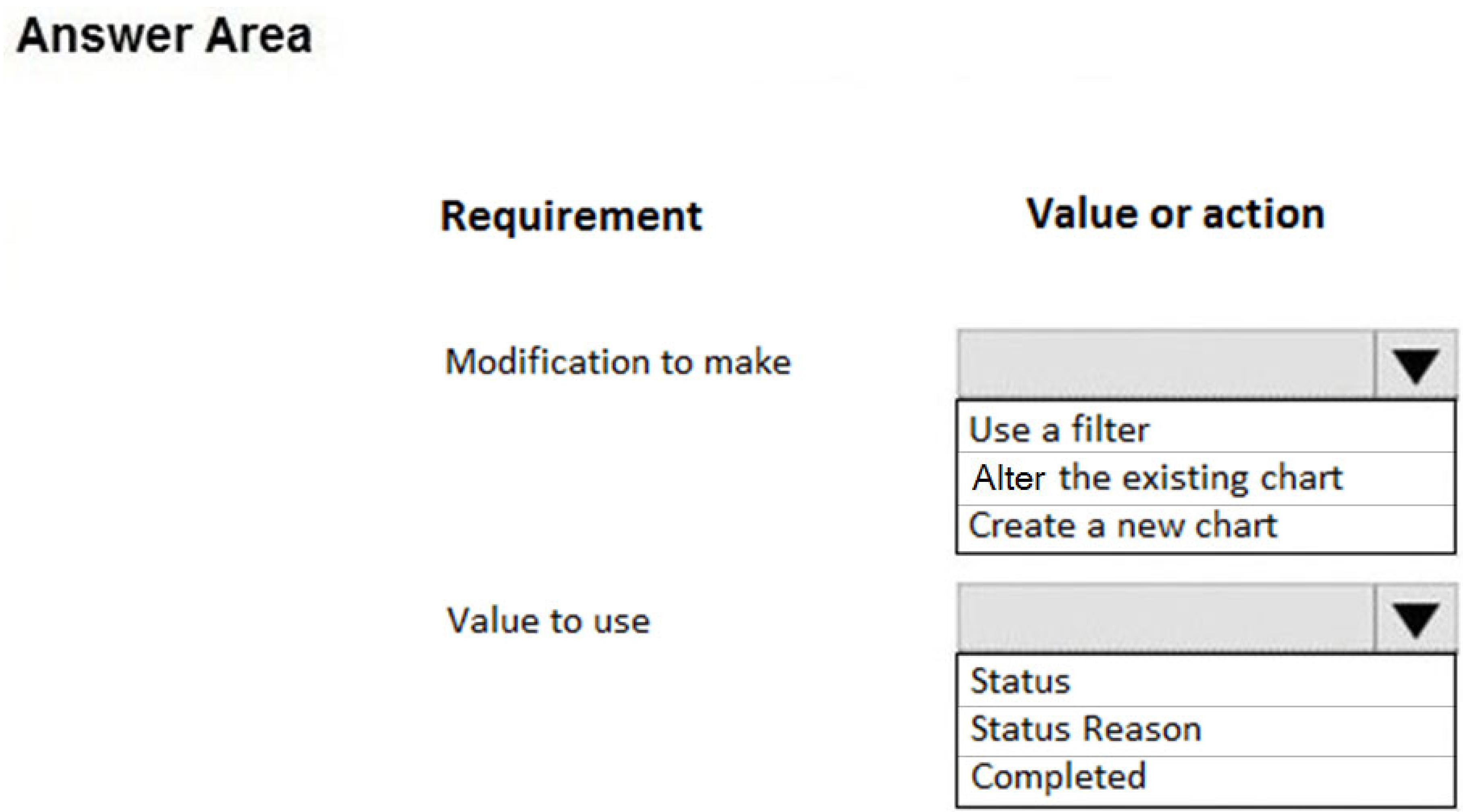
You have a dashboard that shows the number of completed calls and cancelled calls in a chart. Sales Representatives mark completed calls by using one of the following values: Wrong Number, Left Message, or Connected.

You need to update the dashboard to display wrong phone numbers.

How should you make the modification? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 39

Topic #: 1

[All MB-210 Questions]

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 in this section, 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 Sales system administrator.

The sales team wants to use automated conversation starters.

You need to ensure that the controls are available to developers.

Solution: Create a subscription to Microsoft Relationship Sales and enable JavaScript and pop-up blockers.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 40

Topic #: 1

[All MB-210 Questions]

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 in this section, 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 Sales system administrator.

The sales team wants to use automated conversation starters.

You need to ensure that the controls are available to developers.

Solution: Create a subscription to Microsoft Relationship Sales, enable JavaScript, and disable pop-up blockers.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 41

Topic #: 1

[All MB-210 Questions]

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 in this section, 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 Sales system administrator.

The sales team wants to use automated conversation starters.

You need to ensure that the controls are available to developers.

Solution: Remove any subscriptions associated with Microsoft Relationship Sales and disable JavaScript.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 42

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

You manage a Dynamics 365 Sales environment.

You need to create a dashboard that lists customers and their activities. The dashboard must include tiles that are permanently displayed.

How should you configure the dashboard? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Element	Value
Type	Interactive Experience Dashboard Dashboard
Stream	Single stream Multi stream
Creation location	Home page Entity

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 43

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

An organization uses Dynamics 365 Sales to manage customer relationships.

When a potential customer submits an email inquiry, the system must create a lead record and send a response.

You need to ensure that a lead record is created for the potential customer and a reply email is sent.

How should you configure the environment? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Ensure an auto response is sent.	Configure a record creation and update rule Configure a business process flow
Create a lead	Specify auto-response settings Specify conditions for record creation

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 44
Topic #: 1
[All MB-210 Questions]

You are a Dynamics 365 administrator for a company. The company's fiscal year is April 1 through March 31.
You need to create a system view for all users that displays data for the current fiscal year by default.
What should you do?

A. Set up fiscal year settings and create a view in the default solution

B. Use date ranges to create a view in the default solution

C. Set up fiscal year settings and create a view from the advanced find

D. Use date ranges to create a view from the advanced find

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 45

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

You are a Dynamics 365 Sales administrator.

You need to review an interactive dashboard for Accounts in the Sales Hub.

For each scenario, which filter type should you use? To answer, drag the appropriate filter type to the correct scenario. Each source 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:

Filter types

- Timeframe filter
- Visual filter
- Global filter

Answer Area

Scenario	Filter Type
View accounts based on case priority	Filter type
View accounts created in the last three months	Filter type
View accounts by Created On dates	Filter type

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 46
Topic #: 1
[All MB-210 Questions]

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

A. Assign the Dynamics 365 System Customizer role to the user

B. Assign the Common Data Service User role to the user

C. In the Power Apps Admin center, assign Environment Maker permissions to the user

D. In the Office 365 Admin center, assign Application proxy permissions to the user

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 47

Topic #: 1

[All MB-210 Questions]

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Sales Person

B. Knowledge Manager

C. System Customizer

D. CEO ג€" Business Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 48

Topic #: 1

[All MB-210 Questions]

You manage a Dynamics 365 Sales environment. Many activities are associated with opportunities.

Managers must be able to determine how the relationship with customers is trending for each opportunity.

You need to implement a solution.

Which solution should you implement?

A. Dynamics 365 for Sales content pack for Microsoft Power BI

B. Social Selling Assistant

C. LinkedIn Sales Navigator

D. Sales Insights

E. Relationship Assistant

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 49

Topic #: 1

[All MB-210 Questions]

You are a Dynamics 365 administrator for a dental office.

You need to create a process in Sales Hub to ensure that team members perform the following actions:

✑ Call patients to remind them about upcoming appointments.

✑ Update patient contact information.

What should you create?

A. a task flow

B. a business rule

C. a calendar

D. an on-demand workflow

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 50

Topic #: 1

[All MB-210 Questions]

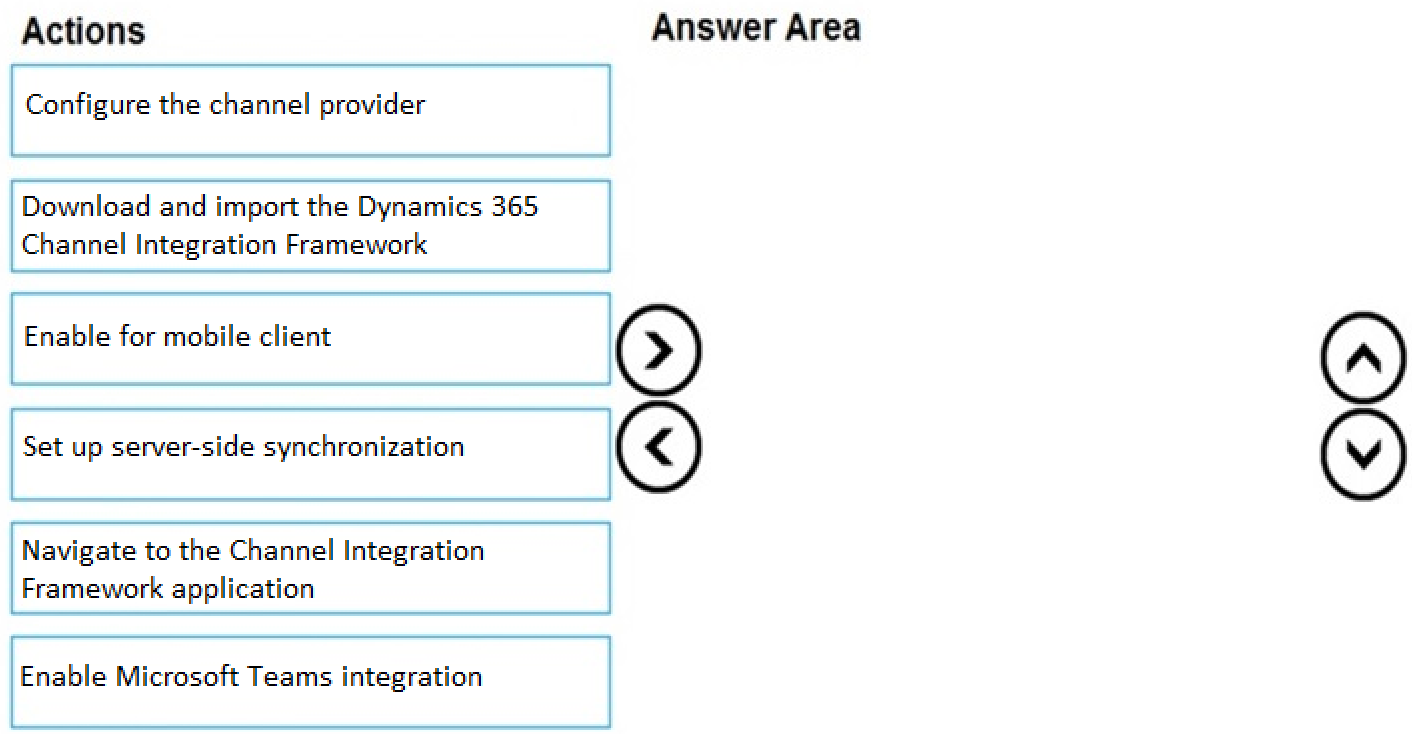
DRAG DROP -

A company wants to use Dynamics 365 Sales with their internal phone system.

You need to configure Dynamics 365 to use the softphone dialer.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 51

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

A company wants to implement the Forecast Management feature in Dynamics 365 Sales.

The company plans to use the Opportunity Status Reason field to indicate that sales have closed. They want to use settings based on the organizational reporting structure. Salespeople must only see their own forecasts.

You need to select the appropriate settings to meet the company's requirements.

Which settings should you select? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Setting
Hierarchical route	Owner User Contact Manager
Permissions - User Lookup field	User Manager Created By None

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 52

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

A sales manager needs to set up goals in Dynamics 365 Sales for salespeople.

The measurement of goals must be based on the total deal amount upon closing an opportunity.

The fiscal year for the goals must be based on the calendar year.

You need to create the rollup query for the goal metrics.

Which options should you select? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Parameter	Option
Entity	Lead Quote Opportunity Invoice
Date field	Actual Close Date Created on Date Final Decision Date
Revenue field	Total Amount Budget Amount Actual Revenue

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 53
Topic #: 1
[All MB-210 Questions]

A company is implementing Dynamics 365 Sales. The company has ten products and four territories.
Each territory must have a price list specific for the territory and must use these prices as default product prices.
You need to configure the price lists for the territories.
What should you do?

A. Create a product family with each product list four times. Include the territory price for each product list.

B. Create a price list with a discount list for each territory.

C. Create a price list for each territory and add a territory relationship record.

D. Create one price list and margin for each territory.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 54
Topic #: 1
[All MB-210 Questions]

A company based in Mexico is setting up Dynamics 365 Sales. All price lists are in US dollars (USD).
A sales representative sells products to customers in the United Kingdom and Spain.
You need to determine the currency for the quote.
Which currency will the quote use?

A. Pound sterling

B. Euro

C. USD

D. Peso

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 55

Topic #: 1

[All MB-210 Questions]

A company has three business units. User privileges are set to ensure that users can see only records owned by their own business unit.

If a contact is needed for all business units, one contact record must be created for each business unit. A contact is considered a duplicate if the First Name, Last Name, Email or Preferred Phone, and Business Unit fields match.

You must ensure that duplicate records are not created for contacts.

You need to create the duplicate detection rules.

Which two filters should you configure? Each correct answer is part of the complete solution.

NOTE: Each correct selection is worth one point.

A. First Name and Last Name and Email

B. First Name and Last Name and Preferred Phone

C. First Name and Last Name and Email and Business Unit

D. First Name and Last Name and Preferred Phone and Business Unit

E. First Name and Last Name and Owner

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 56
Topic #: 1
[All MB-210 Questions]

Sales representatives at an organization have access to the contact records in their business unit.
You need to ensure that sales representatives can access contact records in all business units that are subordinate to their business unit. Sales representatives must not have access to other records in the organization.
Which access level should you assign to the Contact entity?

A. User

B. Organization

C. Parent: Child Business Unit

D. Business Unit

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 57
Topic #: 1
[All MB-210 Questions]

A company uses special pricing for bulk purchases of products.
A sales team member cannot create pricing lists for preferred customers.
You need to set up a discount price list.
What are three possible security roles that can be used? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Sales Team Member

B. Vice President of Sales

C. Sales Manager

D. CEO-Business Manager

E. President of Sales

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 58
Topic #: 1
[All MB-210 Questions]

HOTSPOT -

You are implementing Dynamics 365 Sales for a company that has salespeople in the following cities in the state of Florida: Jacksonville, Miami, and Tampa. The manager in Florida oversees the salespeople for all three cities.

You must set up territories by states. Each state must be a parent territory and have a different manager.

Sales information must be shown by city and then by state.

You need to set up territories for Florida.

Which settings should you use? To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

Requirement	Setting
Determine the number of territories.	Four territories and zero sub-territories Two territories and two sub-territories One territory and three sub-territories One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One territory and one sub-territory: Florida and Jacksonville One sub-territory: Jacksonville Two territories: Florida and Jacksonville One territory: Florida
Determine how many territories the Florida sales manager should manage	One territory and zero sub-territory: Florida One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa Four territories: Florida, Jacksonville, Miami, and Tampa Zero territories and three sub-territories: Jacksonville, Miami, and Tampa

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 59

Topic #: 1

[All MB-210 Questions]

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Sales Manager

B. Knowledge Manager

C. System Customizer

D. Common Data Service

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 60

Topic #: 1

[All MB-210 Questions]

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each entity has the following number of stages and steps:

Entity	Number of Stages	Number of Steps per Stage
Lead	10	10
Opportunity	10	10
Quote	10	10
Order	10	10
Invoice	10	10

You need to modify the business process flow to make it valid.

What should you reduce?

A. number of entities

B. total number of stages

C. total number of steps

D. number of steps per stages

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 61

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

You are working a list of leads in Dynamics 365 Sales.

You have a custom security role that contains the following privileges:

✑ create and edit user-level privileges on the lead and note entities

✑ business unit-level append, append to, and assign privileges on the lead and note entities

✑ organization-level share privileges on the lead and note entities

You need to perform the following actions on leads:

✑ Add notes to leads

✑ Assign leads to other users

How should you manage leads? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Privilege
Add notes to leads	Leads owned by people in your business unit only Leads owned by you only Leads owned by anyone in your organization
Assign leads to other users	Leads owned by your business unit and its child business units only Leads owned by people in your business unit only Leads owned by anyone in your organization

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 62

Topic #: 1

[All MB-210 Questions]

A company uses Dynamics 365 Sales Professional.

A new salesperson is unable to access the system with the current custom security roles for the Sales Hub.

You need to assign the appropriate default security role.

Which security role should you assign to the user?

A. Sales Professional app access

B. Sales Team Member

C. Sales Professional

D. Sales Professional Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 63

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

You manage a Dynamics 365 Sales environment for an organization.

You need to edit the display name of a business process flow.

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
Navigate to Opportunities and select the Flow option.	
Select a Business Process Flow.	
Navigate to Processes.	
Edit the Process name.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 64

Topic #: 1

[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Sales.

You create a playbook to send documents to new sales managers.

You need to configure the system to record all activity associated with each playbook.

Solution: Create a Power Automate flow to track the activities.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 65

Topic #: 1

[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Sales.

You create a playbook to send documents to new sales managers.

You need to configure the system to record all activity associated with each playbook.

Solution: Enable auditing on for the Playbook Activity entity.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 66
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A company uses Dynamics 365 Sales.
You create a playbook to send documents to new sales managers.
You need to configure the system to record all activity associated with each playbook.
Solution: Enable the playbook in Playbook settings.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 67
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A company uses Dynamics 365 Sales.
You create a playbook to send documents to new sales managers.
You need to configure the system to record all activity associated with each playbook.
Solution: Edit the playbook template and set the value of the Track Progress option to yes.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 68
Topic #: 1
[All MB-210 Questions]

HOTSPOT -

A company releases a new catalog.

The company requires salespeople to do the following:

✑ Contact customers about the new catalog.

✑ Set up appointments with the customers to deliver the catalog.

You need to set up playbooks to track the activities.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Configuration
Set up playbooks for tracking activities.	Settings Activities Templates Categories
Set up record types for playbooks.	Accounts and Contacts Phone calls and Appointments Accounts, Contacts, and Activities Accounts, Contacts, and Sales literature

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 69
Topic #: 1
[All MB-210 Questions]

A company uses Dynamics 365 Sales Professional.
A new enterprise sales team must be created. The sales manager will be responsible for adding members and removing members from the team.
You need to create the new sales team.
Which two values must you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Team administrator

B. Team channel name

C. Team name

D. Team description

E. Business unit name

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 70

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

You manage a Dynamics 365 for Sales environment.

You need to email the sales manager when salespeople update their 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

- Configure Automatic Record Creation and Update Rules.
- Open System Jobs.
- Open Business Management.
- Open Settings.
- Open Data Management.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 71
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring Dynamics 365 Sales for a US-based company as follows:

✑ Utah to California is the West territory
✑ Illinois to Colorado is the Central territory.
✑ Maine to Indiana is the East territory.

The company wants the territories set up as follows:

✑ Salespersons 1 and 2 sell in the West territory.
✑ Salespersons 5 and 6 sell in the Central territory.
✑ Salespersons 3 and 4 sell in the East territory.
✑ Postal code for each state used as the location.

You need to set up the territories.

Solution:

✑ Create the West territory, add the manager, and save.
✑ Repeat for the Central and East territories.
✑ Add the members for each territory.
✑ Select Related under each territory and select the postal codes applicable for each territory.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 72
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
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✑ Illinois to Colorado is the Central territory.
✑ Maine to Indiana is the East territory.
The company wants the territories set up as follows:
✑ Salespersons 1 and 2 sell in the West territory.
✑ Salespersons 5 and 6 sell in the Central territory.
✑ Salespersons 3 and 4 sell in the East territory.
✑ Postal code for each state used as the location.
You need to set up the territories.
Solution:
✑ Create the West territory, add the manager, and save.
✑ Repeat for the Central and East territories.
✑ Add the members for each territory.
✑ Select Related and add the Resource territories.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 73
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are configuring Dynamics 365 Sales for a US-based company as follows:
✑ Utah to California is the West territory
✑ Illinois to Colorado is the Central territory.
✑ Maine to Indiana is the East territory.
The company wants the territories set up as follows:
✑ Salespersons 1 and 2 sell in the West territory.
✑ Salespersons 5 and 6 sell in the Central territory.
✑ Salespersons 3 and 4 sell in the East territory.
✑ Postal code for each state used as the location.
You need to set up the territories.
Solution:
✑ Create the West territory, add the manager.
✑ Add members for each territory and save.
✑ Repeat for the Central and East territories.
✑ Add connections to each territory.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 74

Topic #: 1

[All MB-210 Questions]

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Sales Person

B. Delegate

C. System Customizer

D. CEO ג€" Business Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 75

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

You are a Dynamics 365 Sales administrator.

