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

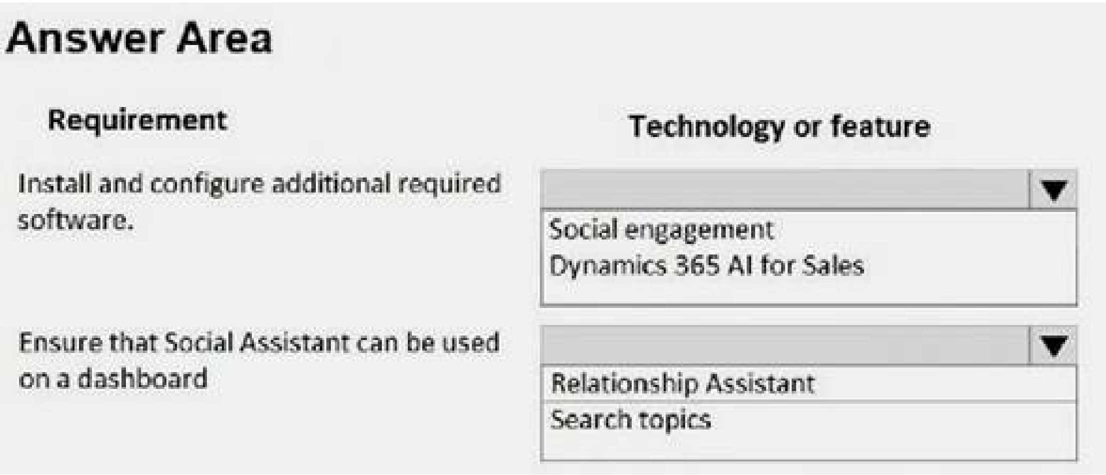
NEW QUESTION 4
DRAG DROP
You are a Dynamics 365 administrator.
You need to configure action cards in Relationship Assistant.
Which action card should you enable for each scenario? To answer, drag the appropriate action cards to the correct scenarios. Each action card may be used once, more than once, 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:

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:

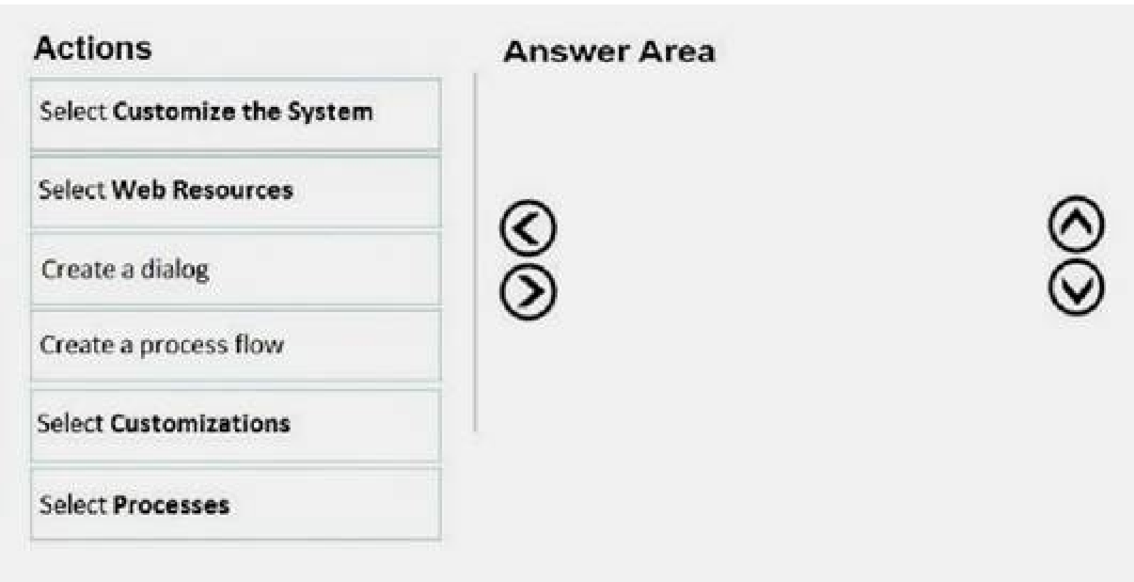


A. Mastered
B. Not Mastered

Answer: A

Explanation:

