

## Exam Questions mb-210

Microsoft Dynamics 365 for Sales

<https://www.2passeasy.com/dumps/mb-210/>



**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 decimal precision and currency display options. Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

**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**

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

**Answer: A**

**NEW QUESTION 4**

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	
	Scenario	Action card
Base	Upcoming meeting reminder	Action card
Email from Microsoft Exchange	An email is opened	Action card
Email engagement		
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 5**

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 style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Social engagement                      Dynamics 365 AI for Sales                 </div> </div>
Ensure that Social Assistant can be used on a dashboard	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Relationship Assistant                      Search topics                 </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Requirement	Technology or feature
Install and configure additional required software.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px; background-color: #e0ffe0;">                     Social engagement                      Dynamics 365 AI for Sales                 </div> </div>
Ensure that Social Assistant can be used on a dashboard	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px; background-color: #e0ffe0;">                     Relationship Assistant                      Search topics                 </div> </div>

**NEW QUESTION 6**

DRAG DROP

You are configuring Dynamics 365 for 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.

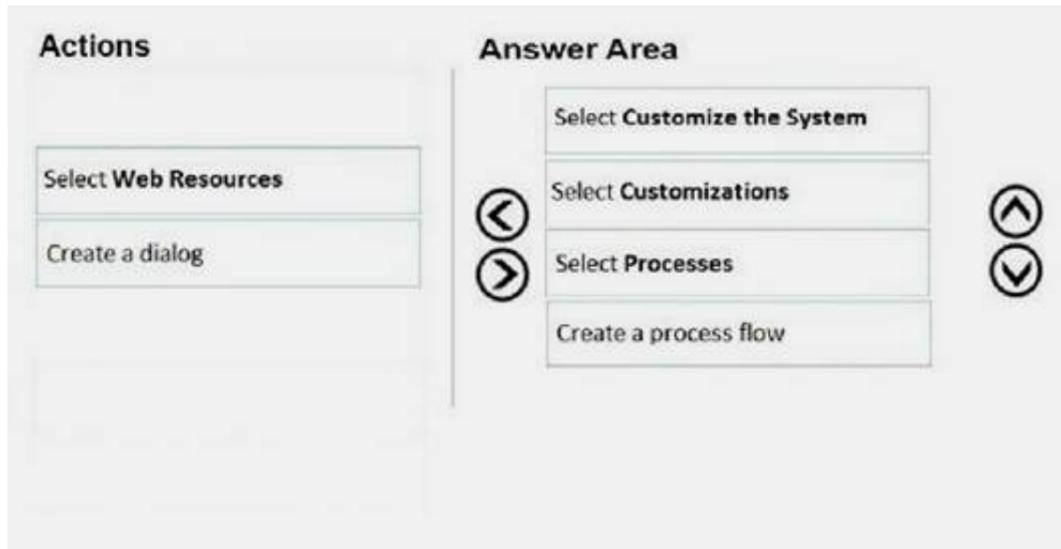
Select and Place:

Actions	Answer Area
Select <b>Customize the System</b>	<div style="display: flex; flex-direction: column; align-items: center; gap: 10px;"> <div style="display: flex; justify-content: space-between; width: 100%;"> <span>⬅</span> <span>➡</span> </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <span>⬆</span> <span>⬇</span> </div> </div>
Select <b>Web Resources</b>	
Create a dialog	
Create a process flow	
Select <b>Customizations</b>	
Select <b>Processes</b>	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 7**

