Microsoft

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

NEW QUESTION 1
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A company plans to move their headquarters from the United States to Europe.
You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency code and symbol so that both are displayed.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

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 default currency.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 3
DRAG DROP
You use Dynamics 365 for Sales.
You are in stage two of business process flow that has five stages. You need to use multiple business process flows.
Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action may be used once, more than once, or not at all.
You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 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
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 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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 6
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 7
DRAG DROP
You manage a Dynamics 365 environment for 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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 8
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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 9
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   All opportunities by current state

No Data   No Data

Active Opportunities		Amount	Prob		Weighted
Other					
Total			0		

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

Service Summary

Satisfaction (all closed cases)   Status Reason (all cases)

Problem Solved
In Progress
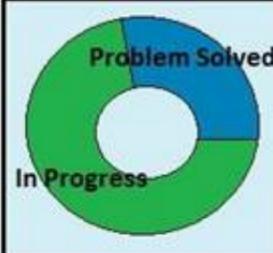
Additional Contacts
Yvonne McKay (sample) - Purchasing Manager - (555-0100)

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10
You are an administrator for Dynamics 365 for Sales.
You need to ensure that a user can install and configure the Social Selling Assistant. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Grant the user the sales manager role
B. Assign the user a license for Microsoft Dynamics 365 (online) or Microsoft Social Engagement
C. Assign the user a license for both Microsoft Dynamics 365 (online) and Microsoft Social Engagement
D. Grant the user the system administrator or system customizer role

Answer: CD

Explanation:
References:
https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8)

NEW QUESTION 10
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 14
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 18
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: On the last stage of the business process flow, select Finish.
Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 22
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 26
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

Answer: A

NEW QUESTION 31
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 36
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

Answer: C

NEW QUESTION 41
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:
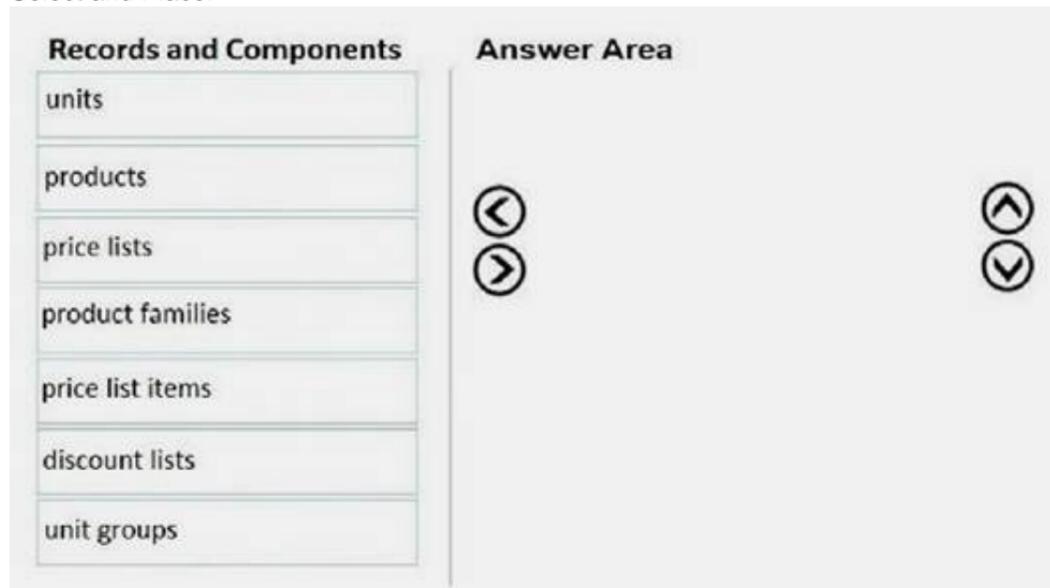
A. Mastered
B. Not Mastered

Answer: A

Explanation:
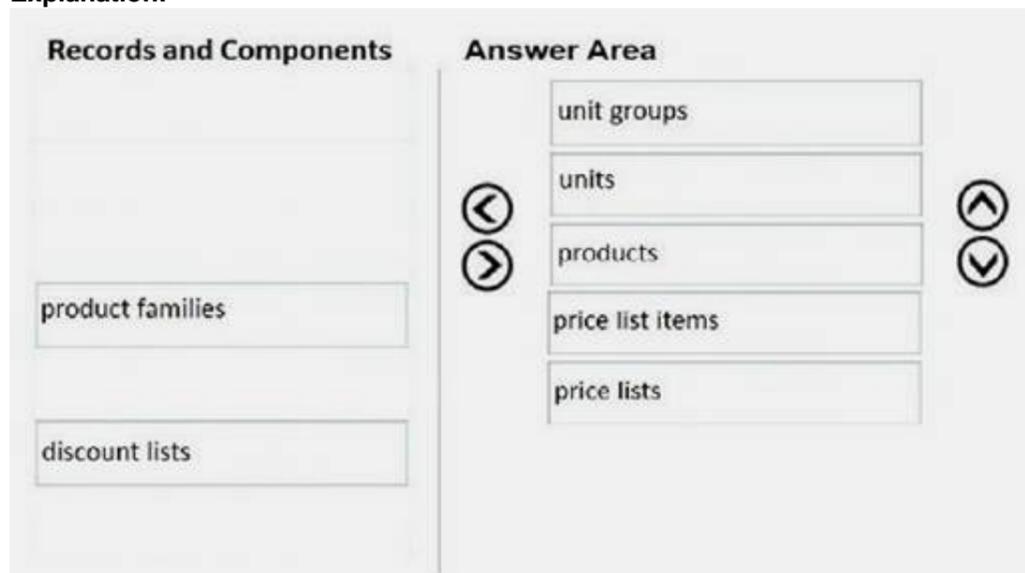
NEW QUESTION 44
You are a Dynamics 365 for Sales administrator.

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 47
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 48
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 51
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.	Existing Product / Write-In Product / Get Products
Add a product from a price list.	Existing Product / Write-In Product / Get Products
Add a product that does not exist in the product catalog.	Existing Product / Write-In Product / Get Products

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

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

NEW QUESTION 55
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

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 60
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