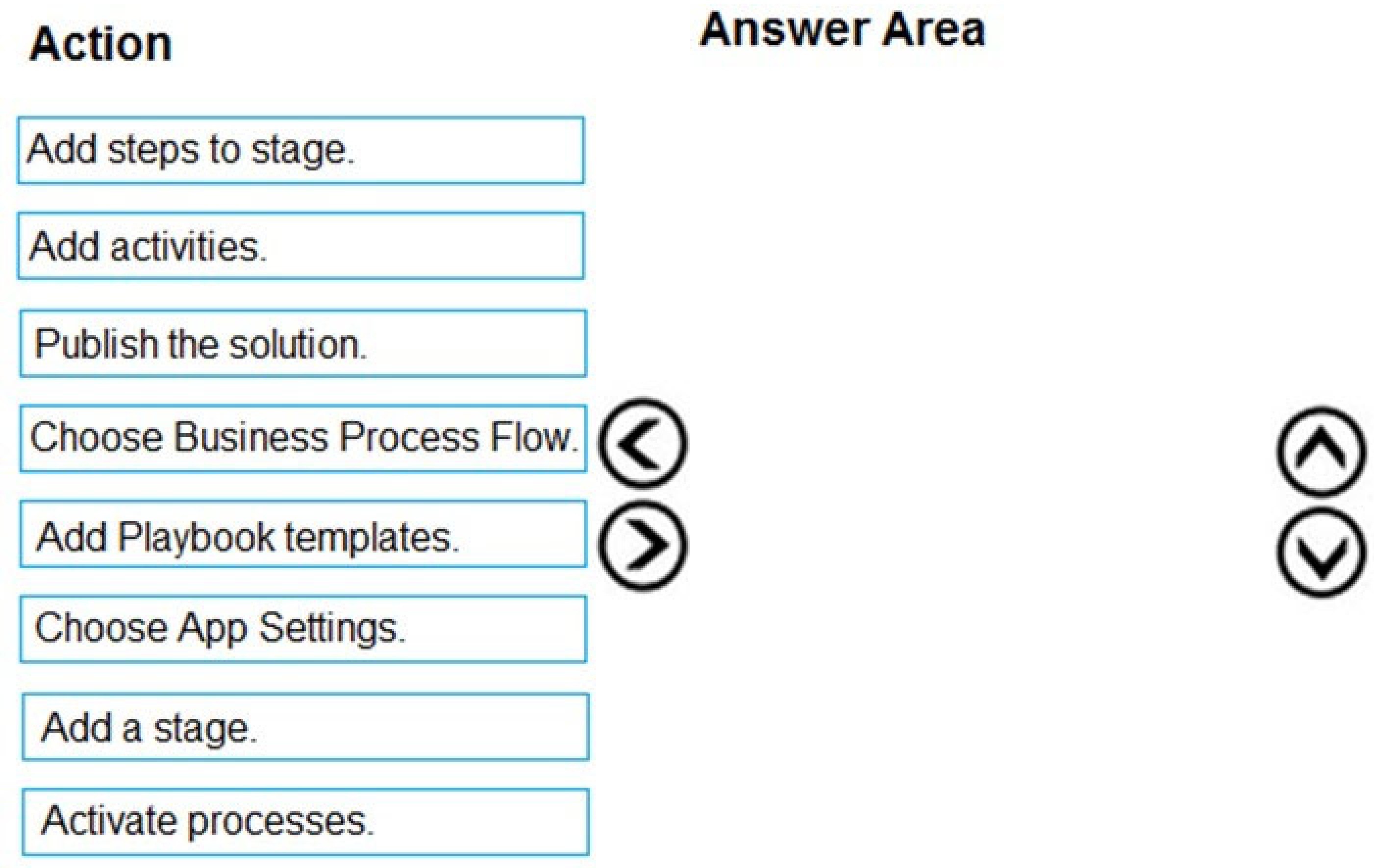
You need to ensure that each salesperson can perform the following tasks when new leads are added to the system:

✑ Create an appointment

✑ Add documentation.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 76
Topic #: 1
[All MB-210 Questions]

HOTSPOT -
A company uses Dynamics 365 Sales. You add the Kanban control to the Opportunity entity.
You plan to implement Kanban views in the system. The implementation must accomplish the following:
Set up opportunities so they are visible in Kanban views.
·
✑ Ensure that the default view displays the opportunities in the sales cycle.
✑ Ensure that users know how to change the status in the Kanban status view without opening the full record.
You need to complete the Kanban setup.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

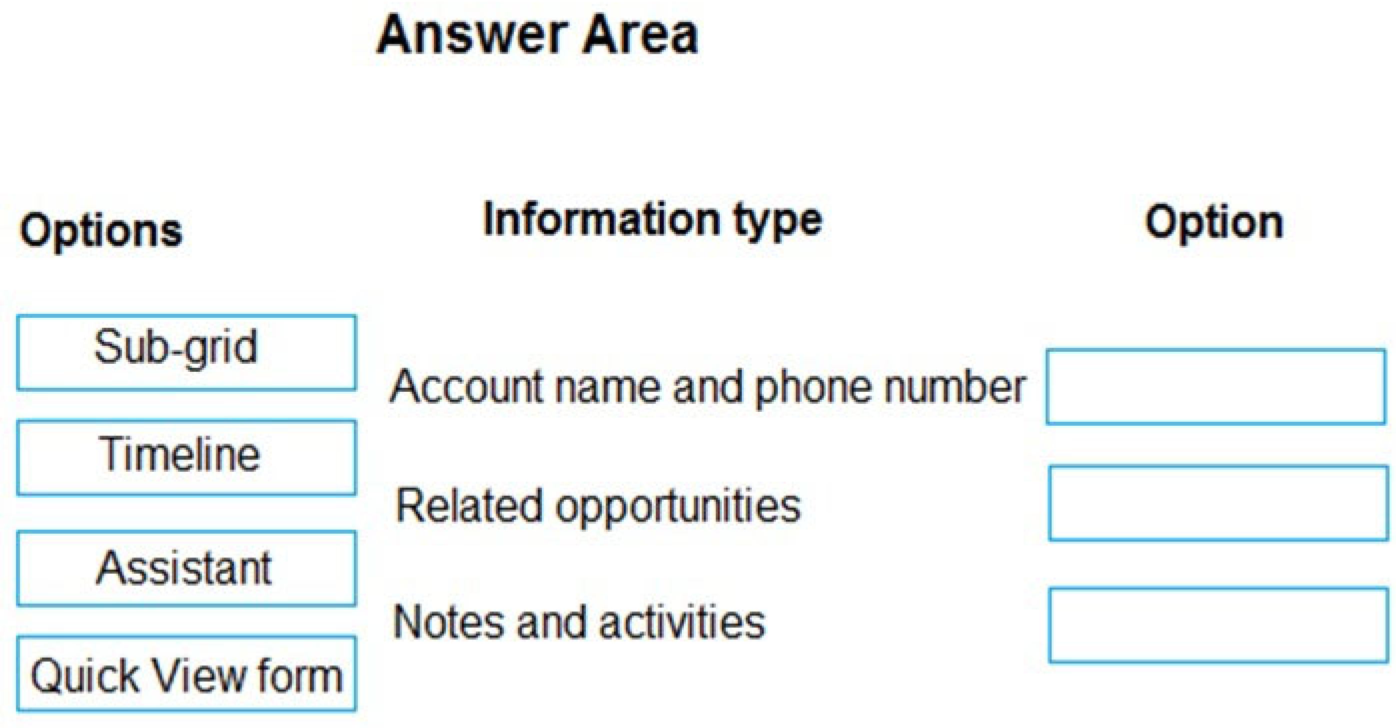
Answer Area

Requirement	Action
Set up Kanban.	In App Settings, select the correct setting. On the View menu, select the correct view. In Advanced settings, select the correct setting. On the command bar, select Show As, and then select the correct setting.
View the opportunities in the sales cycle.	Change the Kanban type to Status. Change the view to All Opportunities. Change the view to Partner Opportunities. Change the Kanban type to a business process flow.
Change the status to the same status view.	Drag the opportunity to another column. Create a new opportunity with the correct status. Drag the opportunity to the bottom of the column. Create a lead and quality the lead with the new status.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 77
Topic #: 1
[All MB-210 Questions]

DRAG DROP -
You are a Dynamics 365 Sales consultant.
A customer asks you to create a main form for contacts. The form must include the following information:
✑ account name and phone number
✑ related opportunities
✑ notes and activities
You need to configure the form.
Which options should you use? To answer, drag the appropriate options to the correct information. Each option 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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 78

Topic #: 1

[All MB-210 Questions]

HOTSPOT -

A company is implementing Dynamics 365 Sales.

The solution must support a new standardized sales process. The process must be the same for both new and existing customers.

✑ Sales representatives must follow up on email inquiries about products within 24 hours.

✑ The time it takes for sales representatives to follow up on inquiries must be reportable.

All quotes for new customers must be reviewed and approved by the sales manager for specific criteria.

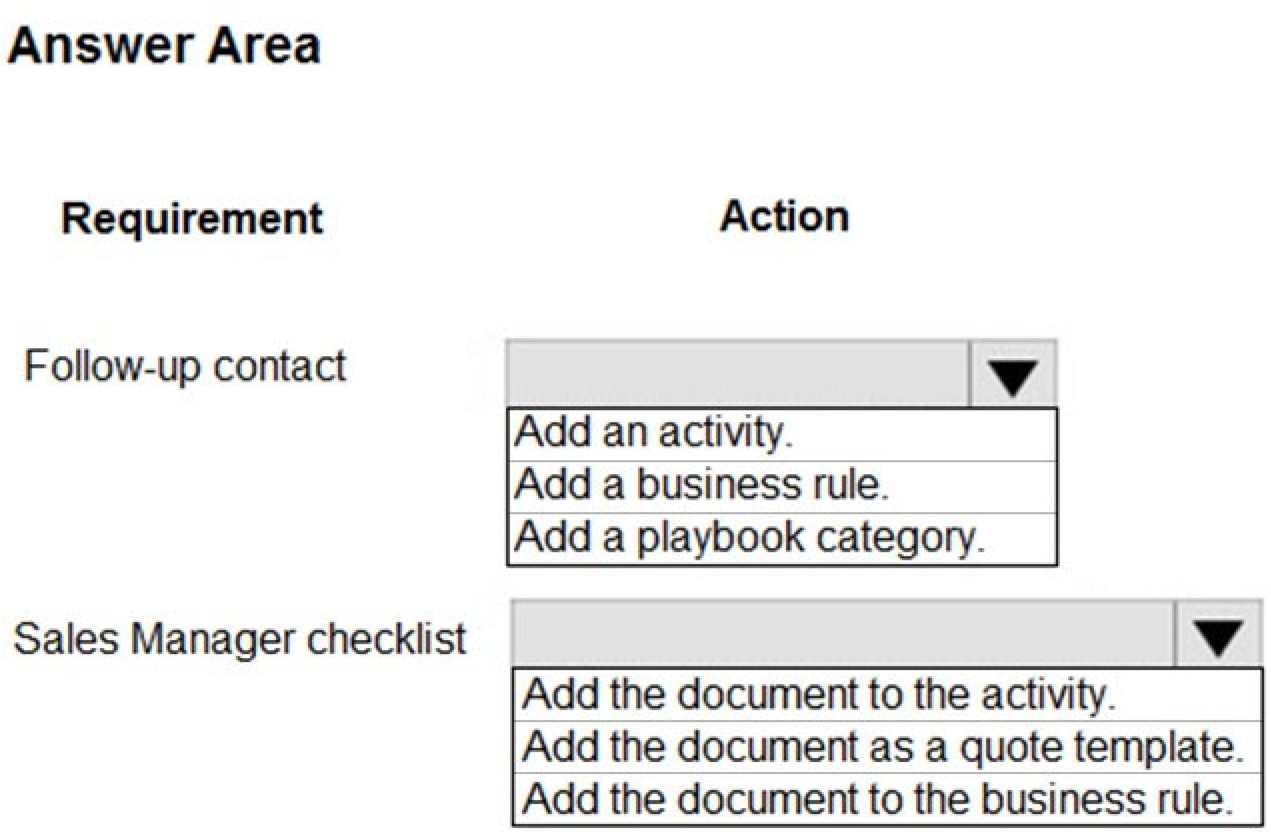
.

You need to configure playbooks to meet the requirements.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 79

Topic #: 1

[All MB-210 Questions]

DRAG DROP -

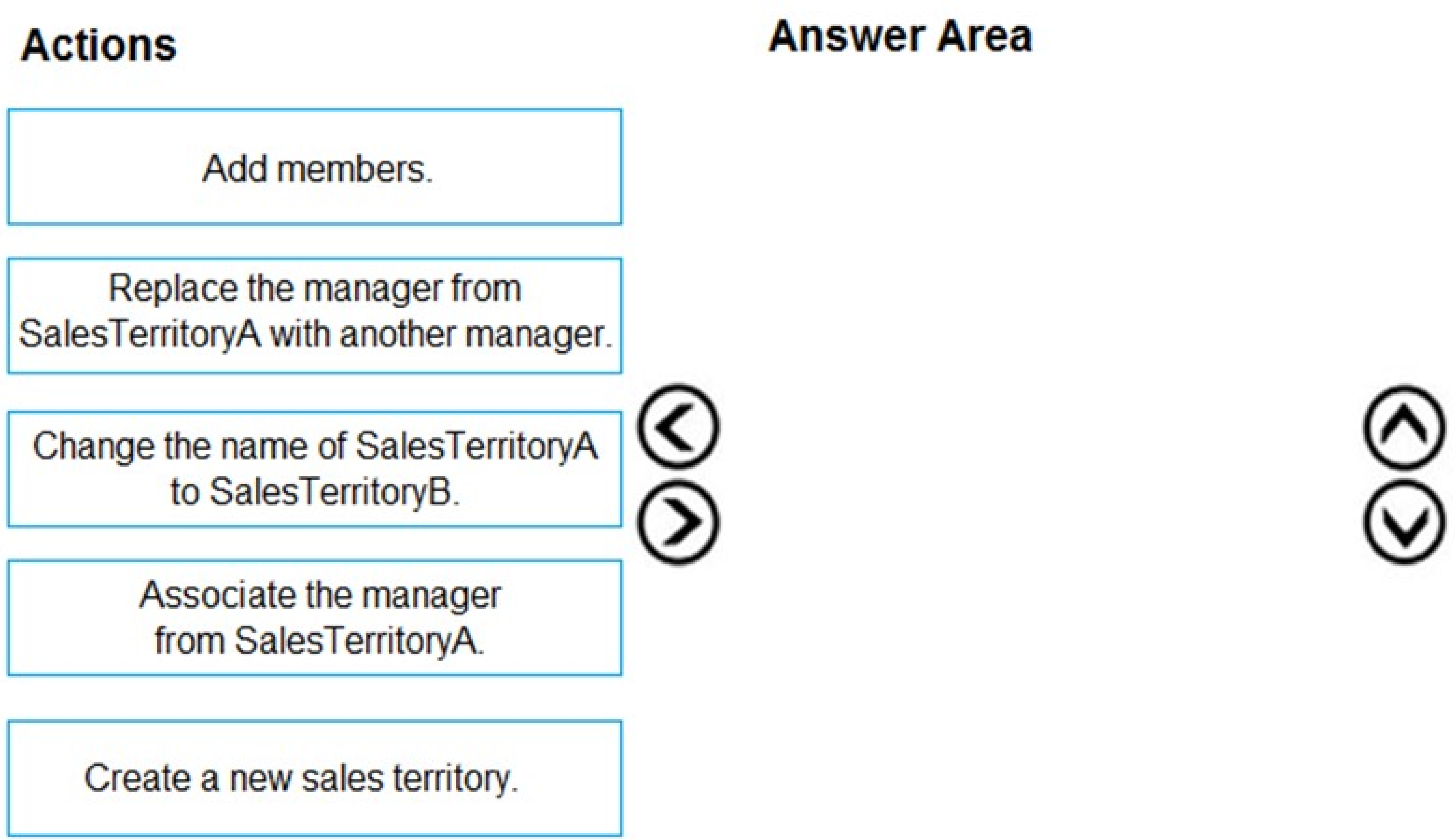
You manage Dynamics 365 Sales. You have a sales territory named SalesTerritoryA, which has an associated manager.

You need to create a new sales territory named SalesTerritoryB and assign the SalesTerritoryA manager to SalesTerritoryB.

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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 80
Topic #: 1
[All MB-210 Questions]

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 in this section, 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: At any stage in the business process flow prior to the final stage, select Finish.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 81

Topic #: 1

[All MB-210 Questions]

SIMULATION -

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.

Scoring is based on the outcome of performing the tasks stated in the lab. In other words, it doesn't matter how you accomplish the task, if you successfully perform it, you will earn credit for that task.

Labs are not timed separately, and this exam may have more than one lab that you must complete. You can use as much time as you would like to complete each lab. But, you should manage your time appropriately to ensure that you are able to complete the lab(s) and all other sections of the exam in the time provided.

Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

A sales manager requests to view all the closed opportunities by source campaigns. The manager wants the visual formatted as a stacked bar comparison of which closed opportunities are won versus lost.

You need to configure your environment to provide access to the visual. You must name the visual Opportunities Won vs. Lost by Campaign.

To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 83

Topic #: 1

[All MB-210 Questions]

You run a bicycle parts company that uses a proprietary cloud ERP system, Dynamics 365 Sales, and an inventory system.

You need to create visualizations that meet the following requirements:

✑ Consolidate data from all three systems.

✑ Provide users with a deeper understanding of customers spending habits.

Which application should you use?

A. Sales Insights

B. Project Operations

C. Customer Service Insights

D. Audience insights

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 84
Topic #: 1
[All MB-210 Questions]

HOTSPOT -

You are creating a new account form for inside sales. The company name is in the account name field. Company employees are entered as contacts.

