

mb-210 Dumps

Microsoft Dynamics 365 for Sales

<https://www.certleader.com/mb-210-dumps.html>



NEW QUESTION 1

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

You are a Dynamics 365 for Sales system customizer.

You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form. Solution: Use Unified Interface apps.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms>

NEW QUESTION 2

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency decimal precision and currency display options.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 3

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency code and symbol so that both are displayed.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW 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. 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

Answer: B

Explanation:

References:

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

NEW QUESTION 5

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

Answer: D

NEW QUESTION 6

DRAG DROP

You are a Dynamics 365 administrator.

You need to configure action cards in Relationship Assistant.

Which action card should you enable for each scenario? To answer, drag the appropriate action cards to the correct scenarios. Each action card may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Action cards	Answer Area	
Base	Scenario	Action card
Email from Microsoft Exchange	Upcoming meeting reminder	Action card
Email engagement	An email is opened	Action card
Today		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://community.dynamics.com/crm/b/crmpowerobjects/archive/2018/12/31/enable-and-configure-relationship-assistant>

NEW QUESTION 7

HOTSPOT

You are a Dynamics 365 for 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:

Answer Area	
Requirement	Technology or feature
Install and configure additional required software.	<div></div> <div>Social engagement</div> <div>Dynamics 365 AI for Sales</div>
Ensure that Social Assistant can be used on a dashboard	<div></div> <div>Relationship Assistant</div> <div>Search topics</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
Requirement	Technology or feature
Install and configure additional required software.	<div></div> <div>Social engagement</div> <div>Dynamics 365 AI for Sales</div>
Ensure that Social Assistant can be used on a dashboard	<div></div> <div>Relationship Assistant</div> <div>Search topics</div>

NEW QUESTION 8

You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.

You need to create an interactive dashboard.

Which three entities can you use? Each correct answer presents c complete solution.

NOTE: Each correct selection is worth one point.

- A. Queue Item
- B. Opportunity

- C. Knowledge Article
- D. Case
- E. Invoice

Answer: ACD

Explanation:

References:

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

NEW QUESTION 9

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:

Actions	Answer Area
Add custom views using Versium Predict solution	
Authenticate Versium Predict	
Install Versium Predict from the Dynamics 365 Administration Center	
Install Versium Predict from Microsoft AppSource	
Add custom views using web resources	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Add custom views using Versium Predict solution	Install Versium Predict from Microsoft AppSource
	Authenticate Versium Predict
Install Versium Predict from the Dynamics 365 Administration Center	Add custom views using web resources

NEW QUESTION 10

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

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-when-business-closed-csh>

NEW QUESTION 10

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	<div> <div>⏪</div> <div>⏩</div> <div>⏴</div> <div>⏵</div> </div>
Add the owner field from the opportunity to the view	
Add the duration and active stage started on the view of the opportunity	
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	
Create a chart on the opportunity entity and use the new view to include the necessary fields	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	Create a view of the business process flow entity and include duration and Active Stage Started On
	Create a chart on the opportunity entity and use the new view to include the necessary fields
Add the duration and active stage started on the view of the opportunity	Add the owner field from the opportunity to the view
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	

NEW QUESTION 12

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

Answer: C

NEW QUESTION 16

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

Answer: B

NEW QUESTION 17

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Add a new currency and configure the currency precision and symbol.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 21

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 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

Answer: B

NEW QUESTION 23

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 – Business Manager

Answer: D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area>

NEW QUESTION 27

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:

Question	Action
What must you do when you close a successful sale?	<div>▼</div> <div>Close a qualified</div> <div>Close as won</div>
What must you do to close the opportunity?	<div>▼</div> <div>Fill out the competitor</div> <div>Fill out the actual revenue</div> <div>Fill out the description</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question	Action
What must you do when you close a successful sale?	<div>▼</div> <div>Close a qualified</div> <div>Close as won</div>
What must you do to close the opportunity?	<div>▼</div> <div>Fill out the competitor</div> <div>Fill out the actual revenue</div> <div>Fill out the description</div>

NEW QUESTION 28

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:

Question	Action
What must you do when you close a successful sale?	<div>▼</div> <div>Close a qualified</div> <div>Close as won</div>
What must you do to close the opportunity?	<div>▼</div> <div>Fill out the competitor</div> <div>Fill out the actual revenue</div> <div>Fill out the description</div>

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

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 31

HOTSPOT

You use opportunities with products and price lists in Dynamics 365 for Sales.