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

**Answer: A**

**NEW QUESTION 8**

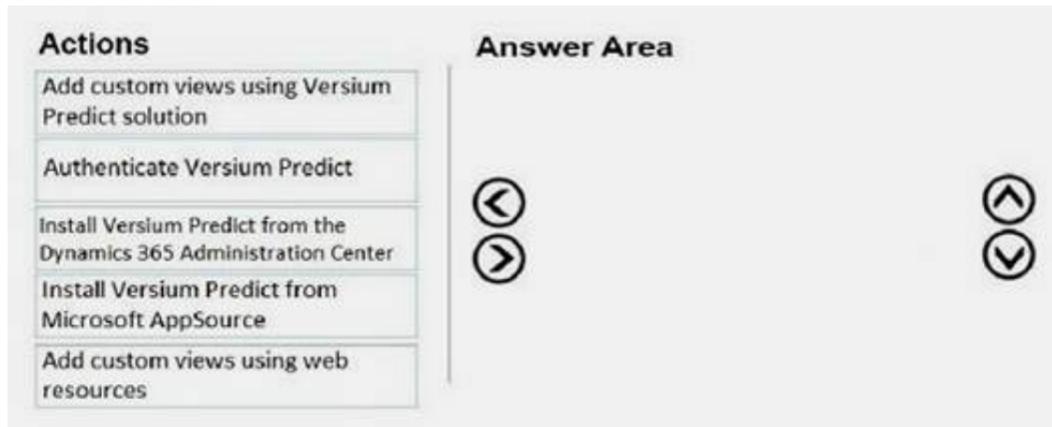
DRAG DROP

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.

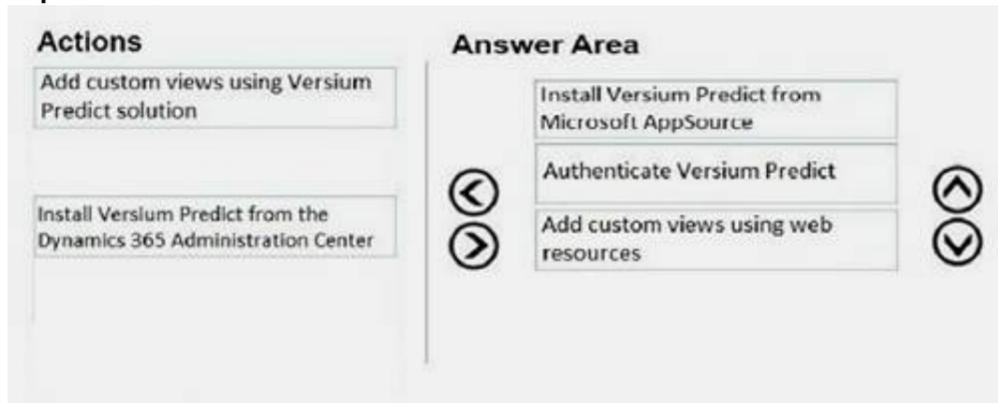
Select and Place:



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



**NEW QUESTION 9**

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**

- 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 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

**Answer Area**

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Actions**

- 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

**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 owner field from the opportunity to the view

**NEW QUESTION 10**

An organization uses sales dashboards in Dynamics 365.

You need to configure a single a 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.

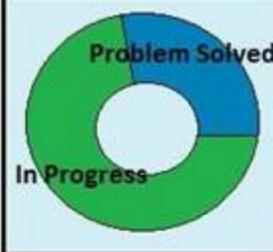
- A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
- B. Create all visuals in a Microsoft Power BI dashboar
- C. Embed the dashboard in Dynamics 365.
- D. Create tiles and a dashboard in Microsoft Power BI.
- E. Create charts with required data in Dynamics 365.
- F. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

**Answer:** ABE

**NEW QUESTION 12**

HOTSPOT

You run an Account Overview report for Fourth Coffee. The following results are displayed.

Account Overview as of:	11/13/2018	Status	Acct#												
<b>Fourth Coffee (sample)</b>		Active	ABSS4G45												
<b>Basic Profile</b> Parent Account: Relationship: Industry: Location: Renton, Tx Category: Website: <a href="http://www.fourthcoffee.com/">http://www.fourthcoffee.com/</a> Ownership: Ticker Symbol:	<b>Opportunity Summary</b> <a href="#">Active opportunities by probability</a> <a href="#">All opportunities by current state</a> No Data                                      No Data  <table border="1"> <thead> <tr> <th>Active Opportunities</th> <th>Amount</th> <th>Prob</th> <th>Weighted</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Total</b></td> <td></td> <td>0</td> <td></td> </tr> </tbody> </table>			Active Opportunities	Amount	Prob	Weighted	Other				<b>Total</b>		0	
Active Opportunities	Amount	Prob	Weighted												
Other															
<b>Total</b>		0													
<b>Primary Contact</b> <b>Yvonne McKay (sample)</b> Title: Purchasing Manager Location: Redmond, WA Business Phone: 555-0100 Mobile Phone: Home Phone: Fax: Pager: Email: someone_a@example.com	<b>Service Summary</b> <a href="#">Satisfaction (all closed cases)</a> <a href="#">Status Reason (all cases)</a> 														
<b>Additional Contacts</b> 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?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>▼</span> </div> <div style="padding: 2px;">           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         </div> </div>
Which type of account is Fourth Coffee?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>▼</span> </div> <div style="padding: 2px;">           Active            Parent Account            Inactive            Child Account         </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