The form must meet the following requirements with minimal additions:

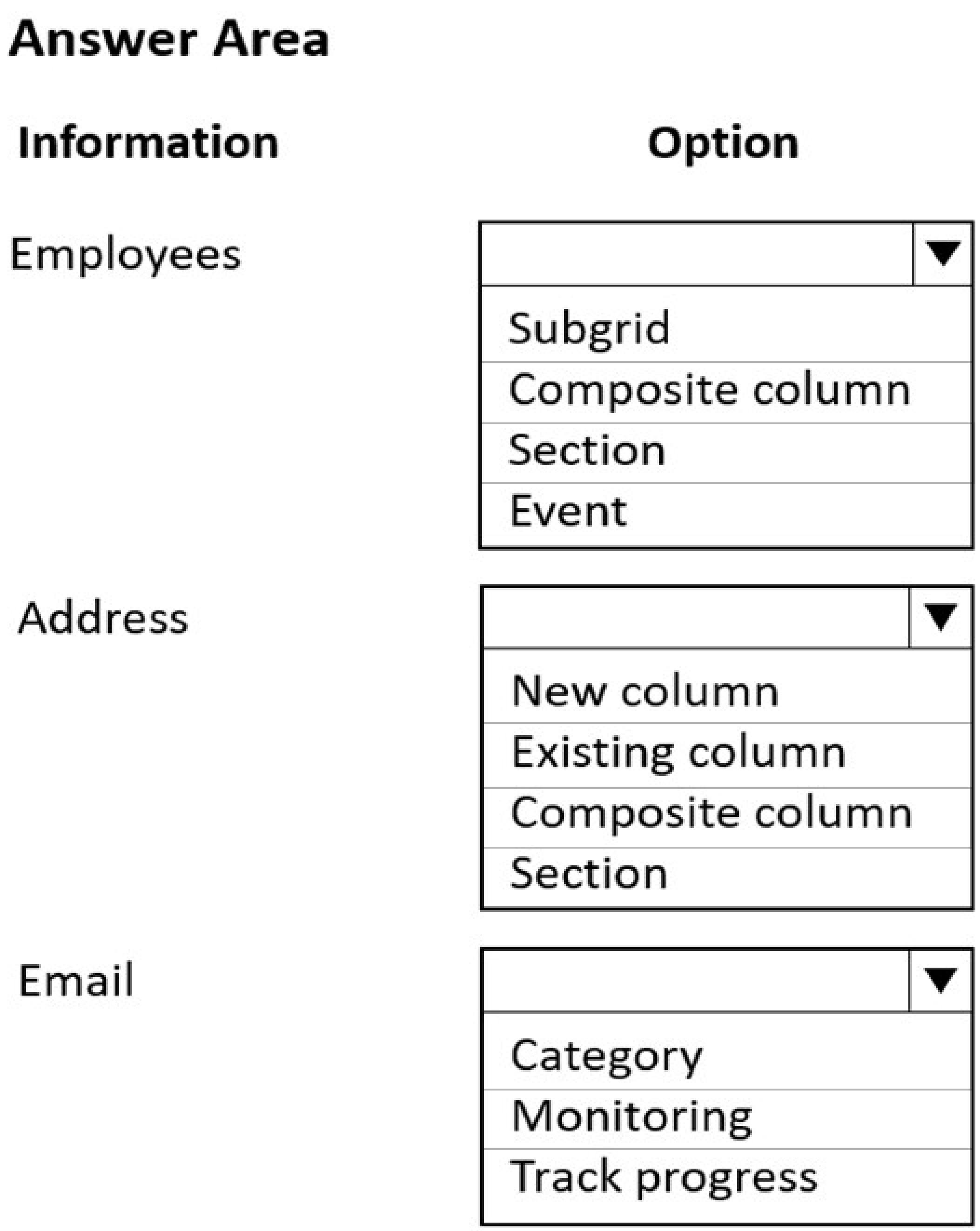
✑ List employee names.
✑ Include the street address, city, and state as one field.
✑ Include columns to allow for entry of three separate email addresses.
✑ Ensure that users can only edit the phone number and email columns.

You need to configure the form.

Which option should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 85
Topic #: 1
[All MB-210 Questions]

HOTSPOT -

You are a Dynamics 365 Sales administrator for a medical office. The office provides a new service for doctors to consult with patients online on a first come, first served basis. Patients are created as Contacts. Doctors can only view patient records for patients in their care.

The doctors need to see a graph of all interactions with each patient.

You need to create an entity to log online interactions.

How should you configure the entity? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Entity requirement	Configuration
Type	Virtual entity Custom activity Custom entity
Ownership	Organization User or team

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 86

Topic #: 1

[All MB-210 Questions]

You need to display activities by using the calendar view.

What should you do?

A. Create a custom view

B. Add the calendar control

C. Edit filters in the view setting

D. Add the Kanban control

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 87
Topic #: 1
[All MB-210 Questions]

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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are configuring Dynamics 365 Sales for a US-based company as follows:
✑ Utah to California is the West territory
✑ Illinois to Colorado is the Central territory.
✑ Maine to Indiana is the East territory.
The company wants the territories set up as follows:
✑ Salespersons 1 and 2 sell in the West territory.
✑ Salespersons 5 and 6 sell in the Central territory.
✑ Salespersons 3 and 4 sell in the East territory.
✑ Postal code for each state used as the location.
You need to set up the territories.
Solution:
✑ Create the West territory and add the manager.
✑ Add members and save.
Repeat for the Central and East territories.
▪
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 88
Topic #: 1
[All MB-210 Questions]

You create a playbook template. You enable the progress tracking option for opportunities. The template consists of one task, one phone call, and one note.

A salesperson adds the template to an opportunity and adds an email to the playbook activities.

The salesperson reports that the count displayed in the Total Activities field does not update.

You need to resolve the issue.

What should you do?

A. Create a calculated field on the playbook template entity.

B. Ask the salesperson to save and refresh the playbook window.

C. Create a custom rollup field on the playbook entity.

D. Add the email to the playbook template.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 89
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company is implementing Power BI templates for Dynamics 365 Sales.

The company wants to use prebuilt dashboards.

You need to identify the steps to configure the Power BI templates.

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.

Actions	Answer area
Create a Power BI user and assign the user system admin rights.	
Configure the refresh frequency for the Power BI dataset.	
Install the Power BI template application.	
Publish the application within your organization.	
Connect your Dynamics 365 Sales organization to the Power BI template app.	
Create a custom dashboard in Dynamics 365 Sales and add the Power BI Dashboard.	
Install the Power BI Desktop app.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 90
Topic #: 1
[All MB-210 Questions]

DRAG DROP

-

A customer plans to implement Dynamics 365 Sales Insights sales accelerator.

You need to determine which technology to use.

Which technologies should you use? To answer, drag the appropriate technologies to the correct scenarios. Each technology 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.

Technologies

- Timelines
- Playbooks
- Sequences

Answer Area

Scenario	Technology
Create automated tasks for quotes.	
Allow emails to be automatically generated.	
Allow wait times before generating the activity.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 91
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company uses Dynamics 365 Sales. You are configuring Power BI dashboards for the company.

You need to configure the dashboards while minimizing required customizations.

Which tool should you use? To answer, drag the appropriate tools to the correct dashboards. Each tool 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.

Tools

- Power BI template app
- Customized Power BI dashboard

Answer Area

Dashboard	Tool
Track business process performance.	
Monitor the pipeline and the pipeline performance.	
Monitor the frequency of product purchases.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 92
Topic #: 1
[All MB-210 Questions]

A company's human resources director wants a solution that improves consistently for the process of onboarding new staff. The company wants to use playbooks for the solution.

You need to create a playbook template to track the staff onboarding.

In which entity must you create records for staff members?

A. Resources

B. Contact

C. User

D. Custom entity

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 93
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company uses Dynamics 365 Sales.

Users encounter the following issues when they try to use some views:

• The search results view does not display the expected columns.
• The view for a related table does not have the required columns.

You need to alter the views for each issue.

Which views should you update? To answer, drag the appropriate views to the correct issues. Each view 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.

Answer Area

Views	Issue	View
Lookup		
Quick Find	Search results view does not display the expected columns.	
Associated	View for a related table does not display required columns.	
Advanced Find		

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 94
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

You are configuring Dynamics 365 Sales for a U.S.-based company. The company has two territories that are divided as follows:

• West territory: California to Texas
• East territory: Missouri to Maine

The sales territories should be configured as follows:

Territory	Manager	Salespeople
East	ManagerB	SalespersonC SalespersonD
West	ManagerA	SalespersonA SalespersonB

You need to set up the sales territories.

Which five 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.

Actions

- Select **Sales Insights settings**.
- Navigate to the App Settings area.
- Select **Sales Territories** and create a new territory.
- Add the manager.
- Add members to the territory.
- Add connections
- Select **Related**.

Answer Area

1
2
3
4
5

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 95
Topic #: 1
[All MB-210 Questions]

A company uses Dynamics 365 Sales. You are redesigning the main form.

Sales representatives for the company require a slider for a probability column where they enter a customer's opportunity. The sales representatives want to avoid custom development.

You need to configure the form.

What should you do?

A. Embed a Power BI report in the form.

B. Add a Power Apps component framework (PCF) control to the form.

C. Create a business rule.

D. Change the column type to calculated.

E. Add JavaScript.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 96
Topic #: 1
[All MB-210 Questions]

A sales representative at a company uses Dynamics 365 Sales. The representative is assigned the Salesperson security role.

The representative requires a list that has only full name, address, phone number, and opportunity amount. The system does not provide this setup by default.

Other sales representatives must be able to display the same information and format when necessary.

You need to set up the system.

What should you create?

A. system dashboard

B. personal view, and share it with the other representatives

C. system view

D. report that is sent to the team once a day

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 97
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

You implemented Dynamics 365 Sales for a company.

Users experience the following issues:

• Salespeople can display a view of all accounts. The account phone number column, which is the last column, displays only the header with no data.
• The company creates a system view named Salesperson customer for last 90 days. This view is unavailable for the salespeople.

You need to resolve the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Column has missing data	Move the column to the first column. Add permission to the security role. Add users to field-level security. Add the column to the main form.
View is unavailable	Remove the Power Apps component framework (PCF) control. Remove field-level security. Add the view to a form as a subgrid. Add the view to the site map.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 98
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company uses Dynamics 365 Sales. The company uses the accounts, contacts, leads, and opportunities tables and five custom tables. The company has three roles: manager, administrator, and front-line worker.

The sales manager requires the most cost-effective licensing option for each level of user.

The user requirements are as follows:

	Accounts table	Contacts table	Leads table	Opportunities table	Custom tables
Manager role	Read and update	Read and update	Read	Read	Read
Administrator role	Create, read, and update	Create, read, and update	Create, read, and update	Create, read, and update	Create, read, and update
Front-line worker role	Create and update activities	Create and update activities	Create and update activities	Create and update activities	Create and update activities

You need to assign the licenses.

Which licenses should you assign? To answer, drag the appropriate licenses to the correct roles. Each license 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.

Licenses

- Team Members
- Dynamics 365 Sales Premium
- Dynamics 365 Sales Enterprise
- Dynamics 365 Sales Professional

Answer Area

Role	License
Managers	License
Administrators	License
Front-line workers	License

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 99
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

You implement Dynamics 365 Sales for a company in New York that sells gym equipment.

The company has two types of salespeople: inside sales and outside sales.

The inside salespeople must enter the following data in leads:

• First and last name
• Phone number
• Full address
o If the address is not in New York, the customer's driver's license number must be entered.
o If the address is in New York, the driver's license option should not appear.

The outside salespeople must be able to see leads and visit clients based on the following customer location:

• Customers with an address outside of New York
• Customers with an address inside New York

You need to assist the salespeople by using a minimum number of components.

What should the salespeople create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Inside salespeople must enter data.	a form with business rules a Power Automate Desktop flow two views
Customers outside New York must be displayed for outside salespeople.	views forms site maps business process flows

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 100
Topic #: 1
[All MB-210 Questions]

You modify the default form for salespeople in Dynamics 365 Sales. A US Citizen column has a type option of Yes or No.

The salespeople require a country/region column to appear only if the US Citizen column is set to No.

You need to enable the column to appear when the condition is met.

What should you configure?

A. business process flow

B. column with type as Choices

C. column with type as Calculated

D. business rule

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 101
Topic #: 1
[All MB-210 Questions]

A company uses Dynamics 365 Sales with Microsoft Exchange and server-side synchronization.

All users have approved mailboxes. Some users report that emails will not send.

You need to resolve the issue.

What should you do?

A. Disable impersonation mode.

B. Add the email address to the email profile.

C. Turn on automatic tracking.

D. Test and enable the mailboxes.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 102

Topic #: 1

[All MB-210 Questions]

DRAG DROP

-

A company is using Dynamics 365 Sales Premium with LinkedIn Sales Navigator.

You must configure the following process steps:

• Set up a meeting and notify the manager if a quote is sent for over a million dollars.
• Enable the salesperson to view LinkedIn customer profiles and manually add info to records without leaving the view.
• Ensure that the sequence is added to existing quotes.

You need to enforce this process.

Which feature should you use? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

- Adaptive sequence
- Research activity
- Connect sequence

Answer Area

Requirement	Feature
Quote over a million dollars sent	Feature
View LinkedIn profile and add info	Feature
Sequence added to existing quotes	Feature

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 103
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

You are consulting for a company that is installing Microsoft Power BI to work with a Dynamics 365 Sales application.

The administrator must configure each required option to successfully integrate the Sales Analytics template for use in Dynamics 365 Sales.

You need to identify which option to select.

Which option should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Configuration	Option
Authentication method	Implicit OAuth2 Key
Privacy level	Public Organizational Private

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 104

Topic #: 1

[All MB-210 Questions]

A quote is accepted by a customer. A salesperson creates an order from the quote. The customer contacts the salesperson to request a repeat of the same order.

The salesperson wants to create another order from the same quote.

You need to create the order.

What should you do?

A. Create the order from the quote because it is in a Closed status.

B. Revise the quote and create the order from Draft status.

C. Create the order from the quote because it is in a Won status.

D. Revise the quote and create the order from the Active status.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 105

Topic #: 1

[All MB-210 Questions]

A company uses Dynamics 365 Sales.

A user cannot find the option to view activities in the Kanban view or rearrange the activities.

You need to make the Kanban view available to the user.

What should you do?

A. Add the user to the correct security role.

B. Create a new system view.

C. Add the control to the Activity table.

D. Instruct the user to create a personal view.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 106
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company is evaluating Dynamics 365 Sales licenses.

The sales manager wants the following features:

• knowledge management
• sequence designer
• predictive forecasting

You need to recommend sales plans that provide the full feature capabilities in the most cost-effective manner.

Which sales plans should you recommend? To answer, drag the appropriate sales plans to the correct features. Each sales plan 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.

Sales plans

- Dynamics 365 Sales Premium
- Dynamics 365 Sales Enterprise
- Dynamics 365 Sales Professional

Answer Area

Feature	Sales plan
Knowledge management	Sales plan
Sequence designer	Sales plan
Predictive forecasting	Sales plan

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 107
Topic #: 1
[All MB-210 Questions]

A sales manager creates a view for leads in the manager's region. The view displays only 25 records per page.

The sales manager wants the view to display 100 records per page.

You need to recommend a solution for the sales manager.

What should you recommend?

A. Update system settings.

B. Create a personal view.

C. Create a public view.

D. Update personalization settings.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 108
Topic #: 1
[All MB-210 Questions]

A company has two departments. Each department uses only custom forms and views designed for each department. Currently, all users can view all forms and views.

The company wants to improve usability for its users.

You need to limit users to only individual department forms and views.

What should you do?

A. Create a site map for each department.

B. Create a model-driven app for each department.

C. Use a hierarchy security model.

D. Use security roles.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 109
Topic #: 1
[All MB-210 Questions]

A company deploys Dynamics 365 Sales Enterprise.

Users must be able to view account and contact records but not edit or add information to those records.

You need to set up user access.

What should you do?

A. Purchase a Dynamics 365 Team Members license and assign the license to users.

B. Configure data loss prevention (DLP).

C. Purchase a Dynamics 365 Sales Professional license and assign the license to users.

D. Create a Dynamics 365 business unit.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 110
Topic #: 1
[All MB-210 Questions]

A company is evaluating Dynamics 365 Sales to replace an existing customer relationship management (CRM).

An IT manager observes that the company requires 20 custom tables. The company wants the most cost-effective solution.

You need to recommend a license type to the company.

What should you recommend?

A. Sales Professional

B. Sales Premium

C. Sales Enterprise

D. Microsoft Relationship Sales

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 111
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

A sales manager creates personal views in Dynamics 365 Sales.

The sales manager must allow the following:

• Assistants must be able to only add and remove columns from the personal view as needed.
• Supervisors must be able to modify columns in the personal views when necessary and give direct reports access to the views.

You need to assist the manager with setup.

Which actions should the sales manager perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Assistant needs	Share with read, write permissions. Share with read, write, and share permissions. Share with read, export permissions, and send to users to import. Add to the solution and publish.
Supervisor needs	Share with read, write permissions. Share with read, write, and share permissions. Share with read, export permissions, and send to users to import. Add to the solution and publish.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 112
Topic #: 1
[All MB-210 Questions]

DRAG DROP

-

A company uses Dynamics 365 Sales with assignment rules. The assignment rules use a segment to filter the lead records.

A sales manager wants to automatically add a series of tasks by using the same criteria as the assignment rules.

You need to create the tasks and assign the tasks to the lead records.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Add tasks to the sequence.
- Connect the existing segment to the sequence.
- Create a sequence.
- Activate the sequence.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 113

Topic #: 1

[All MB-210 Questions]

DRAG DROP

-

You are a salesperson for a company.

A customer asks you to place an order based on a draft quote you have provided.

You need to create the order.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area.

Actions

- Select the applicable quote.
- Select **Activate Quote.**
- Enter the date in the Data Won field and add a description.
- Enter the price list and currency information.
- Select **Create Order.**
- Enter the shipping and payment information.
- Select **Publish.**

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 114
Topic #: 1
[All MB-210 Questions]

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. CEO – Business Manager

B. Knowledge Manager

C. Common Data Service

D. Delegate

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 115
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company sells products and services. The company sales team uses the leads form to track all prospects. The team uses the following columns on the form:

Form column	Column type
Timeframe	Choice
Type	Choice
Product	Choices (multi-select)
Other Product	Text

The company wants to avoid custom development where possible.

The sales team requires only the following functionality to appear:

• Type when Timeframe equals Less than 6 months
• Product when Type equals Products
• Other Product when Product contains the product Other

You need to update the form.

What should you configure for each scenario? To answer, drag the appropriate views to the correct scenarios. Each view 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.

Views

- JavaScript
- column component
- form control
- business rule

Answer Area

Scenario	View
Show Type	View
Show Product	View
Show Other Product	View

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 116
Topic #: 1
[All MB-210 Questions]

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Common Data Service

B. CEO – Business Manager

C. Marketing Professional

D. Knowledge Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 117
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service. The company plans to automate a series of activities.

You need to configure playbooks to meet the company's requirements.

Which component is used for the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Select record types for playbook.	Dynamics 365 Sales tables only Dynamics 365 Sales and Dynamics 365 Customer Service tables only Dynamics 365 Sales, Dynamics 365 Customer Service, and custom tables
Add activities for playbook.	Notes Emails Alerts Phone calls
Display playbook activities in the timeline of a record.	Category Monitoring Track progress

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 118
Topic #: 1
[All MB-210 Questions]

A company that sells products in multiple regions uses Dynamics 365 Sales.

The company has different product offerings in each region.

The system must be set up to send the latest product information to each region every month.

You need to set up the distribution of product information for the regions.

What should you set up?

A. guided selling

B. territories

C. relationship intelligence

D. dynamic marketing lists

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 119
Topic #: 1
[All MB-210 Questions]

A company uses Dynamics 365 Sales.

The sales manager wants lead to automatically route to the salesperson who has the fewest leads.

You need to automate the process.

What should you set up?

A. assignment rule

B. assistant

C. sequence

D. playbook

E. business process flow

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 120
Topic #: 1
[All MB-210 Questions]

A company uses Dynamics 365 Sales.

Sales representatives for the company want changes to the data entry page for new customers. Much of the information on the page is not required. The representatives request fewer tab entries to get to required data entry areas.

You need to simplify data entry for the sales representatives.

What should you do?

A. Remove unnecessary columns from the view.

B. Create a Microsoft Power BI dashboard that contains only the relevant information.

C. Remove unnecessary columns from the form.

D. Edit the site map so only the main form is available.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 121

Topic #: 1

[All MB-210 Questions]

A company manually assigns leads to salespeople.

The sales manager requires automated lead assignment rules. An administrator enables the feature. However, you are unable to access the Assignment rules area.

You need to request access from the administrator.

Which security role should you request?

A. Vice President of Sales

B. Playbook Manager

C. Sequence Manager

D. Sales Manager

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 122
Topic #: 1
[All MB-210 Questions]

You are running Dynamics 365 Sales for a pharmaceutical company. The hospitals are set up as accounts. The nurses are set up as contacts under each hospital name.

A nurse works for HospitalA and HospitalB part time. You add the nurse as a contact for HospitalA. You realize you can add the nurse as a contact to only one hospital.

You need to ensure that the nurse is associated with both hospitals in the system.

What should you do?

A. Create an access team that has the nurse as owner. Open the HospitalA account record and assign it to the new team account. Repeat this process for HospitalB.

B. Open the contact record for the nurse and create a connection to HospitalB.

C. Create business units for HospitalA and HospitalB. Open the contact record for the nurse and assign it to a user in HospitalB.

D. Open the HospitalB record and assign the nurse to a task activity.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 123
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

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Background
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The company recently hired a sales manager. The sales manager plans to improve processes and must keep costs as low as possible. A hands-off approach means the sales manager will view information in Dynamics 365 Sales but will not add entries. The sales manager identified the following areas that require major improvement:

• Leads process
• Opportunity process
• Marketing process
• General company collaboration and communication

Lead Process
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• Salespeople often forget to track customer emails to their leads when they are in Microsoft Outlook.

