MB-210Q&As

Microsoft Dynamics 365 Sales

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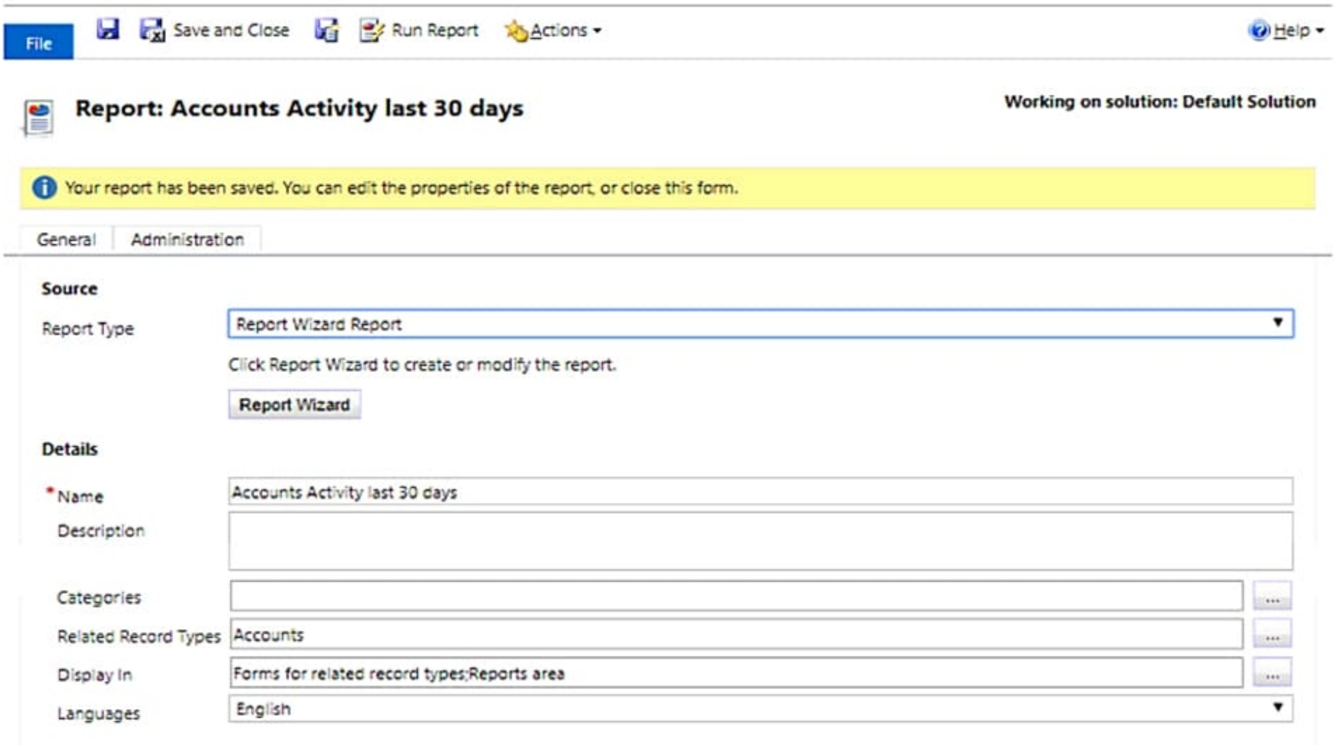
QUESTION 1

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:

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

Correct Answer:

