



MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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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

Correct Answer:

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

QUESTION 2

You need to determine which fields are required when opportunities are marked as lost.

Which fields are required?

A. Status and Stakeholders



- B. Status and Contact
- C. Status Reason and Competitor
- D. Status Reason and Description

Correct Answer: C

QUESTION 3

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:

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 records creation

Correct Answer:



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 records creation

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

QUESTION 4

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

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contract-case-article-quote-order-invoice-campaign-category-knowledge-articles>

QUESTION 5

HOTSPOT

You use Dynamics 365 for Sales.

You need to add products to an invoice.

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



NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Option
Add a product from an opportunity.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Existing Product</div><div style="padding: 2px;">Write-In Product</div><div style="padding: 2px;">Get Products</div></div>
Add a product from a price list.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Existing Product</div><div style="padding: 2px;">Write-In Product</div><div style="padding: 2px;">Get Products</div></div>
Add a product that does not exist in the product catalog.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Existing Product</div><div style="padding: 2px;">Write-In Product</div><div style="padding: 2px;">Get Products</div></div>

Correct Answer:



Answer Area

Scenario	Option			
Add a product from an opportunity.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				
Add a product from a price list.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				
Add a product that does not exist in the product catalog.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				

QUESTION 6

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:

1.
Create an order from a quote.
2.
Close the associated opportunity as won.
3.
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.

Correct Answer: AB

QUESTION 7

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.

Correct Answer: D

QUESTION 8

You need to resolve the sales manager's issue regarding private box customers. What should you do?

- A. Convert all incoming phone calls to leads.
- B. Convert the sales manager's emails to opportunities.
- C. Convert the sales manager's emails to leads.
- D. Convert the dean's phone call to an opportunity.

Correct Answer: A

QUESTION 9

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

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-competitor-record-sales>

QUESTION 10

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

Correct Answer: BCD

QUESTION 11

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	<div style="border: 1px solid gray; padding: 2px;"><div style="border-bottom: 1px solid gray; padding: 2px;">▼</div><div style="padding: 2px;">Track the email from Advanced Find</div><div style="padding: 2px;">Set the regarding field on the email from Dynamics 365 App for Outlook</div></div>
New email	<div style="border: 1px solid gray; padding: 2px;"><div style="border-bottom: 1px solid gray; padding: 2px;">▼</div><div style="padding: 2px;">Add an email from Lead Timeline</div><div style="padding: 2px;">Insert a Lead email template</div></div>

Correct Answer:

Answer Area

Type	Action
Existing email	<div style="border: 1px solid gray; padding: 2px;"><div style="border-bottom: 1px solid gray; padding: 2px;">▼</div><div style="padding: 2px;">Track the email from Advanced Find</div><div style="padding: 2px; background-color: #e0ffe0;">Set the regarding field on the email from Dynamics 365 App for Outlook</div></div>
New email	<div style="border: 1px solid gray; padding: 2px;"><div style="border-bottom: 1px solid gray; padding: 2px;">▼</div><div style="padding: 2px;">Add an email from Lead Timeline</div><div style="padding: 2px; background-color: #e0ffe0;">Insert a Lead email template</div></div>

QUESTION 12

You need to determine the cause of the issue with desktop users and business cards. What is the cause of the issue?

- A. The AI Builder Business Card control needs to be configured for the field on the form.
- B. The field needs to be added to the form.
- C. A business rule needs to be set up to show the field.
- D. The users do not have the appropriate permissions.
- E. Show image on the form is not selected in Form Properties.

Correct Answer: B

QUESTION 13

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

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contract-case-article-quote-order-invoice-campaign-category-knowledge-articles>

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