Opportunity Process
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• The contracts team must review all contracts uploaded in Dynamics 365 Sales for opportunities, but they do not have access to Dynamics 365 Sales.
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• First Up Consultants must track the progress of the opportunity in Dynamics 365 Sales.

Marketing Process
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• Pop-up sale
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• Tradeshow
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• Flyers
o The sales administrator must send a quarterly sales flyer to leads in the local area. These leads are collected from the website. The leads must be automatically added or removed throughout the quarter.

General Issues
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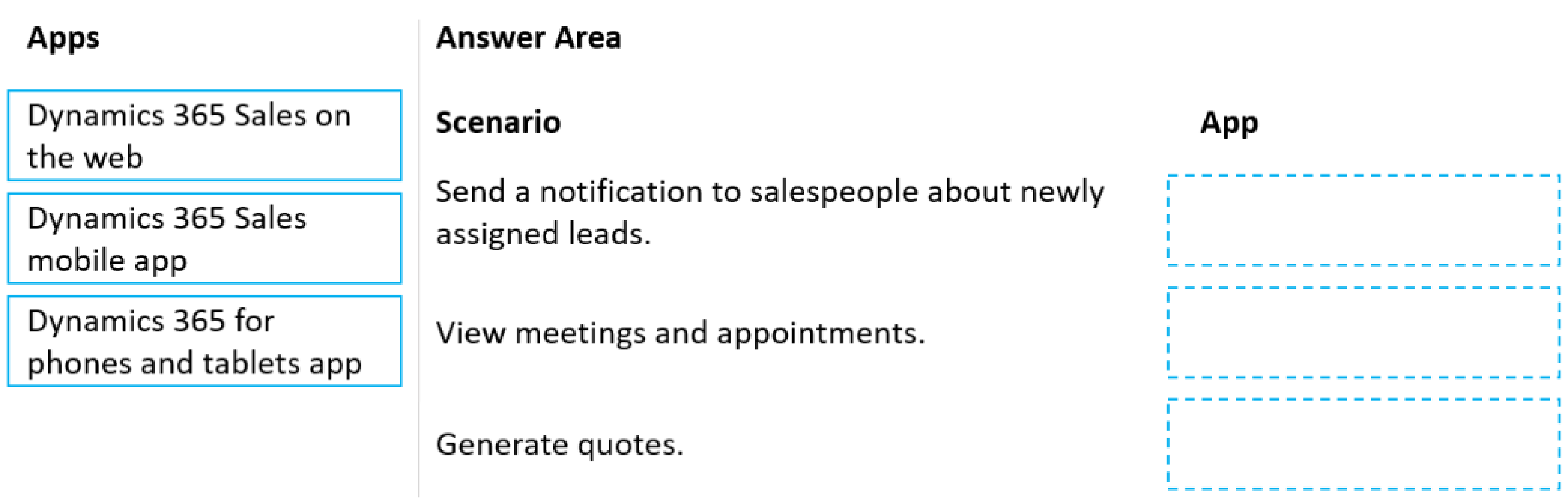
• Salespeople often travel to visit customers. Currently, the salespeople connect to Dynamics 365 Sales through a browser on their phones. The Dynamics 365 Sales forms are often small and difficult to use.
• The salespeople require availability of the following features on their phone:
o Receive an alert that notifies them of a new lead assignment even when they are not using Dynamics 365 Sales.
o View all meetings and appointments from Outlook and Dynamics 365 Sales in one view.
o Generate a SQL Server Reporting Services (SSRS) quote for a customer.
• Salespeople require emails to appear on Dynamics 365 Sales records so they can associate the email to the record without needing to navigate to another app.
• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to provide a solution for the traveling salespeople.

What should you recommend for each scenario? To answer, drag the appropriate apps to the correct scenarios. Each app 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.



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 124
Topic #: 1
[All MB-210 Questions]

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• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to help the new salesperson resolve the access issue.

What should you change?

A. Dynamics 365 Sales Enterprise license to a Dynamics 365 Sales Premium license
B. Team member license to a Dynamics 365 Sales Enterprise license
C. Salesperson role to a Sales Manager role
D. Sales Team Member role to a Salesperson role

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Actual exam question from Microsoft's MB-210
Question #: 125
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

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You need to help the salespeople prioritize their tasks.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	**Action**
Add required functionality to the system.	Add productivity tools. Implement Sales Insights. Enable the sales accelerator.
Allow salespeople to view the required component.	Add the Up Next widget to the custom form. Add the Up Next widget to the Information form. Add the Up Next widget to the Sales Insights form.

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• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to recommend to the sales manager which license to use for salespeople who work on tradeshow leads.

What should you recommend?

A. Dynamics 365 Team member
B. Dynamics 365 Sales Premium
C. Dynamics 365 Sales Professional
D. Dynamics 365 Sales Enterprise

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• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to provide First Up Consultants the access they require.

What should you do?

A. Grant access to the partner portal.

B. Modify security role privileges.

C. Add the Sales Enterprise App role.

D. Apply a Dynamics 365 Sales Professional license.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 128

Topic #: 1

[All MB-210 Questions]

DRAG DROP

-

A company uses Dynamics 365 Sales Insights to follow up on leads and opportunities.

The company requires a customized workspace and guidance with the following functionality:

• View only unopened work items.
• Create a set of ordered activities when a new lead comes in.

You need to configure the system.

Which feature needs to be configured? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

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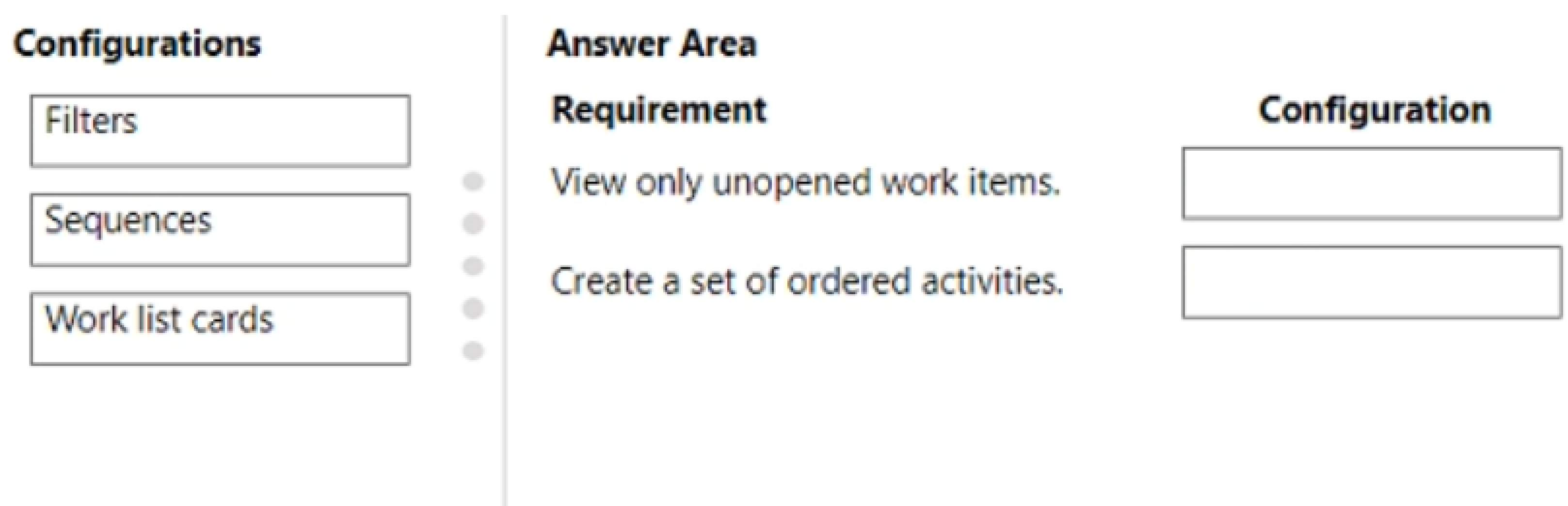

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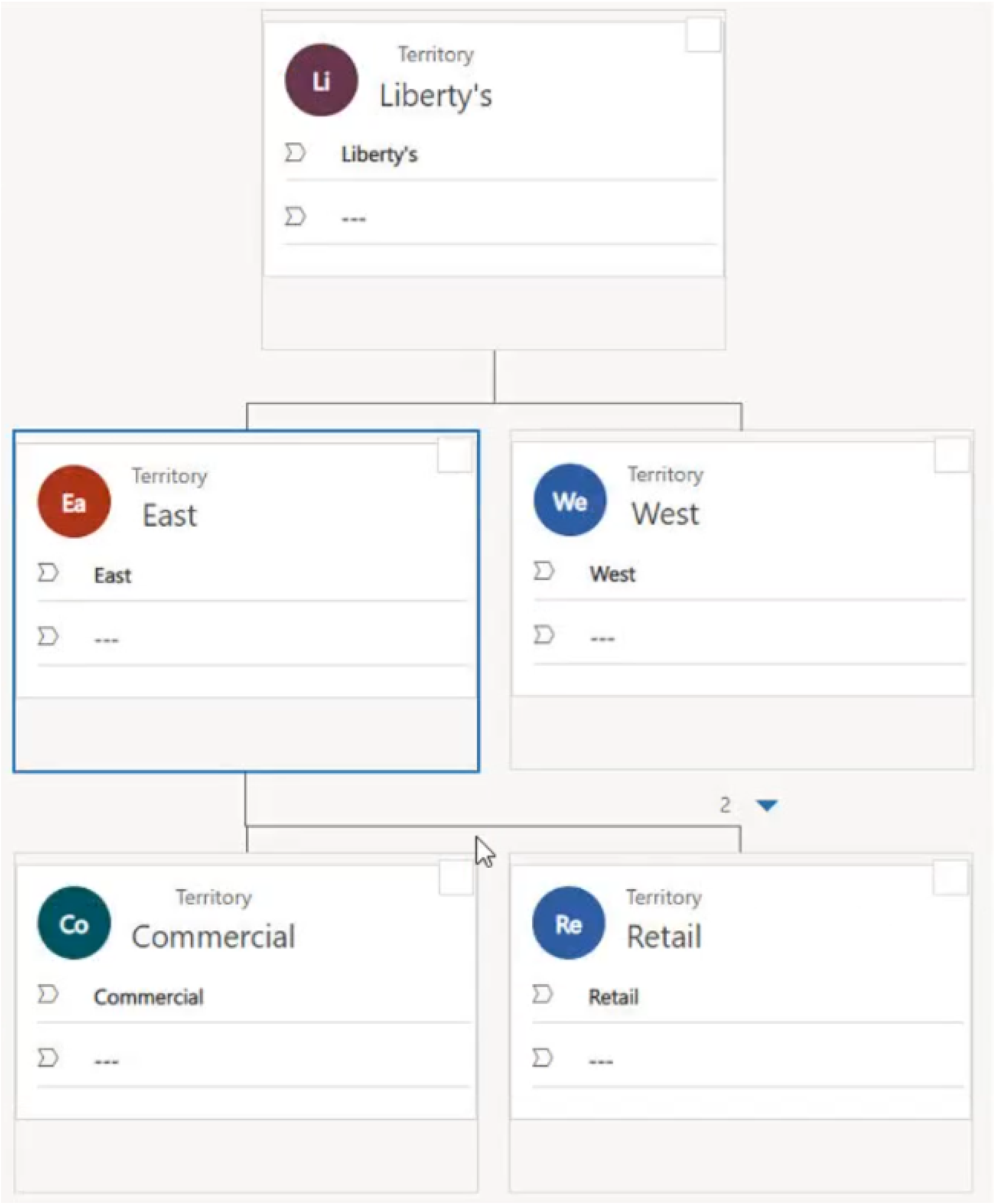
Background
-

Liberty's Delightful Sinful Bakery & Café (Liberty's) sells baked goods to only commercial customers for resale from its East and West territories. The bakery acquired a company that it will incorporate as its retail line of business. Each territory will contain a Retail and Commercial territory.

Liberty's has two territories, each divided as shown below:



Current Environment
-

Configuration
-

• The Commercial territory has a different price list than the Retail territory.
• The criteria used to measure the probability of a sale will be different for retail and commercial.
• All loaves cost the same and all buns cost the same.
• Auto-create records for newly qualified leads is turned on to simplify the lead qualification process.
• Liberty's logs all phone calls, appointments, and emails in Dynamics 365 Sales.
• Accounts were imported for the Retail territory.
• Liberty's finds that the information on their accounts and contacts are often outdated.
• Liberty's must use Microsoft Relationship Sales.

Discounts
-

To add the pricing for retail, Liberty's will update all price lists to reflect the retail price and provide the following discounts:

• 10 percent off for 10-19 items
• 20 percent off for 20-49 items
• 30 percent off for more than 50 items

Job roles
-

EmployeeA:

• Manages the Commercial territory
• Will also manage the new Retail territory starting next month
• Responsible for all sales functions, including forecasting and product management

EmployeeB:

• Hired for retail sales only
• Must create new accounts and contacts but should not be able to create or edit products

EmployeeC:

• Serves as a Liberty's executive
• Requires read-only access to Contacts and Accounts tables in Dynamics 365 Sales

EmployeeD:

• Serves as an operations manager, responsible for managing orders and deliveries

Requirements
-

General
-

• With the acquisition of the retail company, new bread types must be added. These bread types must apply to loaves and buns.
• A lead must be generated from an activity record.
• Liberty's wants to improve accuracy about Accounts and Contacts but does not want to track messages generated outside of the system.
• With the addition of the retail branch, Liberty's must create a forecasting model to estimate the revenue for the next quarter.
• If a phone call is received from a new potential customer, a lead must be generated from the activity record.
• Liberty's must automatically maintain current account and contact information.
• The system must be able to rate the health of an opportunity based on the following scale:
o 1 = Good
o 2 = Fair
o 3 = Poor
• The health rating must include all conversations and interactions, including those on social media.

Orders
-

• Orders are used to record bakery orders.
• Each order may include multiple deliveries.
• EmployeeD must be able to schedule and track actual delivery start and end times.

Issues
-

• A duplicate detection rule is set up, and the flag to check for duplicates is turned on; however, duplicates still exist.
• EmployeeB and other employees notice that all their opportunities are rated as Good, but when reviewing the activities, they see that the rating should be Poor.
• User1 complains that the user's message responses to leads in LinkedIn are missing.
• TesterA cannot find the model-driven app to test.
• Liberty's receives an email with a customer order. When the customer calls to pay with a credit card over the phone, Liberty's cannot find the customer order.

You need to assign the appropriate out-of-the-box security roles.

Which roles should you assign? To answer, drag the appropriate roles to the correct users. Each role 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.

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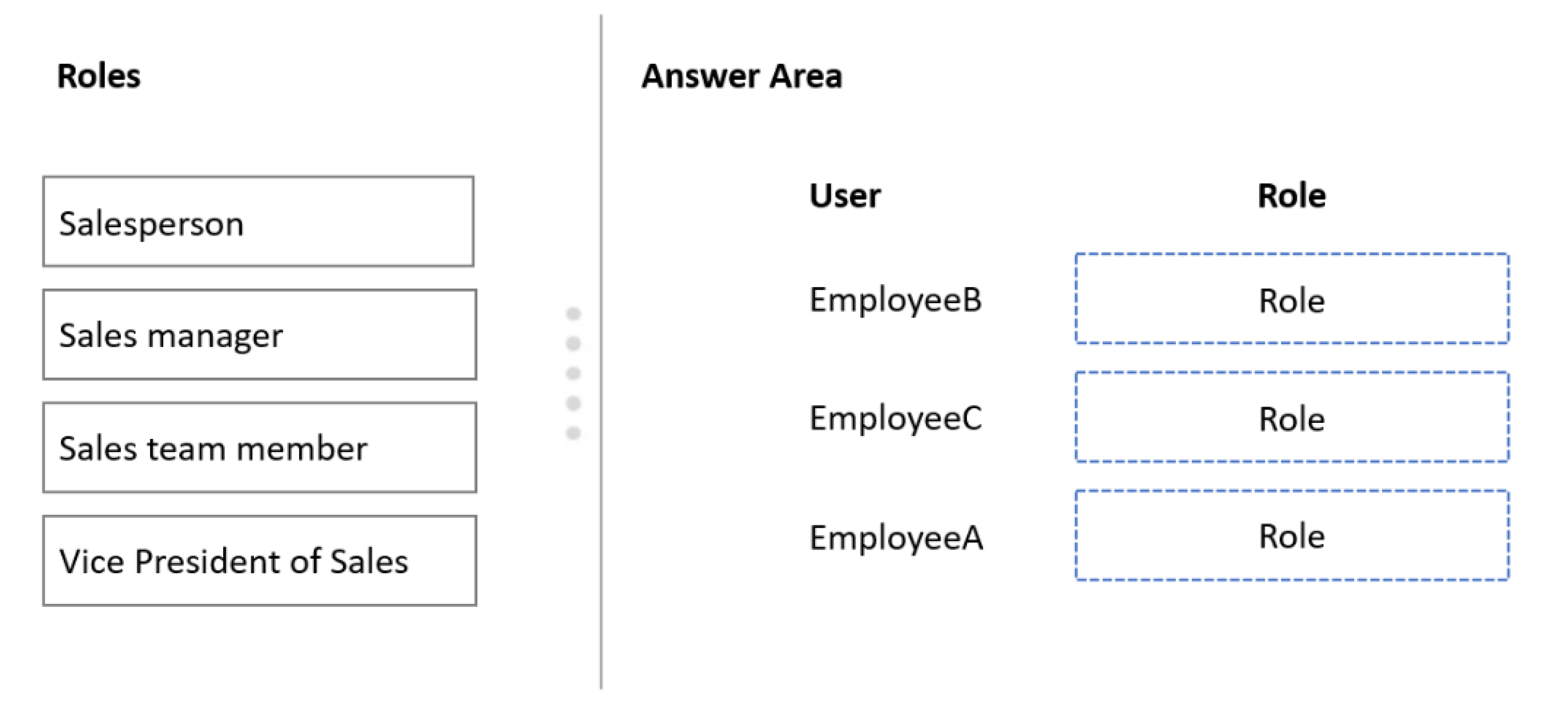

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Background -

Contoso, Ltd. is an appliance company that sells appliances to various regions. The company uses First Up Consultants, an external sales company, to manage opportunities in areas where they do not have salespeople. The First Up Consultants personnel do not have Dynamics 365 Sales licenses. The internal sales team generates about 500 tradeshow leads per month.

Contoso, Ltd. uses Dynamics 365 Sales with no additional features enabled. The company currently uses only custom forms and the Sales Hub app.

The company recently hired a sales manager. The sales manager plans to improve processes and must keep costs as low as possible. A hands-off approach means the sales manager will view information in Dynamics 365 Sales but will not add entries. The sales manager identified the following areas that require major improvement:

• Leads process
• Opportunity process
• Marketing process
• General company collaboration and communication

Lead Process -

• Leads created at the head office must be automatically distributed to salespeople in a cyclical order. Tradeshow leads are created by salespeople and do not need to be redistributed.
• Lead assignments are often delayed because other tasks become a priority.
• To help prioritize tasks, the salespeople require the Up Next widget for the Lead form.
• The salespeople require a task that reminds them to call the lead one week after the tradeshow.
• The salespeople are excellent at meeting leads at tradeshows. One day after the tradeshow, they manually send a follow up email, but that is often where the communication stops.
• Salespeople often forget to track customer emails to their leads when they are in Microsoft Outlook.

Opportunity Process -

• The contracts team must review all contracts uploaded in Dynamics 365 Sales for opportunities, but they do not have access to Dynamics 365 Sales.
• Opportunities are often transferred to different child or parent accounts, so contracts should not be filed by account.
• First Up Consultants must track the progress of the opportunity in Dynamics 365 Sales.

Marketing Process -

• Pop-up sale
o A sales administrator must offer a one-time pop-up sale to local customers to remove damaged appliances from inventory. o Pop-up sale emails must only go to a manually selected group of contacts. No reporting is required. Minimal set up is required.
• Tradeshow
o The sales administrator must send marketing materials to specific leads collected from the tradeshow when the tradeshow ends. The sales administrator must manually select the leads from all the leads collected.
• Flyers
o The sales administrator must send a quarterly sales flyer to leads in the local area. These leads are collected from the website. The leads must be automatically added or removed throughout the quarter.