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

QUESTION 2

HOTSPOT

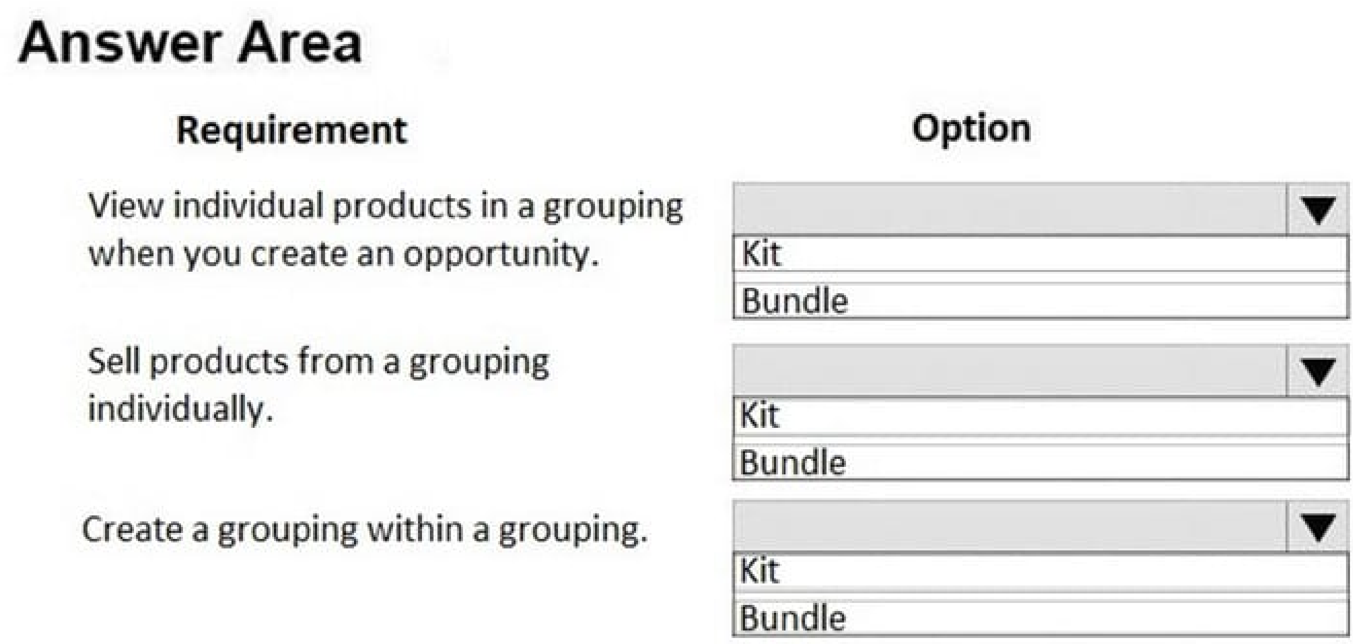
You use Dynamics 365 for Sales system customizer.

You need to create product kits and bundles.

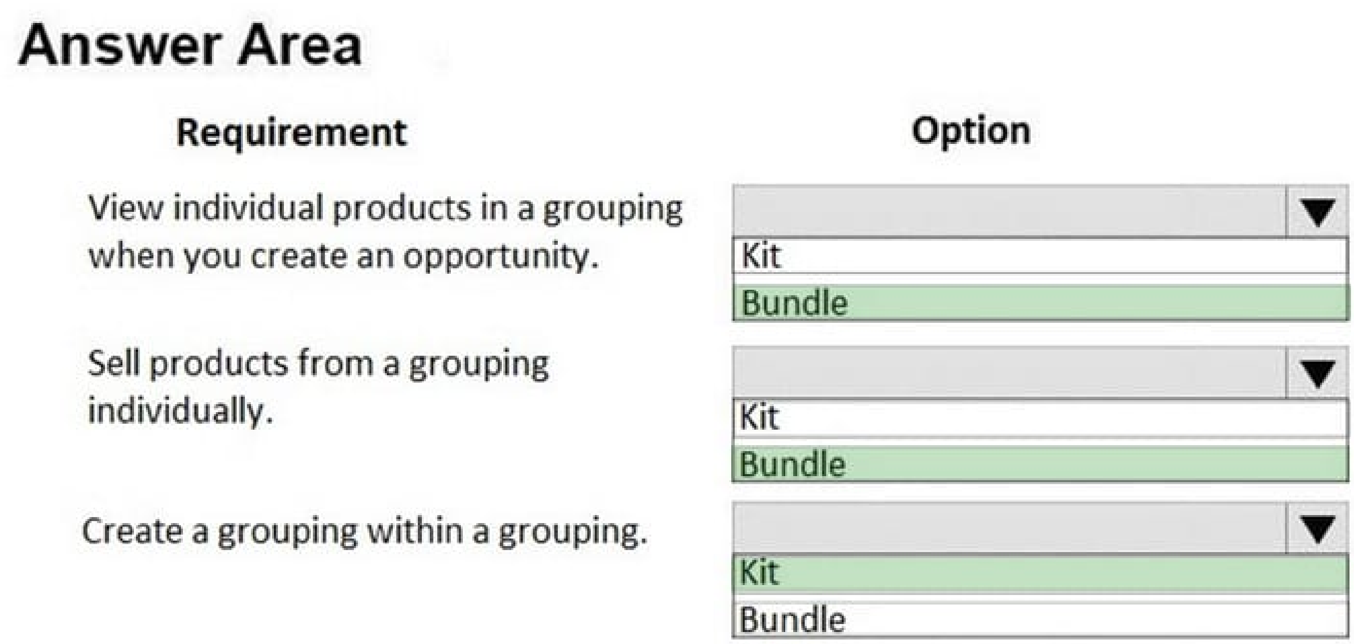
What should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-bundles-sell-multiple-items-together