You need to add products that 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:

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

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 33

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:

Scenario	Status reason
A lead is created and contacted by phone.	<div><div></div><div>New-Contacted</div><div>Open-Contacted</div><div>Qualified-New</div><div>Qualified-Qualified</div></div>
A lead has no contact method available.	<div><div></div><div>Open-Cannot Contact</div><div>Qualified-Cannot Contact</div><div>Disqualified-Cannot Contact</div></div>
A lead is ready to be an opportunity.	<div><div></div><div>Qualified-New</div><div>Qualified-Qualified</div><div>Qualified-Closed</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Status reason
A lead is created and contacted by phone.	<div><div></div><div>New-Contacted</div><div>Open-Contacted</div><div>Qualified-New</div><div>Qualified-Qualified</div></div>
A lead has no contact method available.	<div><div></div><div>Open-Cannot Contact</div><div>Qualified-Cannot Contact</div><div>Disqualified-Cannot Contact</div></div>
A lead is ready to be an opportunity.	<div><div></div><div>Qualified-New</div><div>Qualified-Qualified</div><div>Qualified-Closed</div></div>

NEW QUESTION 37

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:

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 38

You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity. User1 asks a user named User2 to assist with the opportunity while she is on vacation. You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity. What should you do?

- A. Share the record with User2
- B. Grant User2 the security role
- C. Instruct User2 to follow the record
- D. Add User2 to the Sales team

Answer: A

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records>

NEW QUESTION 39

HOTSPOT
You send a quote to a client. The client calls and negotiates a better price. You need to send a revised quote to the client. What is required to modify the quote? To answer, select
NOTE: Each correct selection is worth one point.
Hot Area:

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 41

You create an invoice with products and services for a customer. You need to add pricing for a product that is not available in the product catalog. What should you do?

- A. Add the product to the order and use Get Products

- B. Add a write-in product
- C. Add an existing product and change the name and price
- D. Add the product to the quote and use Get Products

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quote-order-invoice>

NEW QUESTION 44

You are a Dynamics 365 for Sales administrator.

The sales team is having difficulty locating related products.

You need to make it easier for the sales team to find groups of products that are similar. What should you use?

- A. Related products
- B. Product bundles
- C. Product families
- D. Product unit groups

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-related-products-increase-chances-sales>

NEW QUESTION 49

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

Answer: B

NEW QUESTION 50

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

Answer: B

NEW QUESTION 55

You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.

You need to create a product family. What should you do?

- A. Add a new product family to an existing product family
- B. Delete the existing price list and create a new one
- C. Create a unit group for use with the product family
- D. Add a parent product family to an existing product family

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-family>

NEW QUESTION 56

You are a Dynamics 365 for Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

- A. the highest needed to sell the product or service
- B. the least frequently used to sell the service
- C. the most frequently used to sell the service
- D. the lowest needed to sell the product or service

Answer: D

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-professional/create-unit-group-add-units>**NEW QUESTION 59**

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase. The customer is now ready to complete the purchase.

You need to create a quote from the opportunity. Solution: Close the opportunity as won.

Does the solution meet the goal?

A. Yes

B. No

Answer: B**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>**NEW QUESTION 62**

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase. The customer is now ready to complete the purchase.

You need to create a quote from the opportunity. Solution: Convert the Opportunity to a quote. Does the solution meet the goal?

A. Yes

B. No

Answer: A**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>**NEW QUESTION 64**

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase. The customer is now ready to complete the purchase.

You need to create a quote from the opportunity. Solution: Qualify the opportunity.

Does the solution meet the goal?

A. Yes

B. No

Answer: B**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>**NEW QUESTION 68**

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

Answer: C**NEW QUESTION 70**

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><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product from a price list.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product that does not exist in the product catalog.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario	Option
Add a product from an opportunity.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product from a price list.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>
Add a product that does not exist in the product catalog.	<div><div></div><div>Existing Product</div><div>Write-In Product</div><div>Get Products</div></div>

NEW QUESTION 75

HOTSPOT

You use Dynamics 365 for Sales system customizer. You need to create product kits and bundles. What should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

NEW QUESTION 77

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Thank You for Trying Our Product

* 100% Pass or Money Back

All our products come with a 90-day Money Back Guarantee.

* One year free update

You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

We currently serve more than 30,000,000 customers.

* Shop Securely

All transactions are protected by VeriSign!

100% Pass Your mb-210 Exam with Our Prep Materials Via below:

<https://www.certleader.com/mb-210-dumps.html>