General Issues -

• Salespeople often travel to visit customers. Currently, the salespeople connect to Dynamics 365 Sales through a browser on their phones. The Dynamics 365 Sales forms are often small and difficult to use.
• The salespeople require availability of the following features on their phone: o Receive an alert that notifies them of a new lead assignment even when they are not using Dynamics 365 Sales. o View all meetings and appointments from Outlook and Dynamics 365 Sales in one view. o Generate a SQL Server Reporting Services (SSRS) quote for a customer.
• Salespeople require emails to appear on Dynamics 365 Sales records so they can associate the email to the record without needing to navigate to another app.
• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to purchase a license for the sales manager.

Which license should you purchase?

A. Dynamics 365 Sales Premium
B. Dynamics 365 Team member
C. Dynamics 365 Sales Professional
D. Dynamics 365 Sales Enterprise

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 131
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

A sales manager wants to set up goals for all salespeople. The goal measurement is based on the total outgoing calls finished each year. The goals for the fiscal year are based on a calendar year (January - December).

You need to create the rollup query for the goal metrics.

Which option should you select? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Parameter	Option
Date field	Due Modified On Actual Start Actual End
Rollup field	Actual (integer) Custom Rollup Field (Integer) In-Progress (Integer)
Source Record Type Status	Made Received Open Completed

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 132
Topic #: 1
[All MB-210 Questions]

DRAG DROP
-

A company uses Dynamics 365 Sales Professional. You are assigned the System Administrator role at the environment level only.

Sellers in the company require Forecasting and the sales accelerator functionality in the Sales Hub application.

You need to upgrade the environment to make the functionality available. The solution must meet all licensing compliance requirements.

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.

Actions

- Purchase a Dynamics 365 Sales Enterprise license.
- Back up and restore the Dynamics 365 Professional environment to the new environment.
- Purchase a Dynamics 365 Team Member license.
- Assign the new license to all users.
- Replace the Dynamics 365 Sales Professional license with the new license to all users.
- Delete the Dynamics 365 Sales Professional solution.
- Create a new environment and install the Dynamics 365 Sales Enterprise app.
- Install the Dynamics 365 Sales Enterprise solution.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 133
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

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-

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-

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-

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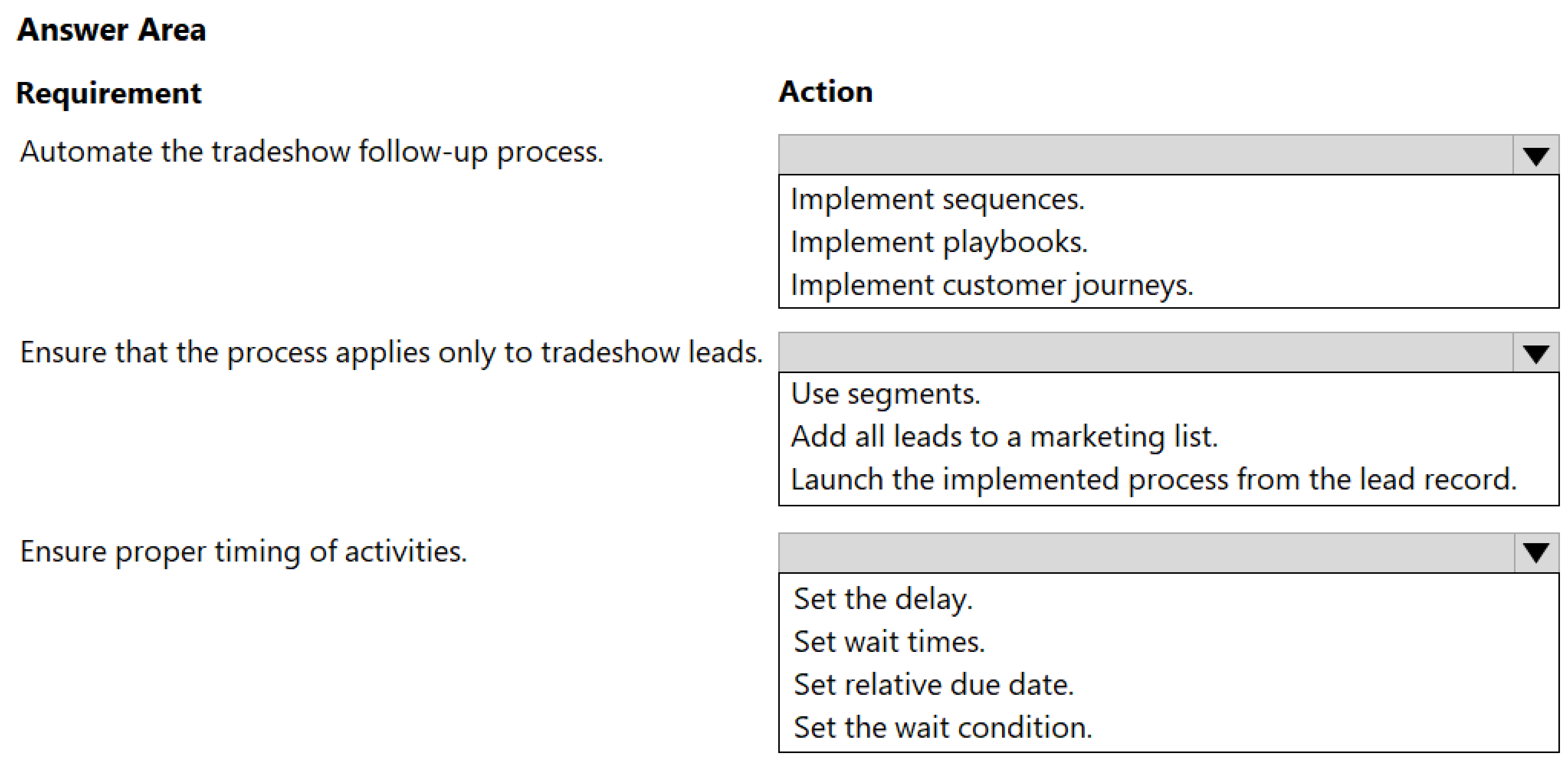
o Generate a SQL Server Reporting Services (SSRS) quote for a customer.
• Salespeople require emails to appear on Dynamics 365 Sales records so they can associate the email to the record without needing to navigate to another app.
• A new salesperson can open records but cannot access the app. The salesperson has been granted the same app access as all other salespeople.

You need to increase the follow-up rate for salespeople after a tradeshow.

Which actions should you take? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 135
Topic #: 1
[All MB-210 Questions]

HOTSPOT
-

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Background
-

Best For You Organics Company specializes in delivering fresh and frozen organic fruits and vegetables to commercial and residential customers. The company recently started making ice cream bars. The company named this business line IceCreamBarLine. Best For You Organics Company plans to sell individual ice cream bars from food trucks and sell cases to convenience stores and gas stations.

Best For You Organics Company purchased a fleet of windowed trucks to sell individual ice cream bars and perform deliveries. The salespeople are the truck drivers.

Current environment
-

Best For You Organics Company uses Dynamics 365 Sales and Microsoft 365. The company plans to use the sales accelerator features with IceCreamBarLine before rolling it out to other departments. The company has external stakeholders who are involved in sales opportunities.

Current environment setup
-
• Best For You Organics Company uses one business unit in Dynamics 365 Sales.
• All users have Dynamics 365 Sales Enterprise licenses.
• All salespeople use a mobile app when they are not in the office.
• Best For You Organics Company uses Exchange Online.
• Lead records are created automatically when marketing forms are submitted on the Best For You Organics Company website.
• Each salesperson manages a district. A district named DistrictA does not have cellular or Wi-Fi service.

Current salesperson process
-
• Appointments are scheduled through Microsoft Outlook and Dynamics 365 Sales.
• Custom insight cards are created to show tasks that have missed their due date.
• Emails sent to customers are sent from Dynamics 365 Sales.
• Salespeople use Microsoft SharePoint in Dynamics 365 Sales to store documents on leads and opportunities.

Requirements
-

Dynamics 365 Sales
-
• The company requires that only salespeople have access to the sales accelerator features.

Emails
-
• Email interactions, such as when an email is opened, must be tracked.
• Emails received by stakeholders must be visible on an opportunity record as soon as they are received.
• Salespeople require the option to keep stakeholder emails private or make them visible to others.
• Salespeople require their appointments and tasks to synchronize with Outlook.

Phone calls
-
• Calls to customers must be placed by using Dynamics 365 Sales.
• Salespeople must be able to record their calls and have real-time transcription.

Appointments
-
• Appointments must be entered while the salesperson is at a customer's location.
• Salespeople must be able to review their next meeting when they travel.

Alerts
-
• A salesperson must be alerted immediately when a marketing form is submitted for the salesperson's district.

Leads and opportunities
-
• Items in the worklist must display activities from leads and opportunities only.
• Salespeople must be able to create shared Microsoft OneNote notebooks for each opportunity.

You need to configure the sales accelerator.

Which action should you configure for each requirement?

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Security settings	Enable for an IceCreamBarLine salesperson role. Enable for an IceCreamBarLine role used by all Best For You Organics Company personnel. Modify the privileges for an IceCreamBarLine salesperson role. Modify the privileges for a Best For You Organics Company role used by IceCreamBarLine personnel.
Record types	Select Contacts and Leads. Select Accounts and Contacts. Select Leads and Opportunities. Select Leads, Opportunities, Accounts, and Contacts.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 137
Topic #: 1
[All MB-210 Questions]

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• Best For You Organics Company uses one business unit in Dynamics 365 Sales.
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• All salespeople use a mobile app when they are not in the office.
• Best For You Organics Company uses Exchange Online.
• Lead records are created automatically when marketing forms are submitted on the Best For You Organics Company website.
• Each salesperson manages a district. A district named DistrictA does not have cellular or Wi-Fi service.

Current salesperson process -
• Appointments are scheduled through Microsoft Outlook and Dynamics 365 Sales.
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Requirements -

Dynamics 365 Sales -
• The company requires that only salespeople have access to the sales accelerator features.

Emails -
• Email interactions, such as when an email is opened, must be tracked.
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Phone calls -
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Appointments -
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• Salespeople must be able to review their next meeting when they travel.

Alerts -
• A salesperson must be alerted immediately when a marketing form is submitted for the salesperson's district.

Leads and opportunities -
• Items in the worklist must display activities from leads and opportunities only.
• Salespeople must be able to create shared Microsoft OneNote notebooks for each opportunity.

You need to configure Dynamics 365 Sales to allow salespeople to enter notes.

Which configuration action should you perform for the opportunity table?

A. Set up OneNote integration.
B. Enable attachments (including notes and files).
C. Set up SharePoint document management.
D. Allow knowledge management.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 1

Topic #: 2

[All MB-210 Questions]

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

You successfully close a sale.

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

NOTE: Each correct selection is worth one point.

A. Change Est. Revenue to Actual amount

B. Set the Status reason to Won.

C. Change Est. Close Date to Actual close date.

D. Change the Actual Revenue to Actual amount.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 2

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You experience the following issues when you work with quotes in Dynamics 365 Sales:

✑ An administrative assistant is unable to access the function to edit a quote in the system.

✑ The Send to customer option is unavailable after you enter a quote.

You need to resolve the issues.

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

Issue	Solution
The administrative assistant is unable to edit a quote.	Activate the quote. Convert the quote to an order. Email the quote to the administrative assistant. Assign the quote to the administrative assistant.
You are unable to send a quote.	Save the quote. Activate the quote. Mark the quote as won. Convert the quote to an order.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 3

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

You are implementing Dynamics 365 Sales for a beverage company.

The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

✑ There are three flavors: strawberry, vanilla, and chocolate.

✑ Each can costs $5.00.

✑ A dozen cans cost $55.00.

✑ Each case has four dozen cans and costs $200.00.

✑ A combination case includes a dozen cans of each flavor and costs $160.00.

✑ Purchases of four or more cases get an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, drag the appropriate components to the correct entry descriptions. Each component 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:

Components

- Products
- Price Lists
- Discount Lists
- Unit Groups

Answer Area

Entry description	Component
Drink flavors list	Component
Four or more cases	Component
Combination of flavors	Component
One can	Component

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 4

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You are converting a lead for the manufacturing manager from Contoso, Ltd. Neither the company nor the manufacturing manager are in your Dynamics 365 system.

You need to ensure that the lead record is correctly converted.

Which values should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Value
Which entity records are created?	Account, Contact, and Opportunity Only Opportunity and Contact
What is the lead status?	Deleted Closed Open

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 5
Topic #: 2
[All MB-210 Questions]

You are a Dynamics 365 Sales administrator. You create a discount list.
The sales team needs to use the discount list for opportunities.
You need to ensure that the discount list is available and that products are discounted as expected.
To what should you associate the discount list?

A. Product

B. Price list item

C. Price list

D. Product family

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 6
Topic #: 2
[All MB-210 Questions]

A battery manufacturer wants to sell their batteries in boxes of 12 and cases of 24 boxes.
You need to set up a unit group so that the manufacturer can sell different quantities.
What should you create first?

A. related unit

B. unit of measure

C. primary unit

D. base unit

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 7

Topic #: 2

[All MB-210 Questions]

A company uses Dynamics 365 Sales.

You need to associate a competitor with each closed opportunity for reporting.

What should you do?

A. Select the Follow option for the competitor.

B. Add the competitor to the opportunity close record.

C. Create a user post for the competitor.

D. Enable auditing for the competitor entity.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 8

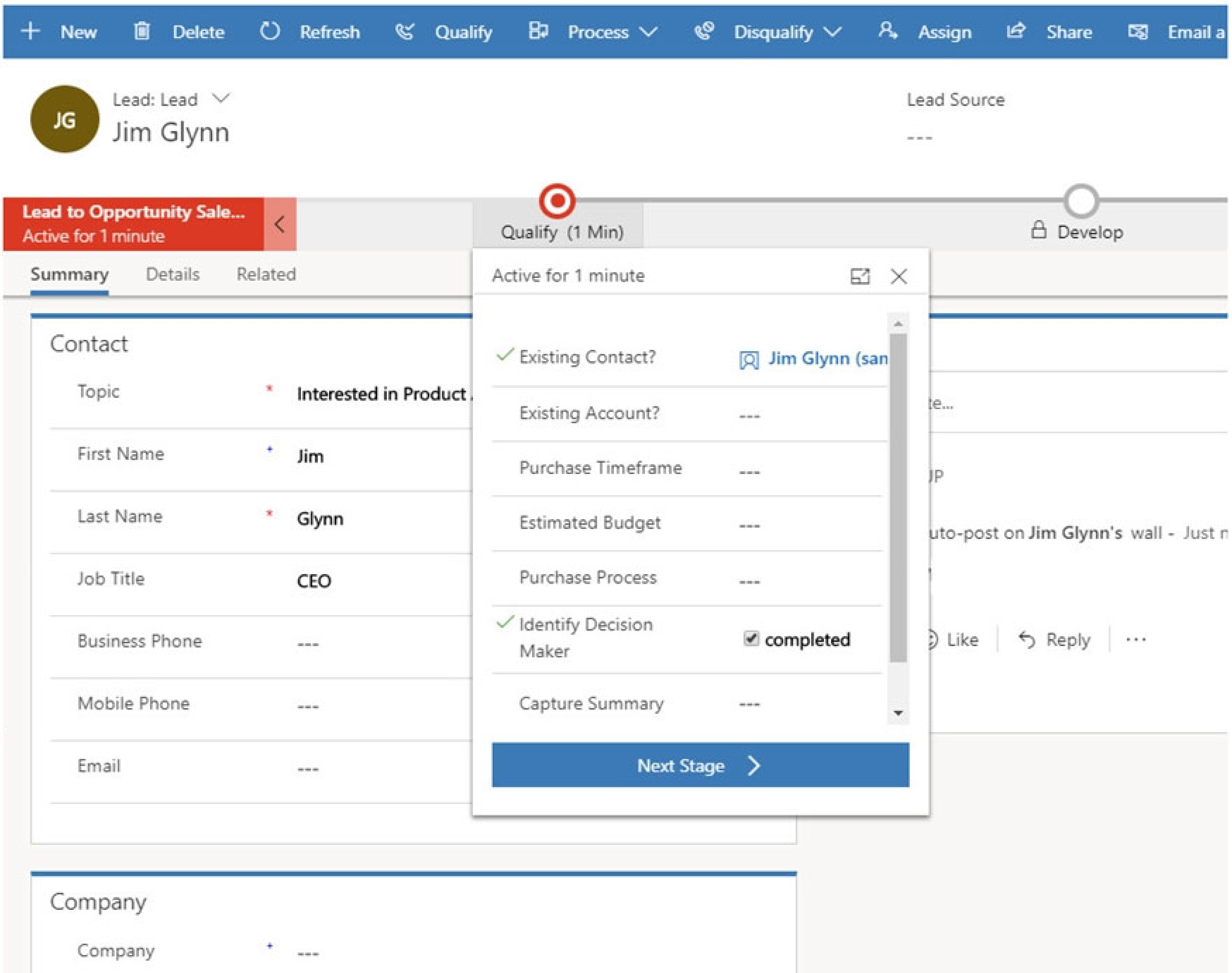
Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You are a sales representative and use Dynamics 365 Sales.