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QUESTION 3

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

Correct Answer: D

QUESTION 4

CompanyA uses Dynamics 365 Sales.

A sales manager identifies an increase in lost sales in a specific regional territory due to the opening of CompanyB.

CompanyB offers a large one-time discount to customers who place orders with them.

You need to configure CompanyA\\'s system to track the lost sales due to the discount.

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

NOTE: Each correct selection is worth one point.

A. Create a product that represents CompanyB\\'s product.

B. Associate the competitor to the contact.

C. Create a new sales forecast.

D. Create a new reason code.

E. Associate the competitor to the opportunity.

F. Create a new competitor record.

Correct Answer: DEF

QUESTION 5

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.

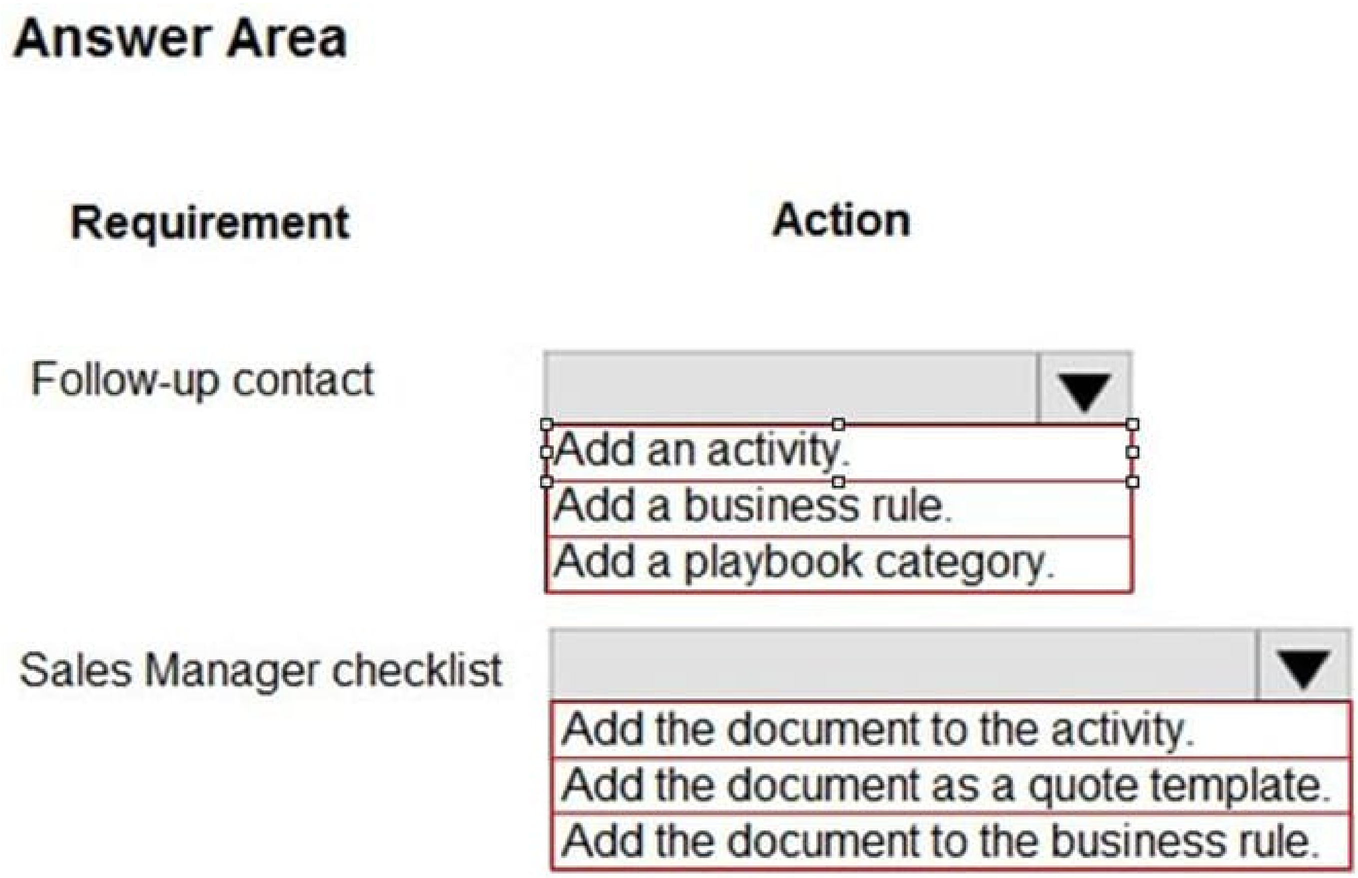
All quotes for new customers must be reviewed and approved by the sales manager for specific criteria.