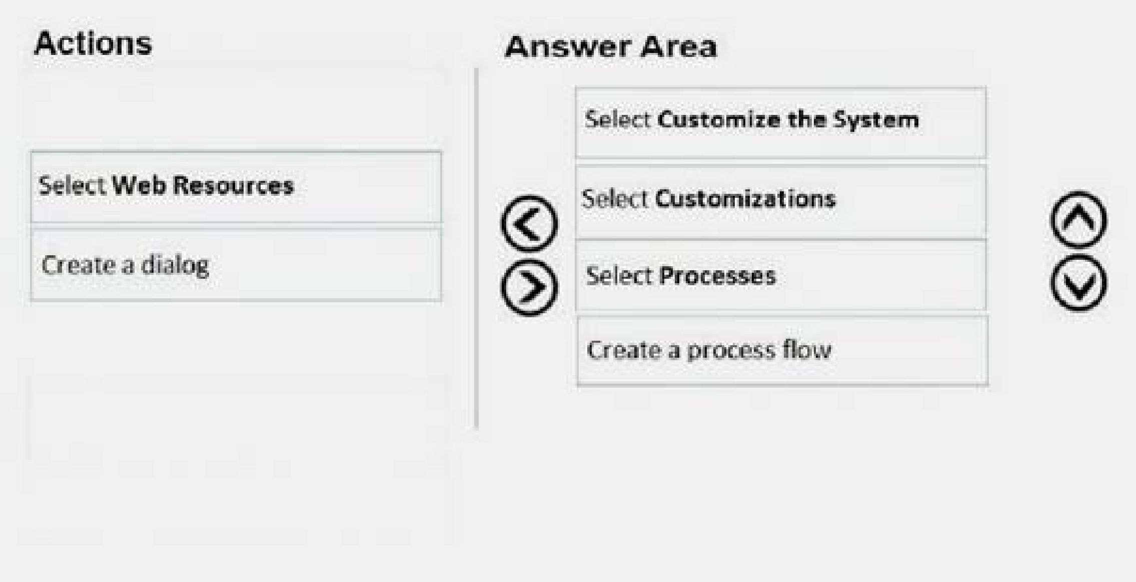
NEW QUESTION 6
DRAG DROP
You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.
You need to ensure that salespeople can move through the sales process and view progress.
Which four actions 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:

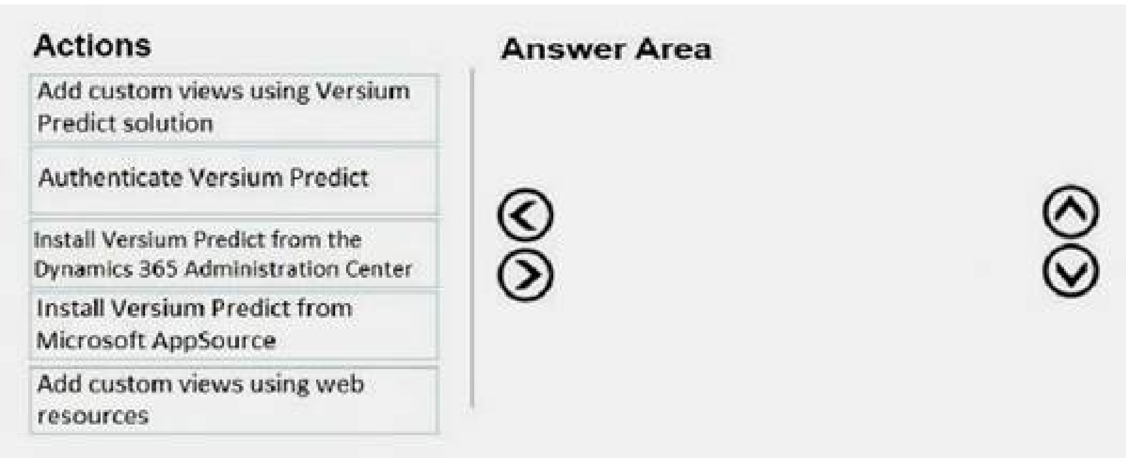


NEW QUESTION 7
You have opportunities that have values in multiple currencies. The currency exchange rate automatically updates.
You need to ensure that currency values are accurately reported.
When is the new currency exchange rate applied to the opportunity records?