You are working with the following lead record:



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
You need to move to the Develop stage. What should you do?	Qualify the Lead Select Next Stage Select Develop
Which new record or records are created?	only an Opportunity only an Account and a Contact only an Account and an Opportunity an Account, a Contact, and an Opportunity

Show Suggested Answer

Actual exam question from Microsoft's MB-210

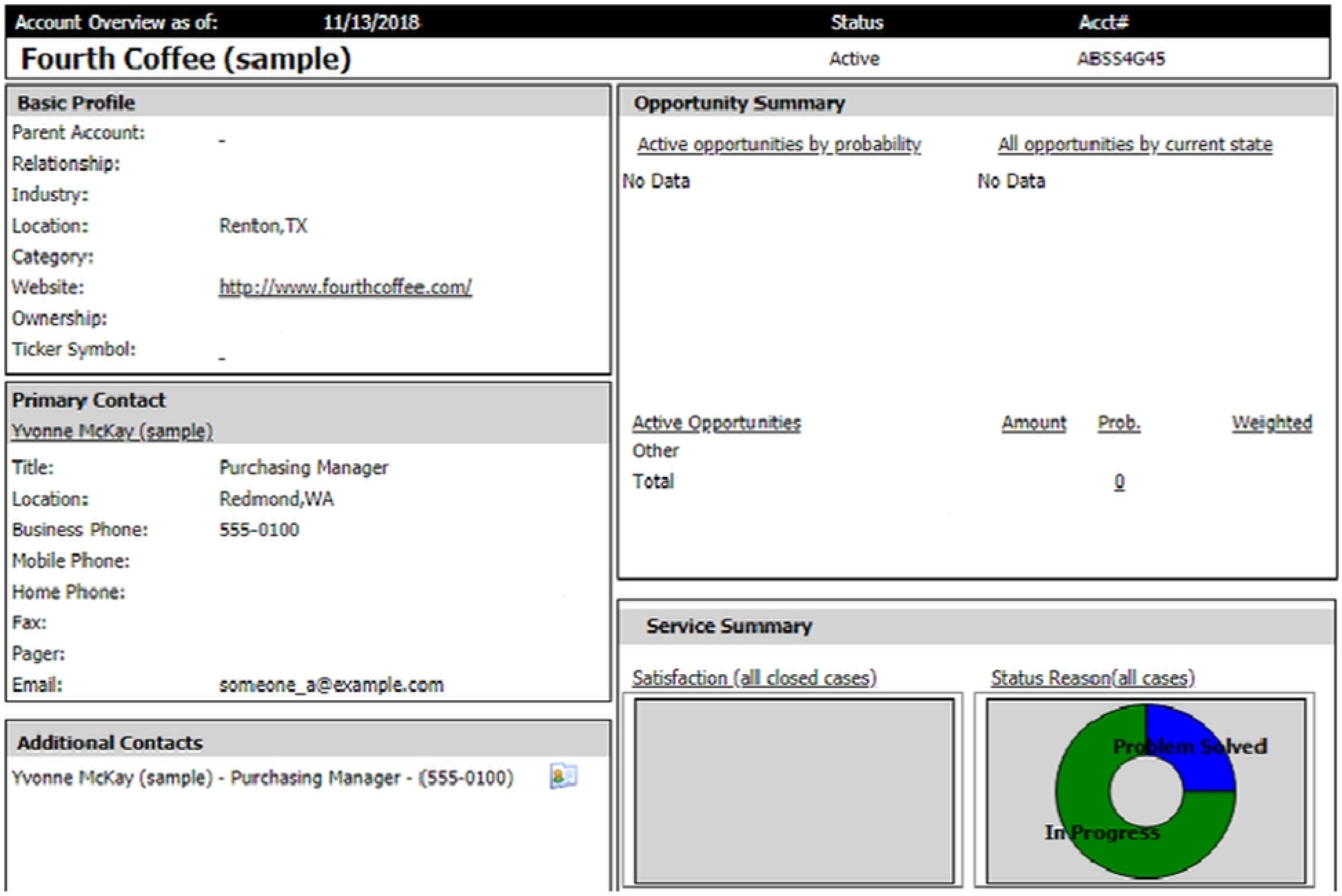
Question #: 9

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You run a sales report for Fourth Coffee named Account Overview. The following report displays:



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: -

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

Additional Contacts

Yvonne McKay (sample) - Purchasing Manager - (555-0100)

Opportunity Summary

Active opportunities by probability — No Data

All opportunities by current state — No Data

Active Opportunities	Amount	Prob.	Weighted
Other			
Total		0	

Service Summary

Satisfaction (all closed cases)

Status Reason(all cases)

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:

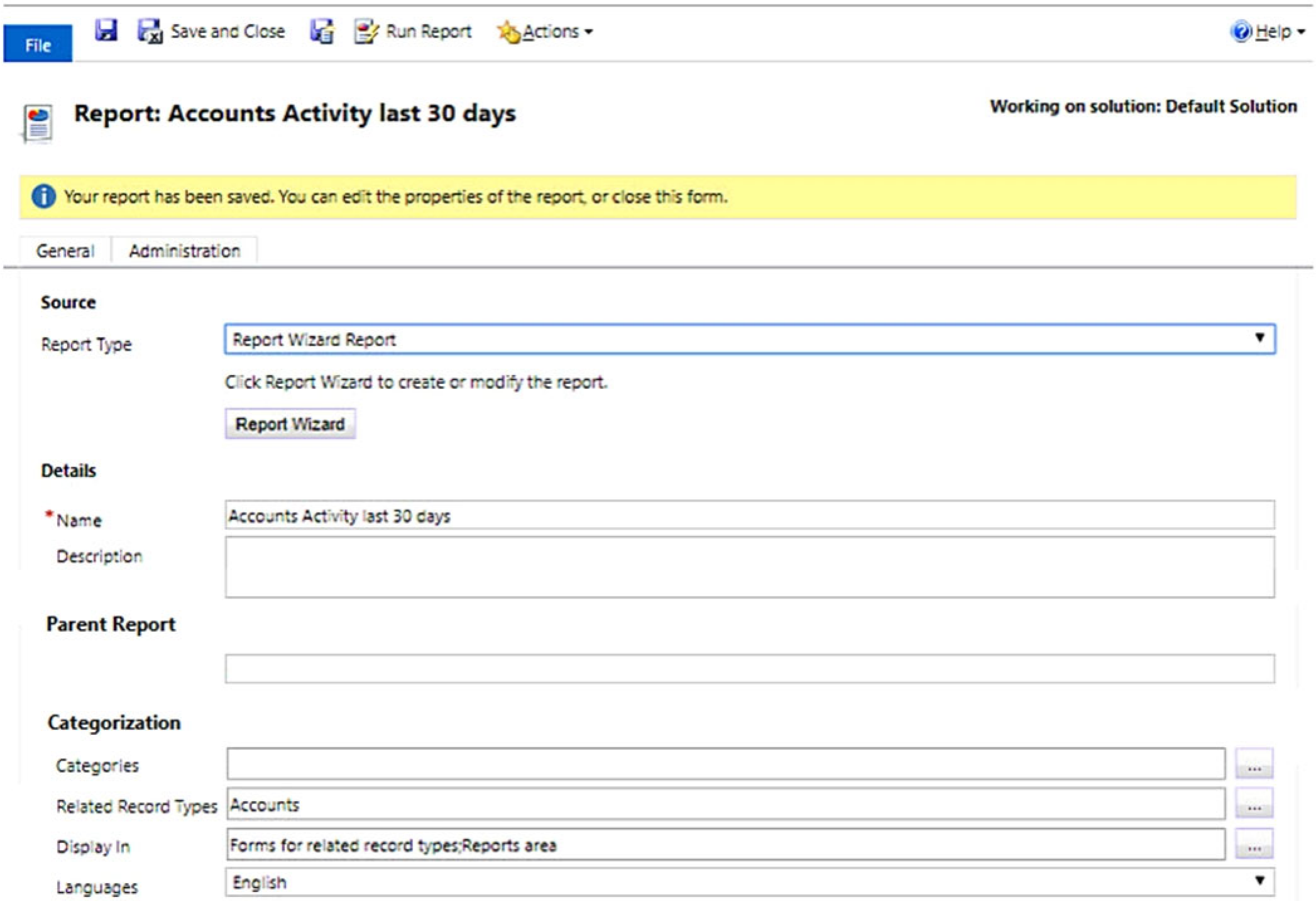
Answer Area

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 10
Topic #: 2
[All MB-210 Questions]

HOTSPOT -
You have a sales report that shows activities for Accounts in the last 30 days. When you run an advanced find query for Accounts with the custom field Heat Level equal to Hot, you are not able to access the report.



A Form: Report: Account Activity last 30 Days
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:

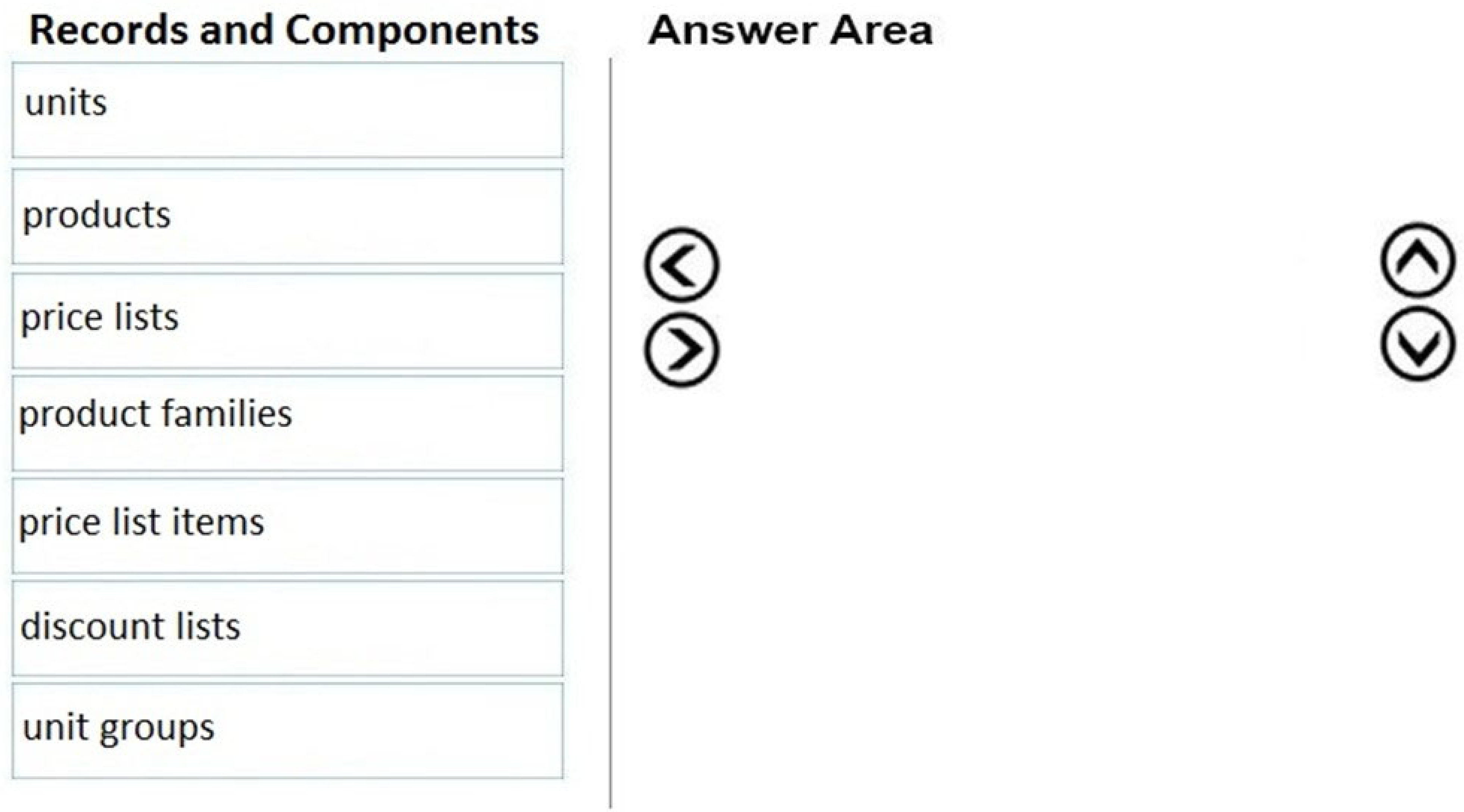
Answer Area

Question	Answer choice
Which area of the current form should you use to ensure the report is accessible from Advanced Find results?	Display In Categories Related Record Types Report Wizard Administration
Which value should you set to make the report available for Advanced Find results?	Lists for related records types Sales Reports Activities Reports area

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 11
Topic #: 2
[All MB-210 Questions]

DRAG DROP -
The product development team for a toy company creates a new remote-control toy.
You need to create the necessary records and record relationships to sell the product.
Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.
Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 12

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You send a quote to a client. The client calls and negotiates a better price.

You need to send an updated quote to the client.

What is required to modify the quote? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
Which action should you perform?	Revise Close Quote Deactivate Reopen Quote
What is the resulting status for the quote after you perform the action?	Draft Revised In Progress Open

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 13
Topic #: 2
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 14
Topic #: 2
[All MB-210 Questions]

You are a Dynamics 365 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 15
Topic #: 2
[All MB-210 Questions]

You are a salesperson using Dynamics 365 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 16
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 for Sales.
You create a new quote and associate an opportunity to the quote.
You need to display all your items from the opportunity in the quote.
What should you do?

A. Activate the quote

B. Select Get Products from the command bar in the Quote entity

C. Select Add Line Items on the Opportunity entity

D. Select Recalculate from the command bar on the Opportunity entity

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 17

Topic #: 2

[All MB-210 Questions]

An organization attends a tradeshow and identifies several leads.

One specific lead wants to make a purchase in the next week.

You need to create an invoice.

At which stage can you create the invoice?

A. Lead

B. Order

C. Opportunity

D. Quote

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 18

Topic #: 2

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 19
Topic #: 2
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 20
Topic #: 2
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 21

Topic #: 2

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 22
Topic #: 2
[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 23

Topic #: 2

[All MB-210 Questions]

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 in this section, 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 24

Topic #: 2

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 25
Topic #: 2
[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 26

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A customer places an order that includes all of the products from a previous order. You plan to add products from the previous order to the new order.

From where 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:

Answer Area

Source entity	Retrieve products from:
Quote	Lead Opportunity Quote Order
Order	Lead Opportunity Quote Order
Invoice	Lead Opportunity Quote Order

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 27

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

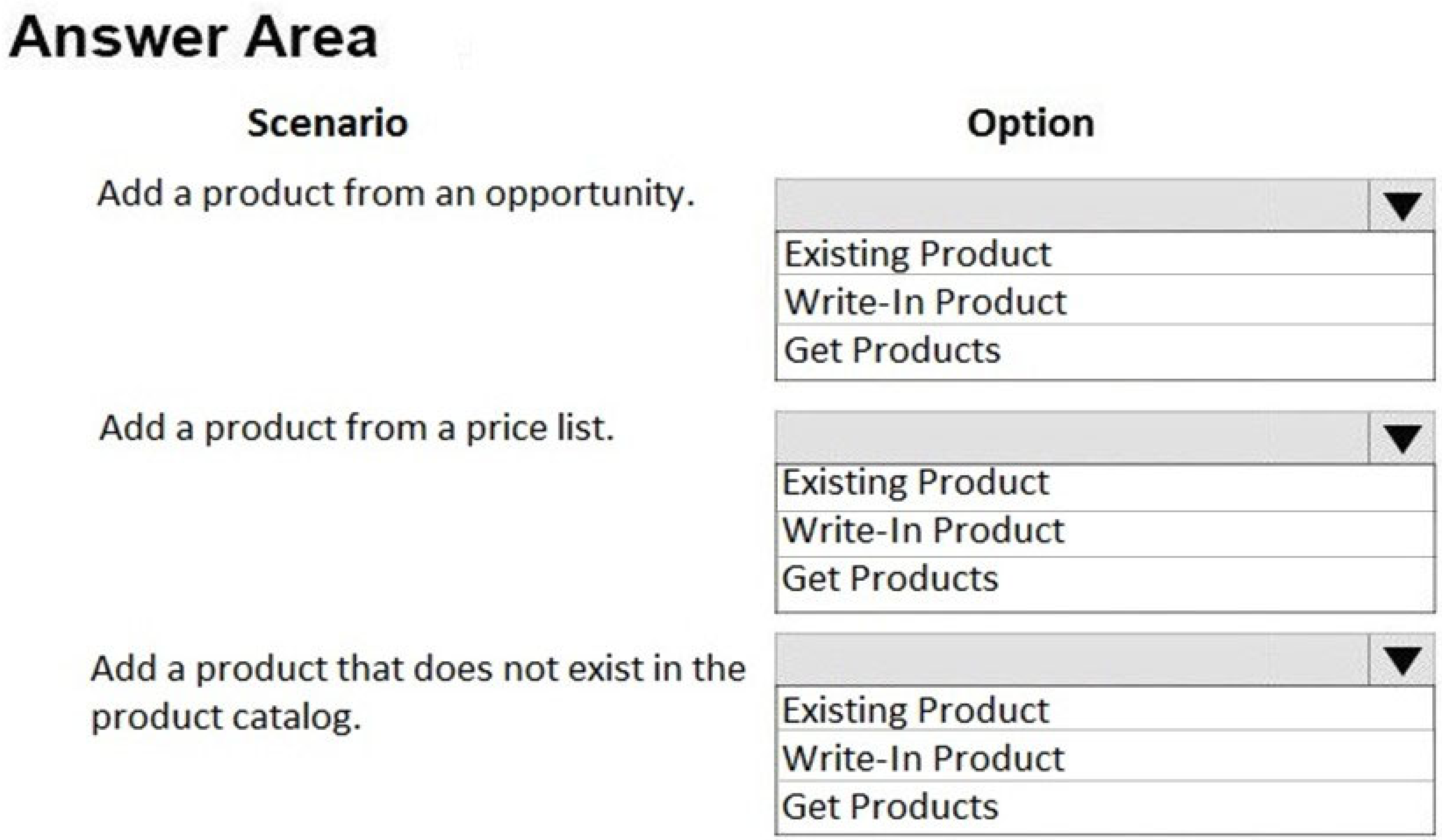
You use Dynamics 365 Sales.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 28

Topic #: 2

[All MB-210 Questions]

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.	Kit Bundle
Sell products from a grouping individually.	Kit Bundle
Create a grouping within a grouping.	Kit Bundle

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 29
Topic #: 2
[All MB-210 Questions]

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 in this section, 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: On the Quotes tab of the opportunity, select Add New Quote.
Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 30
Topic #: 2
[All MB-210 Questions]

You are a salesperson using Dynamics 365 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 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

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 31
Topic #: 2
[All MB-210 Questions]

DRAG DROP -

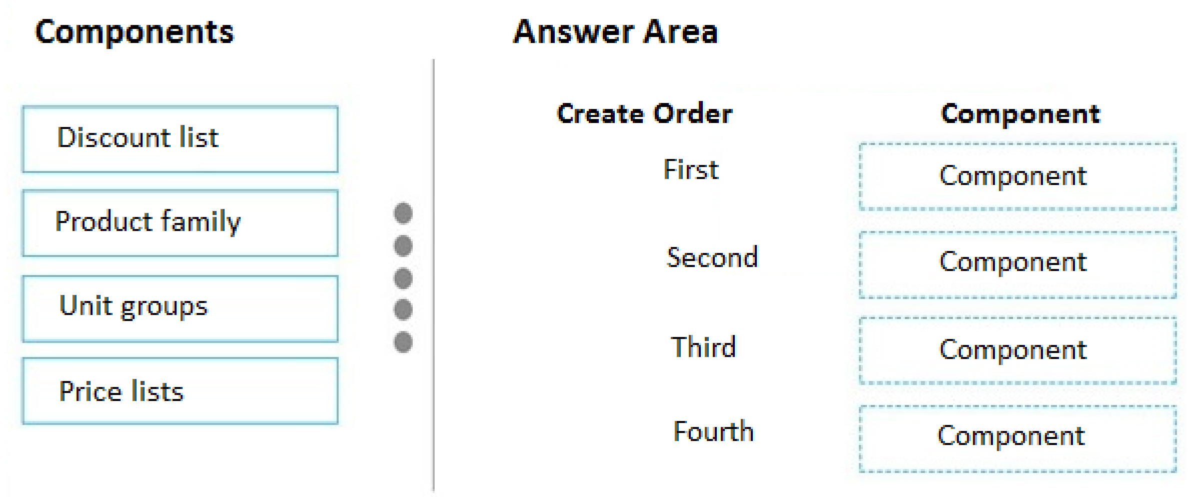
You are setting up a product catalog in Dynamics 365 Sales.

You need to set up the catalog using the least amount of effort.

In which order should you set up the catalog? To answer, drag the appropriate components to the correct order position. Each component 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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 32

Topic #: 2

[All MB-210 Questions]

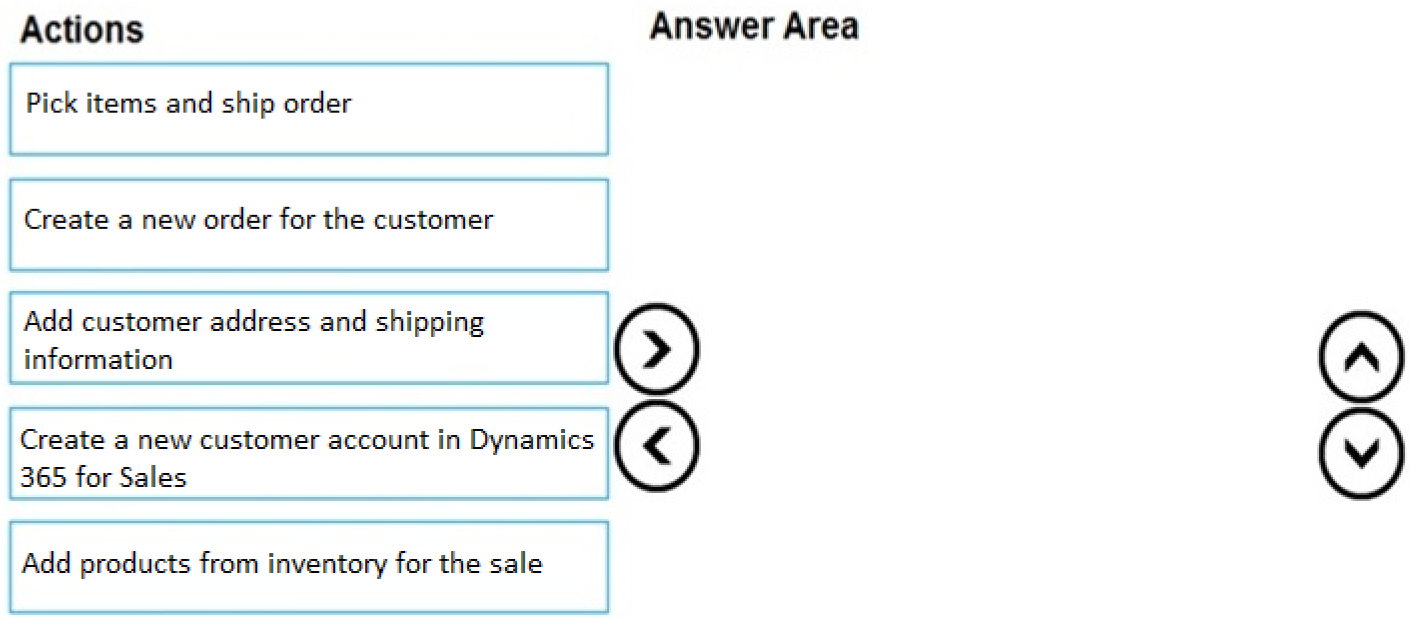
DRAG DROP -

A company uses Dynamics 365 Sales to manage sales orders.