You need to configure playbooks to meet the requirements.

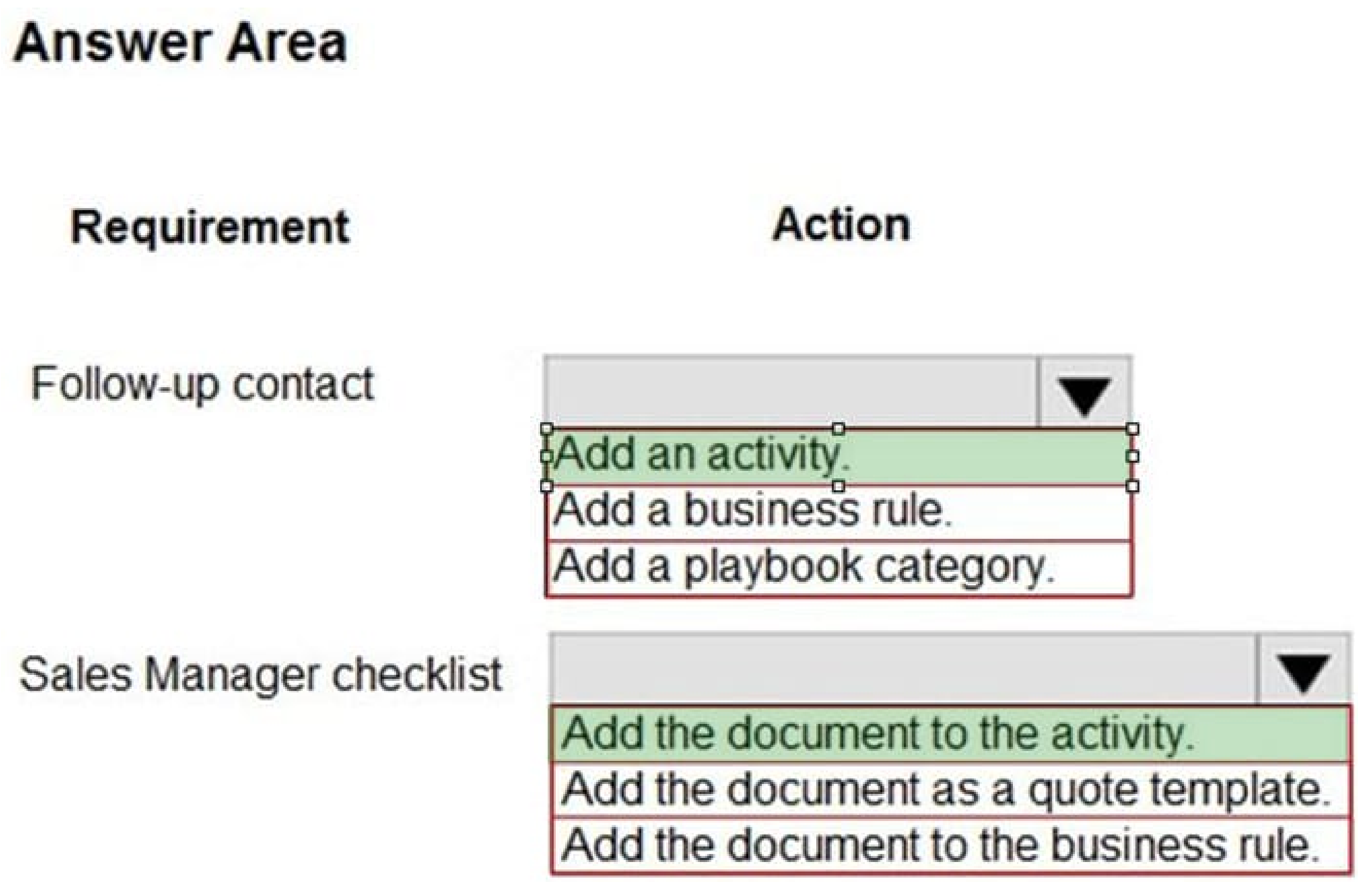
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