### Answer Area

Question	Answer choice
Why is the satisfaction area blank?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>▼</span> </div> <div style="padding: 2px;">           There are no closed cases  <span style="background-color: #d9ead3; padding: 2px;">Users are not completing the satisfaction field</span>            The Reporting Service is down            Cases with the problem solved have not been closed         </div> </div>
Which type of account is Fourth Coffee?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>▼</span> </div> <div style="padding: 2px;"> <span style="background-color: #d9ead3; padding: 2px;">Active</span>            Parent Account            Inactive            Child Account         </div> </div>

**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 19**

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

Answer: A

**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 23**

**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.

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

**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.

**NEW QUESTION 24**

**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:

**Answer Area**

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<input type="text"/> Case Lead
You qualify a lead. For which entity is a record created?	<input type="text"/> Contact Case

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

**Answer Area**

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<input type="text"/> <span style="background-color: #d9ead3;">Case</span> Lead
You qualify a lead. For which entity is a record created?	<input type="text"/> <span style="background-color: #d9ead3;">Contact</span> Case

**NEW QUESTION 26**

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	<input type="text"/> Track the email from Advanced Find Set the regarding field on the email from Dynamics 365 App for Outlook
New email	<input type="text"/> Add an email from Lead Timeline Insert a Lead email template

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

**Answer Area**

Type	Action
Existing email	<input type="text"/> <span style="background-color: #d9ead3;">Track the email from Advanced Find</span> <span style="background-color: #d9ead3;">Set the regarding field on the email from Dynamics 365 App for Outlook</span>
New email	<input type="text"/> <span style="background-color: #d9ead3;">Add an email from Lead Timeline</span> <span style="background-color: #d9ead3;">Insert a Lead email template</span>

**NEW QUESTION 29**

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 33**

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:

Answer Area	
Question	Response
Which action should you perform?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Edit</div> <div style="padding: 2px;">Close Quote</div> <div style="padding: 2px;">Deactivate</div> <div style="padding: 2px;">Reopen Quote</div> </div>
What is the resulting status for the quote after you perform the action?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Draft</div> <div style="padding: 2px;">Revised</div> <div style="padding: 2px;">In Progress</div> <div style="padding: 2px;">Open</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
Question	Response
Which action should you perform?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px; background-color: #d9ead3;">Edit</div> <div style="padding: 2px;">Close Quote</div> <div style="padding: 2px;">Deactivate</div> <div style="padding: 2px;">Reopen Quote</div> </div>
What is the resulting status for the quote after you perform the action?	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px; background-color: #d9ead3;">Draft</div> <div style="padding: 2px;">Revised</div> <div style="padding: 2px;">In Progress</div> <div style="padding: 2px;">Open</div> </div>

**NEW QUESTION 34**

You are a salesperson using Dynamics 365 for 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

Answer: A

**NEW QUESTION 39**

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 40**

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

**Answer:** AD

**Explanation:**

References:

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

**NEW QUESTION 45**

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 46**

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

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 48**

**HOTSPOT**

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

From which sources 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:

Source entity	Source
Quote	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>
Order	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>
Invoice	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Lead</div> <div style="padding: 2px;">Opportunity</div> <div style="padding: 2px;">Quote</div> <div style="padding: 2px;">Order</div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

### Answer Area

Source entity	Source
Quote	<ul style="list-style-type: none"><li>Lead</li><li><b>Opportunity</b></li><li>Quote</li><li>Order</li></ul>
Order	<ul style="list-style-type: none"><li>Lead</li><li>Opportunity</li><li><b>Quote</b></li><li>Order</li></ul>
Invoice	<ul style="list-style-type: none"><li>Lead</li><li>Opportunity</li><li>Quote</li><li><b>Order</b></li></ul>

NEW QUESTION 51

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