You need to create an order for a new customer.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 33
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 Sales to create and manage opportunities, quotes and orders.
You need to ensure that the Actual Revenue field in an opportunity is automatically updated with the total amount from the quote.
What should you do?

A. Convert the quote to an order. Set the value of the Calculate actual revenue from quotes option to Yes.

B. Close the opportunity as won.

C. Convert the quote to an order. Set the value of the Close Opportunity option to Yes.

D. Convert the quote to an order. Set the value of the Close Opportunity option to No.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 34
Topic #: 2
[All MB-210 Questions]

You manage a Dynamics 365 environment. Salespeople use a template from the Sales Hub to create quotes.
A member of the sales team requests that you change the order in which columns display in customer quotes.
You need to modify the quote template.
What should you use?

A. template editor

B. mail merge template

C. Microsoft Word template

D. Report Wizard

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 35

Topic #: 2

[All MB-210 Questions]

You are a system customizer in Dynamics 365 Sales.

You need to set up product families.

Which option is available?

A. Create a maximum of 10 child product families

B. Set a product bundle as a parent of a product family

C. Add the product to multiple product families

D. Set a product property as an option set

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 36
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 Sales.
You attempt to add a product to an order, but the product cannot be located.
You need to determine why the product is missing.
What is the cause?

A. The product was not published

B. The product is missing required information

C. The write-in option was not used

D. The product was not listed in the quote

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 37
Topic #: 2
[All MB-210 Questions]

You are a Dynamics 365 Sales administrator for an organization.
The organization is no longer going to sell a product in the product catalog.
You need to ensure that the product is no longer available for selection by sales staff.
What should you do?

A. Retire the product

B. Edit the name

C. Delete the product

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 38

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You are a Dynamics 365 Sales system customizer.

You need to create Product Bundles and Product Families.

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.	Product Family Product Bundle
Sell products from a grouping individually.	Product Family Product Bundle
Create a grouping within a grouping.	Product Family Product Bundle

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 39

Topic #: 2

[All MB-210 Questions]

A company sends PDF quotes to customers.

A salesperson wants to revise the look of a quote after selecting the Export to PDF button.

You need to modify the template for the PDF.

Where should you modify the template?

A. Microsoft Excel

B. a report

C. Microsoft Word

D. the PDF document

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 40

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

You are setting up a product catalog in Dynamics 365 Sales.

You must set up the following promotions in the product catalog:

✑ Customers receive a free bag of chips when they purchase one can of soda.

✑ Soda has different prices based on whether customers buy a can, a six-pack, or a case.

✑ Customers receive an additional 10 percent off a purchase of 10 case of soda.

You need to set up the promotions.

Which feature should you configure? To answer, drag the appropriate features to the correct requirements. Each feature 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:

Features

- Unit group
- Discount list
- Product family
- Product bundle

Answer Area

Requirement	Feature
Receive free chips with a soda purchase.	Feature
Purchase a case of soda.	Feature
Purchase 10 cases of soda.	Feature

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 41

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You are a Dynamics 365 Sales administrator. The sales team has questions about competitor tracking.

You need to provide answers to the questions from the sales team.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
You need to add the winning competitor to an opportunity. Where should you perform this action?	the opportunity record the opportunity close record the competitor record
You need to track the team's performance against competitors? Which report should you run?	Sales History Competitor Win/Loss

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 42

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A salesperson must complete an opportunity by verifying the existing products and adding a new product from the product list. The product list has standard pricing.

The salesperson observes the following issues with the products:

- The price per unit for each item in the product list is $0.00.
- Some of the existing product lines use a default price and have an incorrect price per unit.

You need to complete the opportunity.

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

Requirement	Action
Add a price per unit to products.	Activate the product. Add a price list to the product. Add a price list to the opportunity. Make the product a write-in product.
Correct prices for product lines.	Revise the product. Activate the product. Add a price list to the product. Add a price list to the opportunity.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 43
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 Sales. The default currency for the company is US dollars (USD). The company does business in the United States, Mexico, and the United Kingdom. The company sells 10 types of products.
Each product requires its own pricing structure.
You need to create price lists by using the local currency across countries and regions.
How many price lists should you create?

A. 1

B. 3

C. 10

D. 30

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 44

Topic #: 2

[All MB-210 Questions]

A customer creates a custom events table. The Events table has an N:1 relationship with the Accounts table. The events team tracks activities against events.

The account manager wants to see all activities related to accounts in the timeline.

You need to allow event activities to appear in the account timeline.

What should you update?

A. Relationship type in the relationship definition

B. Timeline setting in System Settings

C. Timeline field on the account form

D. Relationship Rollup View in the relationship definition

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 45
Topic #: 2
[All MB-210 Questions]

You are updating a price list item in Dynamics 365 Sales.
You need to manually enter the price of a product for a price list item.
Which pricing method should you use?

A. Percent of List

B. Percent Markup - Current Cost

C. Percent Margin - Standard Cost

D. Currency Amount

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 46

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A company uses Dynamics 365 Sales to manage sales orders.

You need to demonstrate the process of going from a lead to an order.

Which stage applies to each task? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Task	Stage
Create a lead.	Qualify / Develop / Propose / Close
Identify stakeholders.	Qualify / Develop / Propose / Close
Present the proposal.	Qualify / Develop / Propose / Close
Process orders.	Qualify / Develop / Propose / Close

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 47

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A company sells telephones. The company has a list of telephone colors that customers can choose.

For one month, the company wants to sell a red phone at a special price.

You need to set up the red phone for the sales team.

How should you configure the product and price list items? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Configuration
Allow the sales team to select the red phone.	Create a red phone product. Revise the telephone product. Override the properties of the telephone. Overwrite the properties of the telephone.
Allow the sales team to select special pricing for the red phone.	Create a price list item for the telephone. Create a price list item for the red phone product. Update the existing price list item for the telephone. Update the telephone default price list to a price list that lasts one month.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 48
Topic #: 2
[All MB-210 Questions]

A company deploys reporting for Dynamics 365 Sales.
You need to set up the Power BI content pack.
Which Power BI product should you use to customize the content pack reports?

A. Power BI website

B. Power BI Desktop

C. Power BI Premium

D. Power BI Professional

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 49

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

You use Dynamics 365 Sales. You create a quote and send it to a customer.

You need to add a product to the quote and make the modified quote available to the customer.

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
Add existing products from Get Products.	
Revise the quote.	
Add existing products from the products subgrid.	
Close the quote as Cancelled.	
Activate the quote.	

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 50

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

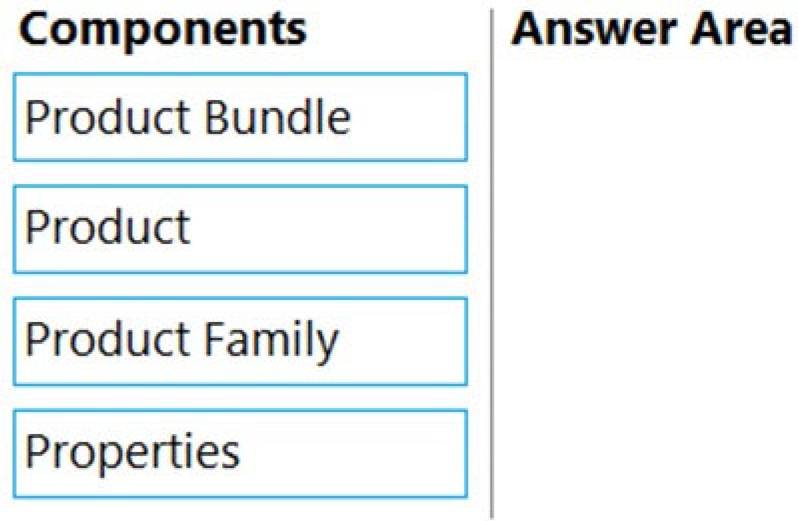
You use products with properties for your opportunities in Dynamics 365.

You are adding a new product to your product catalog.

You need to create the product with a new set of properties.

Which three product catalog components should you configure in sequence? To answer, move the appropriate components from the list of components to the answer area and arrange them in the correct order.

Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 51

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

You create a discount list for a company.

Two salespeople encounter the following issues when they create opportunities:

✑ Salesperson1 does not see the discount on the opportunity line item.

✑ Salesperson2 sees the discount applied to the line total instead of the unit price.

You need to ensure that discounts are applied properly.

What should you do? To answer, drag the appropriate actions to the correct issues. 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

- Update system settings.
- Update the opportunity.
- Update the price list item.
- Update the opportunity product.

Answer Area

Issue	Action
Discount does not appear on the opportunity line item.	Action
Discount is applied incorrectly.	Action

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 52
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 Sales.
You need to email a quote to a customer.
Which user interface option should you use?

A. Assign

B. Share

C. Form Editor

D. Print Quote for Customer

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 53

Topic #: 2

[All MB-210 Questions]

You are a salesperson using Dynamics 365 Sales.

You need to add a product line item in an opportunity.

What should you do first in the opportunity?

A. Add a price list.

B. Specify revenue.

C. Configure units.

D. Add a product name.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 54

Topic #: 2

[All MB-210 Questions]

You are a system customizer in Dynamics 365 Sales.

You need to set up product families.

Which option is available?

A. Create a maximum of 10 child product families.

B. Change product properties on a published product.

C. Add the product to multiple product families.

D. Set a product property as an option set.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 55
Topic #: 2
[All MB-210 Questions]

You are a system customizer in Dynamics 365 Sales.
You need to set up product families.
Which option is available?

A. Create a maximum of 10 child product families.

B. Set a product bundle as a parent of a product family.

C. Add the product to only one product family.

D. Set one product as a parent to another product.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 56

Topic #: 2

[All MB-210 Questions]

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.	Add both proce lists to the opportunity and add the products from both PriceListA and PriceListB Add the products from PriceListA, change to PriceListB, and add the remaining products Add the products to the opportunity and specify PriceListA or PriceListB on the product
Select **Recalculate** on an opportunity.	Each product is recalculated using the current list price both PriceListA and PriceListB The estimated revenue is recalculated according to the prices currently displayed on the product line items grid The products on the active price list in the opportunity are recalculated according to current list price

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 57

Topic #: 2

[All MB-210 Questions]

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.	New-Contacted Open-Contacted Qualified-New Qualified-Qualified
A lead has no contact method available.	Open-Cannot Contact Qualified-Cannot Contact Disqualified-Cannot Contact
A lead is ready to be an opportunity.	Qualified-New Qualified-Qualified Qualified-Closed

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 58

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You implement the Dynamics 365 App for Outlook.

You need to associate emails to lead records.

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

Type	Action
Existing email	Track the email from Advanced Find Set the regarding field on the email from Dynamics 365 App for Outlook
New email	Add an email from Lead Timeline Insert a Lead email template

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 59

Topic #: 2

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 60

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

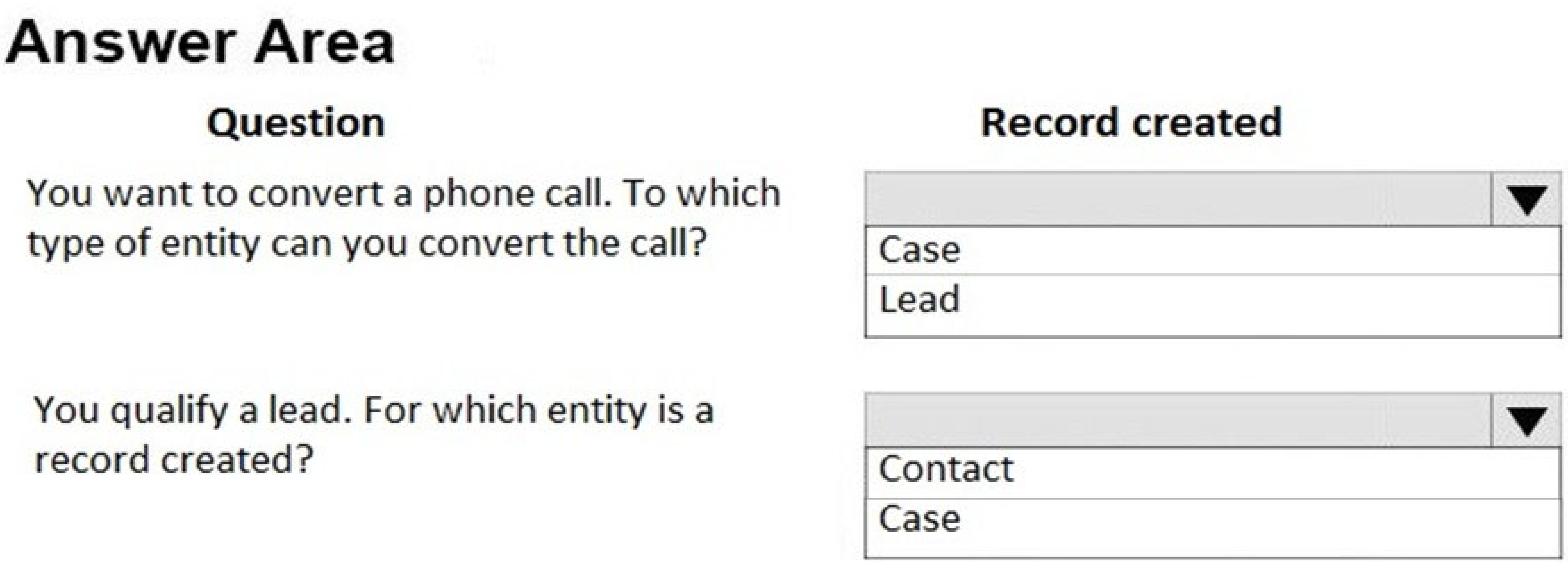
You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads.

You need to qualify leads and send phone calls to sales representatives.

How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 61

Topic #: 2

[All MB-210 Questions]

You manage a Dynamics 365 Sales environment.

You need to ensure that all possible activities are automatically converted to leads by using the record creation rule.

Which three activities can you convert to leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Service activity

B. Email

C. Phone call

D. Task

E. Custom activity

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 62
Topic #: 2
[All MB-210 Questions]

An order uses quote and order functionality in Dynamics 365 Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often.
Which two opportunities can you close as won? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. an opportunity that has quotes in the draft status

B. an opportunity that has quotes in the won status

C. an opportunity that has quotes in the active status

D. an opportunity that has quotes in the revised status reason

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 63

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You use opportunities in Dynamics 365 Sales.

Opportunities that were closed as lost frequently come back and are eventually won.

You need to be able to track these occurrences and have insight into the process.

What happens during the reopen and close process? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Result
A lost opportunity is reopened.	The Opportunity Close record is deleted The Opportunity Close record changes status to inactive The Opportunity Close record changes status to in Progress
The same opportunity is closed as won.	The current Opportunity Close record updates with the new close details and status of completed. A new Opportunity Close record is created with the new close details and status of completed.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 64

Topic #: 2

[All MB-210 Questions]

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:

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 65
Topic #: 2
[All MB-210 Questions]

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.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 66
Topic #: 2
[All MB-210 Questions]

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.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 67

Topic #: 2

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 68

Topic #: 2

[All MB-210 Questions]

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?	Close a qualified Close as won
What must you do to close the opportunity?	Fill out the competitor Fill out the actual revenue Fill out the description

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 69
Topic #: 2
[All MB-210 Questions]

A salesperson sends an active quote to a customer. The customer requests another quote that includes the original details from the opportunity.
You need to create multiple quotes.
What should you do?

A. Close the quote and then create a quote from the opportunity.

B. Create a revision to the active quote.

C. Create a new opportunity.

D. Create a new quote from the original opportunity.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 70

Topic #: 2

[All MB-210 Questions]

You are a system customizer in Dynamics 365 Sales.

You need to set up product families.

Which option is available?

A. Change the data type of an existing product property.

B. Add the product to multiple product families

C. Add the product to only one product family.

D. Set one product as a parent to another product.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 71
Topic #: 2
[All MB-210 Questions]

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. Assign the record to User2.

B. Grant User2 the stakeholder role.

C. Add User2 to the Owner team.

D. Add User2 to an Access team.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 72

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A salesperson has an active quote for a customer.

The customer wants to add one product to the quote and remove one product from the quote.

You need to make the changes.

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

Change request	Status
Add a product.	Set the status to Inactive. Close the quote, update the products, and reactivate the quote. Revise the quote, update the products, and reactivate the quote.
Delete a product.	Update the products in the Active state. Close the quote, update the products, and reactivate the quote. Revise the quote, update the products, and reactivate the quote.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 73
Topic #: 2
[All MB-210 Questions]

A sales manager asks you to add a reason named DealLost to mark opportunities closed as lost.
You need to modify entity fields.
Which two entity fields should you modify? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Opportunity Line

B. Opportunity Sales Process

C. Opportunity

D. Opportunity Relationship

E. Opportunity Close

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 74

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

You are a Dynamics 365 Sales consultant for a food service company. The company caters for client companies.

The company wants to set up a product bundle so that the sales staff does not forget items when they create an opportunity.

The lunch bundle is created at $200.00. It will include the following.

Product	Quantity	Unit Cost	Amount	Configuration
Sandwich	50	$5.00	$250.00	Required
Napkins	50	$0.25	$12.50	Optional
Soda	50	$1.00	$50.00	Optional

You need to explain how the sales staff should manage the product bundle in the opportunity.

What should they do for 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	Action
Determine the price of the product bundle.	Use the lunch bundle price. Add the prices of the sandwiches, napkins, and sodas. Add the lunch bundle price and the prices of the napkins and sodas. Subtract the prices of the napkins and sodas from the lunch bundle price.
Increase the number of sodas at no additional charge.	Increase the quantity of sodas in the line item. Add a new line item for sodas and override the price. Add a new line item for sodas with the default price. Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
Increase the number of sandwiches and charge the price list price for each additional sandwich.	Increase the quantity of sandwiches in the line item. Add another line item for sandwiches and override the price. Add another line item for sandwiches with the default price. Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 75

Topic #: 2

[All MB-210 Questions]

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	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	Add a write-in product Add an existing product Add the product bundle price list

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 76

Topic #: 2

[All MB-210 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 77

Topic #: 2

[All MB-210 Questions]

A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually.

You need to add a unit named Each.

What should you do?

A. Create the unit Each with Box as the base unit.

B. Update the unit Box with Each as the base unit.

C. Set Each as the primary unit.

D. Make Each the base unit for all units.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 78

Topic #: 2

[All MB-210 Questions]

A company is using Dynamics 365 Sales.

Several invoices have an incorrect shipping date.

You need to change the shipping date on all the invoices.

What should you do?

A. Select an order, edit, and then create an invoice for each incorrect order that corresponds to the invoice.

B. Select all invoices simultaneously and select Confirm Invoice to change them.

C. Select individual invoices, select Cancel Invoice for each incorrect order, and then recreate the invoices with the correct date.

D. Select individual invoices and edit. Repeat for all incorrect invoices.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 79
Topic #: 2
[All MB-210 Questions]

You cancel an order in Dynamics 365 Sales by mistake.
You need to mark the order status as fulfilled instead of cancelled.
What should you do?

A. Change the order status fulfilled.

B. Activate the order and change the order status to fulfilled.

C. Recreate the order.

D. Add the products back in to the original order.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 80
Topic #: 2
[All MB-210 Questions]

A company uses Dynamics 365 Sales.
You need to add an email activity to both a contact and its corresponding account without setting the Regarding field.
Where should you add the email activity?

A. Dynamics 365 App for Outlook

B. Quick Create form

C. Account record only

D. Contact record only

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 81

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A company uses Dynamics 365 Sales. The company does not use any customizations.