QUESTION 6

A company uses Dynamics 365 Sales.

You need to configure the Sales Insights sales accelerator.

What should you create?

A. Insight cards

B. Leads

C. Communication frequency

D. Sequences

Correct Answer: C

QUESTION 7

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.

Correct Answer: B

QUESTION 8

A company creates a new table named Locations.

The sales team wants the Locations table visible in the Sales Hub.

You need to make the Locations table visible.

What should you do?

A. Add Location to the App Designer.

B. Create a Location Sub Area.

C. Create a Location Group.

D. Add Location as an Area.

Correct Answer: A

QUESTION 9

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:

1.

Utah to California is the West territory

2.

Illinois to Colorado is the Central territory.

3.

Maine to Indiana is the East territory.

The company wants the territories set up as follows:

1.

Salespersons 1 and 2 sell in the West territory.

2.

Salespersons 5 and 6 sell in the Central territory.

3.

Salespersons 3 and 4 sell in the East territory.

4.

Postal code for each state used as the location.

You need to set up the territories.

Solution:

1.

Create the West territory and add the manager.

2.

Add members and save.

3.

Repeat for the Central and East territories.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/admin/set-up-sales-territories-organize-business-markets-geographical-area?view=op-9-1 https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-territories

QUESTION 10

You are a salesperson using Dynamics 365 for Sales.

You need to revise an active quote.

What happens to the original quote record?

A. The quote is deleted

B. The quote is converted into an order and a copy of the quote is put in draft mode for modification

C. The original quote is put in draft mode for modification

D. The quote is closed, and a copy of the quote is put in draft mode for modification

Correct Answer: D

https://learn.microsoft.com/en-us/dynamics365/project-operations/sales/activation-and-revision