The system must create activity records for every interaction a salesperson has with customers and contacts.

You need to configure the system by using minimal customizations.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Activity	Action
Display activities for each contact in the account record.	Use the default configuration. Create a custom relationship between the activity and the contact. Add the activity to both the account and contact. Create a Power Automate flow to copy the activity from the contact to the account.
Ensure the creation date and the completion date of the activity are recorded separately.	Use the default configuration. Create a custom column for the creation date. Create a custom column for the completion date. Create a custom control.
View activities in Kanban view.	Use the default configuration. Add a custom control. Add a custom view. Add a Power Automate flow.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 82
Topic #: 2
[All MB-210 Questions]

You are a Dynamics 365 Sales administrator for a car dealership. You create a custom Service entity.
Salespeople must be able to see all related appointments in the timeline. A salesperson creates an appointment but is unable to see any Service records available in the Regarding field. Salespeople have permission to view service record.
You need to ensure that the salesperson is able to connect the appointment to the service.
What should you do?

A. Create a connection to the Service record.

B. Add a timeline to the Service form.

C. Enable activities on the Service entity.

D. Assign privileges to Activities.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 83

Topic #: 2

[All MB-210 Questions]

You close a lost opportunity. The company you lost the opportunity to is a competitor with whom you do business. The company is already set up with an account and competitor record in the system.

You want to track the lost opportunity without having to reopen the opportunity.

You need to track the company to the opportunity.

What should you do?

A. Add the account to the opportunity.

B. Add the competitor to the opportunity.

C. Add the opportunity to the competitor.

D. Add the opportunity to the account.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 84

Topic #: 2

[All MB-210 Questions]

A salesperson is viewing a My Activities list as a calendar.

The salesperson wants to change the status of a phone call by dragging an activity to a new status.

You need to ensure that the salesperson can switch their view type.

What should you do?

A. Select Show As in the ribbon.

B. Select Create View in the ribbon.

C. Remove the Calendar control, and then add the Kanban control to the view.

D. Add the Kanban control to the view.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 85

Topic #: 2

[All MB-210 Questions]

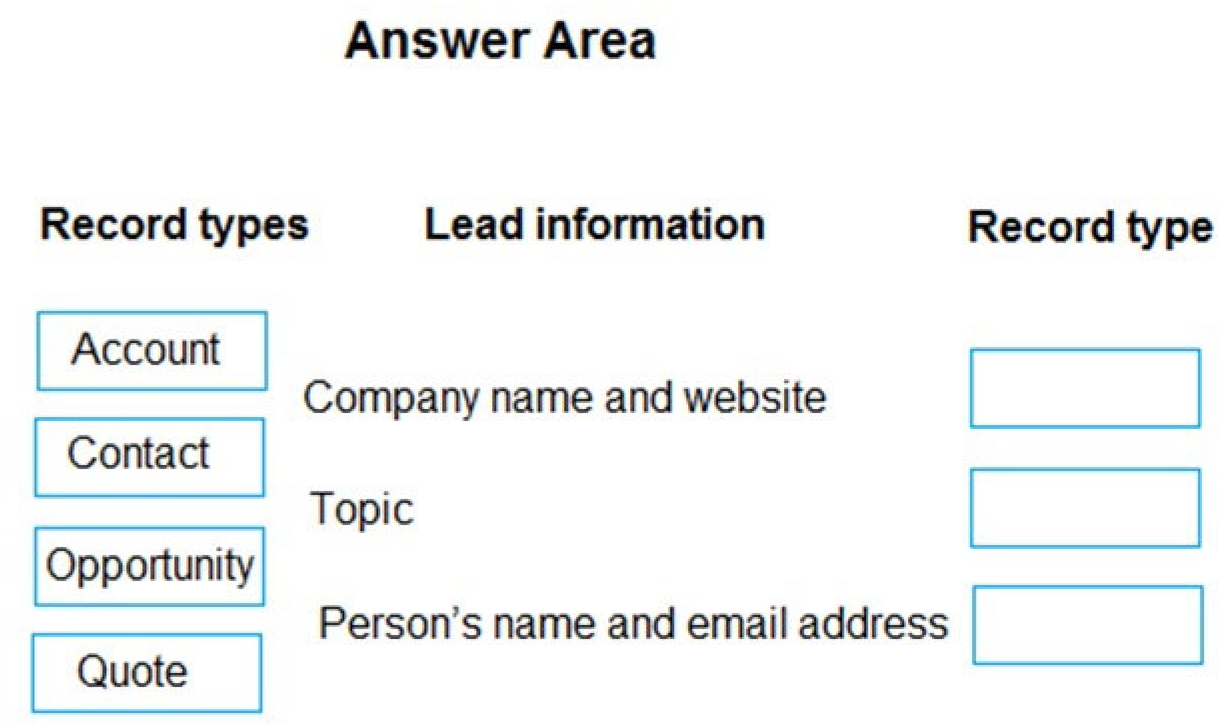
DRAG DROP -

A company uses Dynamics 365 Sales. You qualify a lead record.

Which record is created when you quality a lead? To answer, drag the appropriate record types to the correct leads. Each record type 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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 86

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A company uses Dynamics 365 Sales to track activities. The sales department plans to use leads.

You need to determine:

✑ Which activities convert to leads.

✑ Which field carries over from the activity to the lead.

Which feature should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Feature
Which activity type can users convert to leads?	Task Email Phone Call Appointment
Which field carries over from the activity to the lead?	Subject Regarding Start Date Existing Contact

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 87

Topic #: 2

[All MB-210 Questions]

DRAG DROP -

A salesperson progresses through the Lead to Opportunity sales process.

You need to identify what needs to be completed to enter the next stage.

Which action should you perform to advance the business process to each subsequent stage? To answer, drag the appropriate actions to the correct stages. 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

- Qualify the lead
- Associate a quote to the lead
- Associate an opportunity to the lead
- Complete all required fields in the stage

Answer Area

Current stage	Action
Qualify	
Develop	
Propose	

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 88
Topic #: 2
[All MB-210 Questions]

SIMULATION -
Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.
When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.
Scoring is based on the outcome of performing the tasks stated in the lab. In other words, it doesn't matter how you accomplish the task, if you successfully perform it, you will earn credit for that task.
Labs are not timed separately, and this exam may have more than one lab that you must complete. You can use as much time as you would like to complete each lab. But, you should manage your time appropriately to ensure that you are able to complete the lab(s) and all other sections of the exam in the time provided.
Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.
Your company plans to generate a report to provide reasons for the disqualification of leads.
You need to add a reason of Cannot meet timeline for delivery and then apply the reason to a Sales Lead named Brian LaMee.
To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 89
Topic #: 2
[All MB-210 Questions]

SIMULATION -
Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.
When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.
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You gather information from a prospect named Cat Francis to qualify the prospect as a new sales opportunity.
You need to identify the prospect, complete all the required fields, and qualify the prospect in the sales process.
To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 90
Topic #: 2
[All MB-210 Questions]

SIMULATION -
Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.
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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.
You receive a request to prevent a salesperson from advancing an opportunity to the Propose stage of the Lead to Opportunity Sales Process until the salesperson captures the customer need.
You need to configure your environment to meet the requirement.
To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 91
Topic #: 2
[All MB-210 Questions]

SIMULATION -
Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.
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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.
You need to create a new opportunity record that contains the following information:
✑ Topic: New window installation
✑ Contact: Jay Orth
✑ Account: Fabrikam West
✑ Purchase timeframe: This quarter
✑ Estimated budget: $6,400.00
To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 92
Topic #: 2
[All MB-210 Questions]

SIMULATION -
Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.
When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.
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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.
You need to update an opportunity to have a topic of Home Entertainment and to list that the opportunity plans to purchase from your competitor named Carter Electronics.
To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 93

Topic #: 2

[All MB-210 Questions]

SIMULATION -

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

You need to create a new field for an opportunity to capture the Billing Contact. The field must be populated by using a contact record. You must set the field as required, and then add the field to the form at the bottom of the Summary section.

To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 94

Topic #: 2

[All MB-210 Questions]

SIMULATION -

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

Your company wants every lead record to be rated as Cold when the record is created.

You need to configure the instance and validate your changes by creating and saving a new lead record named New roof for a user named Sam Smith.

To complete this task, sign in to the Dynamics 365 portal.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 95
Topic #: 2
[All MB-210 Questions]

A company is using Dynamics 365 Sales without any customizations.
A customer orders four products to be delivered to three locations. Two of the locations are in the United States and one is in Canada. You must ensure that the order is tracked properly.
You need to create the minimum number of orders to deliver to the locations.
How many orders should you create?

A. two

B. three

C. four

D. one

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 96

Topic #: 2

[All MB-210 Questions]

HOTSPOT -

A customer uses opportunities as part of a sales cycle.

The sales team wants to close opportunities. The team requires the following:

✑ an additional status reason when the opportunity is lost

✑ the ability to view details in Advanced Find when the opportunity is lost

You need to configure the system.

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

Requirement	Action
Add the new status reason	Update statuscode on Opportunity only Update opportunitystatuscode on Opportunity Close only Update statuscode on Opportunity and Opportunity Close Update statuscode on Opportunity and opportunitystatuscode on Opportunity Close
View details in Advanced Find	Select Activities Select Opportunity Select Opportunity Close Select Opportunity Sales Process

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 97

Topic #: 2

[All MB-210 Questions]

A company uses Dynamics 365 Sales to manage sales leads.

You must create two leads. One lead must target customers between ages 30 to 40 in the oil industry. The other lead must be based on interactions with your website in the last week.

You need to set up conditions when creating the leads.

What are two categories of conditions? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Entity

B. Date range

C. Behaviour rules

D. Fixed rules

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 98

Topic #: 2

[All MB-210 Questions]

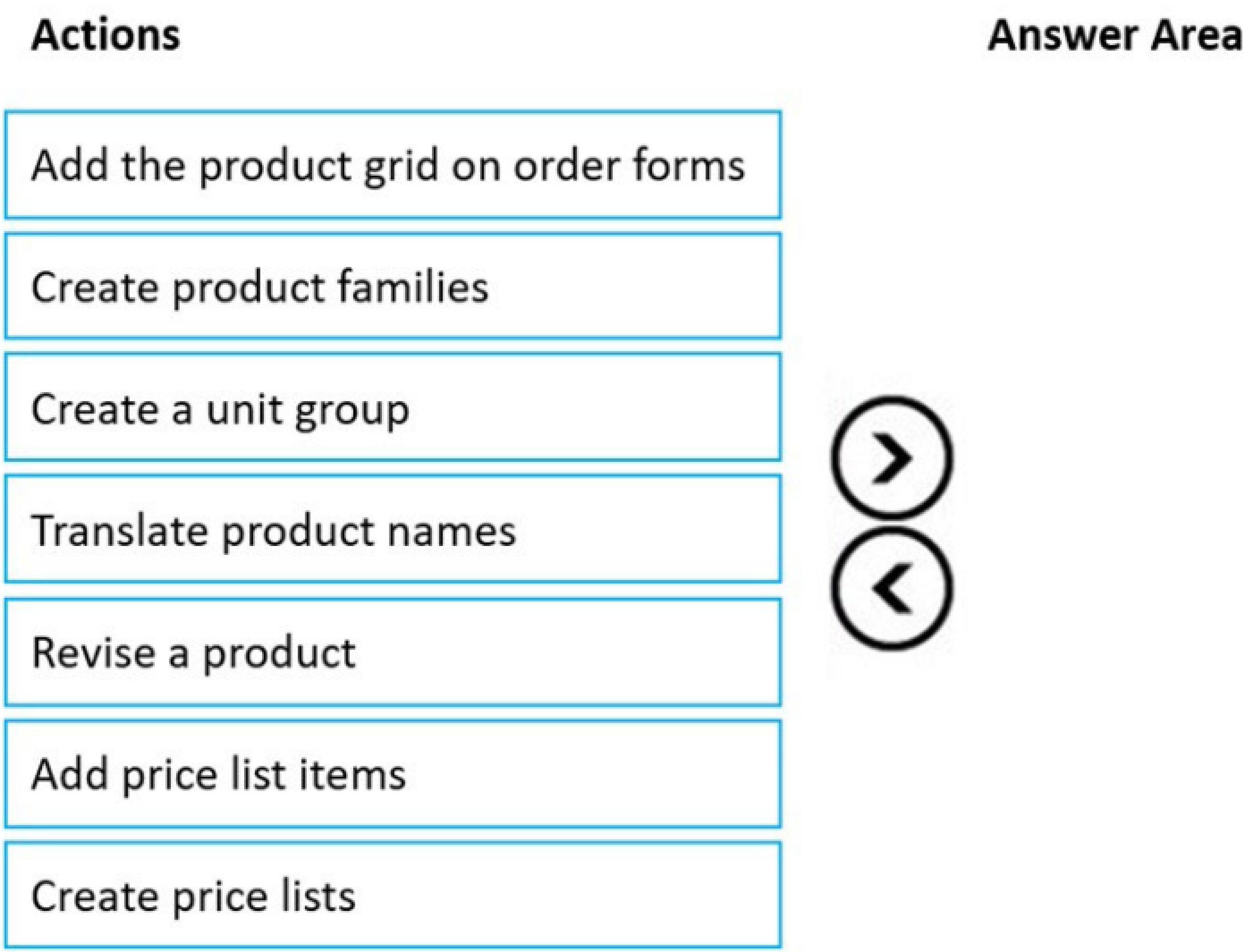
DRAG DROP -

You are a sales manager at an international company using Dynamics 365 Sales.

You need to set up the product catalog.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 99
Topic #: 2
[All MB-210 Questions]

HOTSPOT
-

A company uses Dynamics 365 Sales. The company wants qualified leads to create duplicate accounts and contacts. The company does not want to use currently available accounts or contacts because the accounts and contacts are owned by different organizational units.

You are training a new sales representative on qualifying leads. The new sales representative is unable to perform the following activities:

• Create a new account or a new contact when one already exists.
• Find notes after a lead is qualified to show the manager what was done with that account.

You need to recommend a solution.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Duplicate account.	Leave the Account and Contact fields blank when the duplicate dialog box appears. Look up the account and the contact when the duplicate dialog box appears. Look up the account and leave Contact blank when the duplicate dialog box appears. Leave the Account field blank and look up the contact when the duplicate dialog box appears.
Find notes.	Use Order record. Use Contact record. Use Account record. Use Opportunity record.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 100
Topic #: 2
[All MB-210 Questions]

A salesperson reviews the My Activities view and discovers many open Phone Call records.

You need to ensure that the salesperson can close Phone Call records without opening each record.

What should you do?

A. Bulk Edit

B. Deactivate

C. Mark Complete

D. Publish

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 101

Topic #: 2

[All MB-210 Questions]

DRAG DROP

-

A sales manager receives a Microsoft Excel workbook that has a list of lead records. Each record includes the following information: First name, last name, company name, phone number, and email address.

You need to import the leads by using an Excel template.

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.

Actions

- Download the template.
- Select **Data Import template**.
- Upload the template and choose the correct file.
- Save the file as an .xlm file type.
- Add the data needed and save the file.
- Delete the first few columns.
- Select Import Data and choose the correct file.

Answer area

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 102

Topic #: 2

[All MB-210 Questions]

DRAG DROP

-

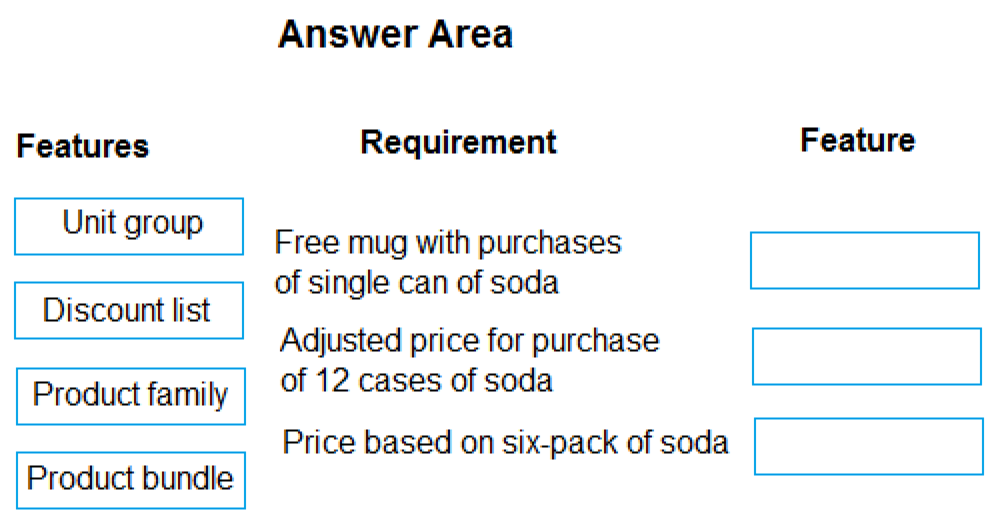
You are setting up the product catalog in Dynamics 365 Sales.

The following promotions must be set up in the product catalog:

• Customers receive a free mug with the purchase of one can of soda.
• Customers receive a five percent price decrease on the purchase of 12 cases of soda.
• Soda has various prices based on whether the purchase is for one can, one six-pack, or a case.

You need to choose which feature to set up in the product catalog.

Which feature should you use? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all.



Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 103

Topic #: 2

[All MB-210 Questions]

A company uses Dynamics 365 Sales. The company does not use any custom views or forms.

You select a customer and create an appointment for the next day.

You need to find the appointment.

Which two places will display the appointment? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. My Activities view

B. Account Files tab

C. Account Timeline feed

D. My Active Accounts view

E. Contact Timeline feed

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 104
Topic #: 2
[All MB-210 Questions]

You are creating a forecast.

You want to include only opportunities that sell more than 100 units.

You need to configure this within the system.

What should you configure?

A. multiple columns

B. premium forecasting

C. advanced features

D. additional filters

E. separate views

Show Suggested Answer

Actual exam question from Microsoft's MB-210

Question #: 105

Topic #: 2

[All MB-210 Questions]

A sales manager creates a marketing list that includes all contacts from a specific city. The manager plans to use the list in a campaign.

The manager forgot to filter out contacts who have a credit hold.

You need to create a campaign with the updated contacts.

What should you do?

A. Copy the original marketing list to static and remove the contacts by using Advanced Find. Add both marketing lists to the campaign.

B. Remove the contacts from the marketing list by using Advanced Find. Then add the marketing list to the campaign.

C. Create a new dynamic marketing list by using different purpose and source fields. Then add both marketing lists to the campaign.

D. Remove the contacts from the marketing list by using a Lookup. Then add the marketing list to the campaign.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 106
Topic #: 2
[All MB-210 Questions]

HOTSPOT
-

A customer plans to track external individuals who influence an opportunity.

The sales manager wants to add a new role named influencer to identify these individuals.

You need to create the role.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Criterion	Setup
Role type	Resource role Connection role Relationship role
Role category	Sales Business Sales team Stakeholder

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 107
Topic #: 2
[All MB-210 Questions]

HOTSPOT
-

A salesperson closes an opportunity for a customer as lost. The customer reconsiders and asks the salesperson to create an invoice for the opportunity.

The salesperson wants an invoice that meets the following requirements:

- Create the invoice without making changes to the original opportunity.
- Add tax to the invoice.

You need to create the invoice.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Create the invoice.	Create an invoice from the closed opportunity. Create a new invoice and use Add Products to add products from the opportunity. Create a new invoice and use Get Products to add products from an opportunity. Create a quote from the closed opportunity and then create the invoice from the quote.
Add tax to the invoice.	Add a tax percent on the invoice. Add a tax amount on the invoice. Add a tax percent on each product line. Add a tax amount on each product line.

Show Suggested Answer

Actual exam question from Microsoft's MB-210
Question #: 108
Topic #: 2
[All MB-210 Questions]

HOTSPOT
-

You are a Dynamics 365 Sales administrator. You set the fiscal year to begin in January.

A sales manager needs a monthly forecast for the next three years that starts in August of the next year.

You need to configure the forecast using the fewest number of forecasts.

How should you configure each requirement? To answer, select the appropriate options in the answer are:

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
How many forecasts are needed?	1 3 4 5
What is the starting period for the forecast?	current year next year last year of the forecast last open year
How many periods are needed?	12 36 48 60

Show Suggested Answer