QUESTION 11

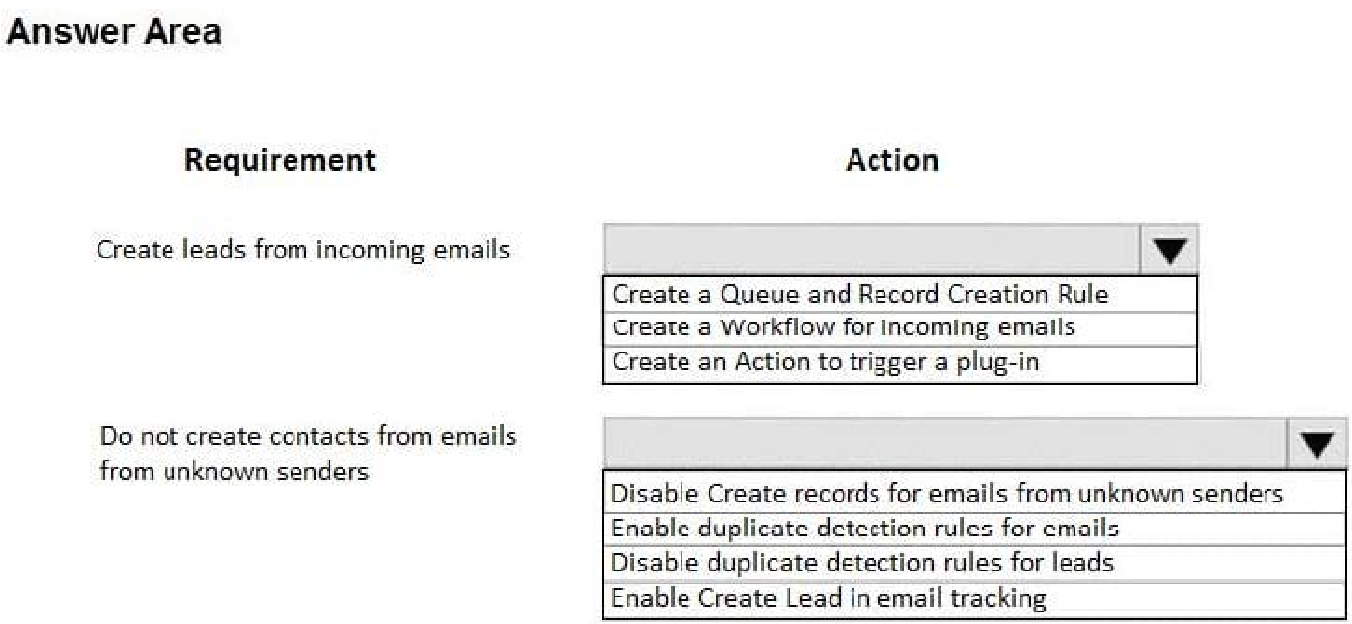
HOTSPOT

You need to configure the system for incoming email to support creation of leads from email 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:



Correct Answer:

Answer Area

Requirement	Action
Create leads from incoming emails	Create a Queue and Record Creation Rule Create a Workflow for incoming emails Create an Action to trigger a plug-in
Do not create contacts from emails from unknown senders	Disable Create records for emails from unknown senders Enable duplicate detection rules for emails Disable duplicate detection rules for leads Enable Create Lead in email tracking

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-rules-to-automatically-create-or-update-records

QUESTION 12

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. Create a Dynamics 365 business unit.

B. Configure data loss prevention (DLP).

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

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

Correct Answer: D

QUESTION 13

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

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

You are a Dynamics 365 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

Correct Answer: B

QUESTION 14

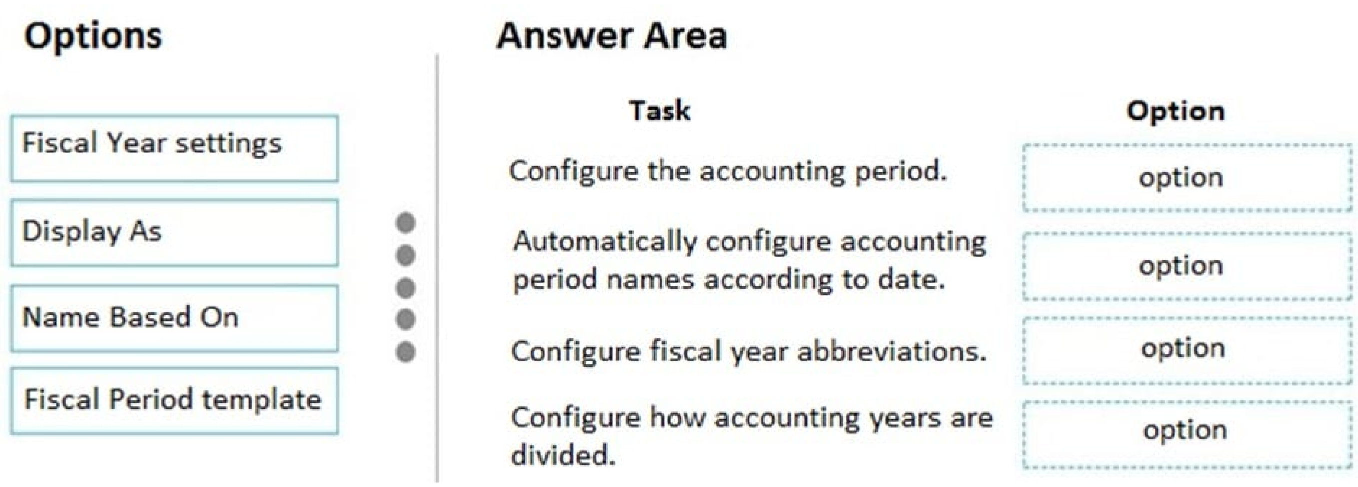
DRAG DROP

You need to configure accounting options.

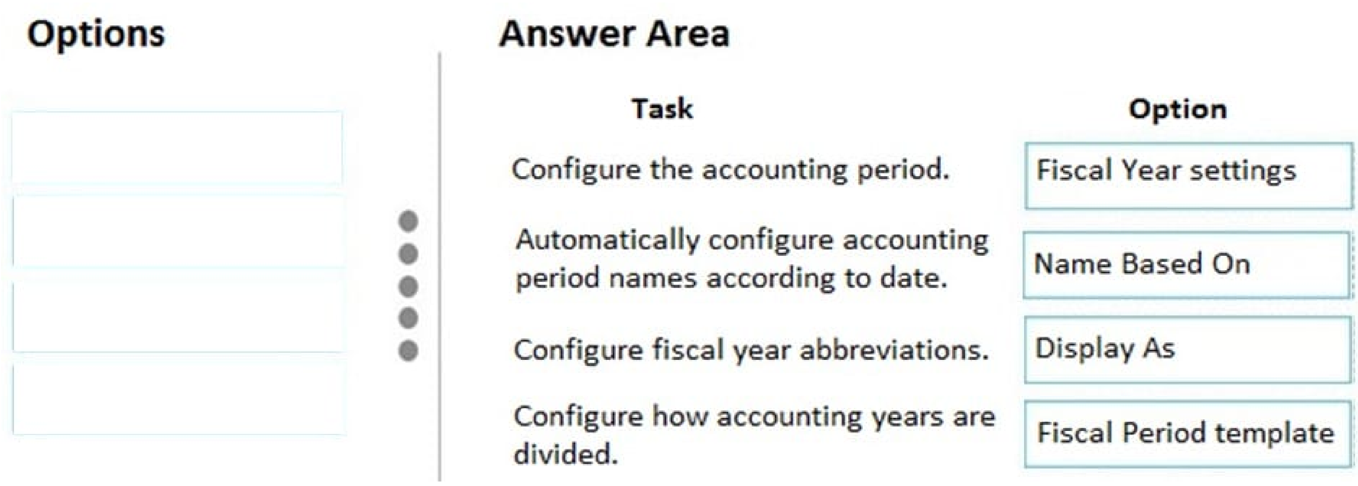
Which options should you use? To answer, drag the appropriate options to the correct tasks. Each option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/power-platform/admin/work-fiscal-year-settings

QUESTION 15

HOTSPOT

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

1.

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

2.

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:

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.

Correct Answer:

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.

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales

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