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?

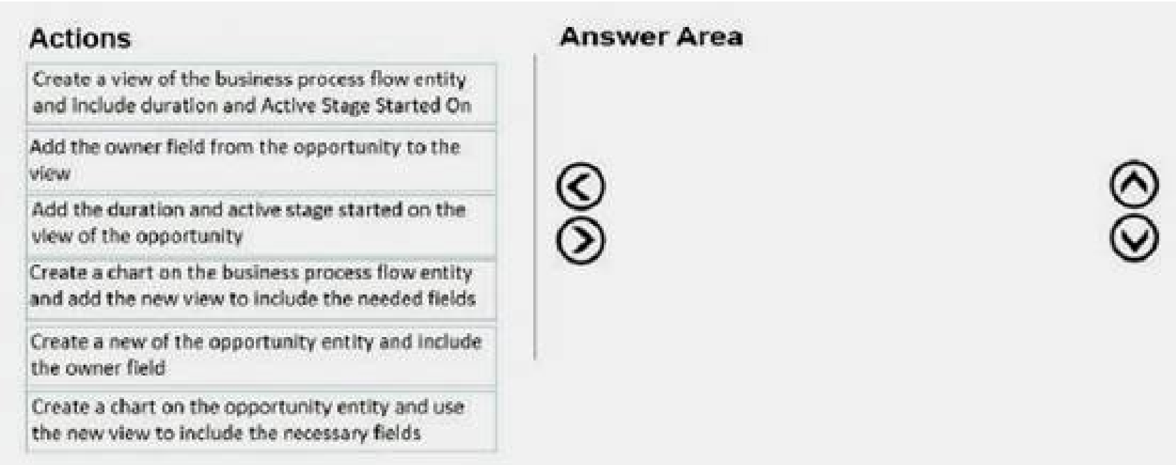
A. Events
B. Business closure

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

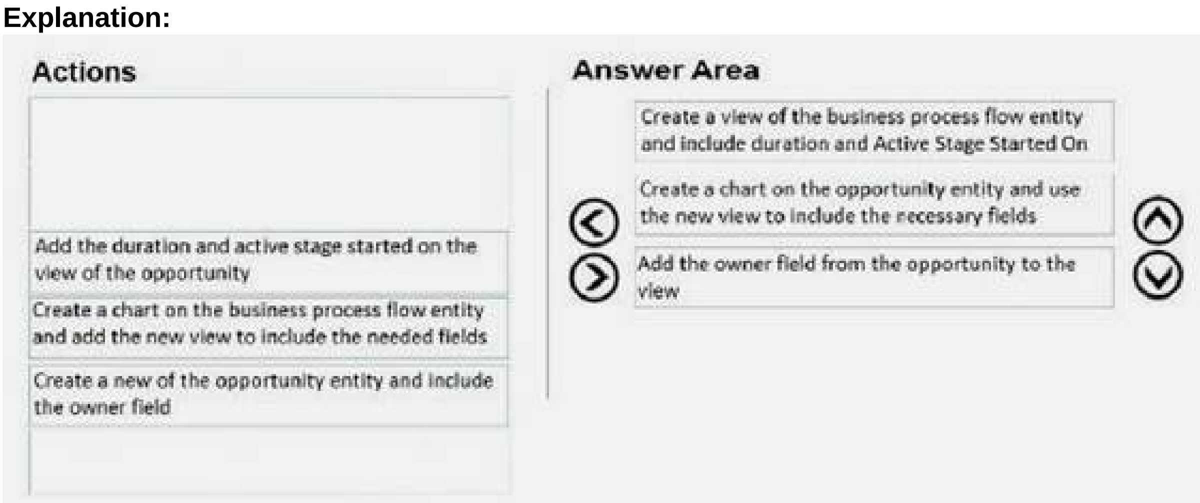
NEW QUESTION 10
DRAG DROP
You use opportunities with business process flows in Dynamics 365.
You do not have insight into the amount of time spent per process and when the last stage became active.
You need to create views and charts that give you this insight and that allow you to track by the owner 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:

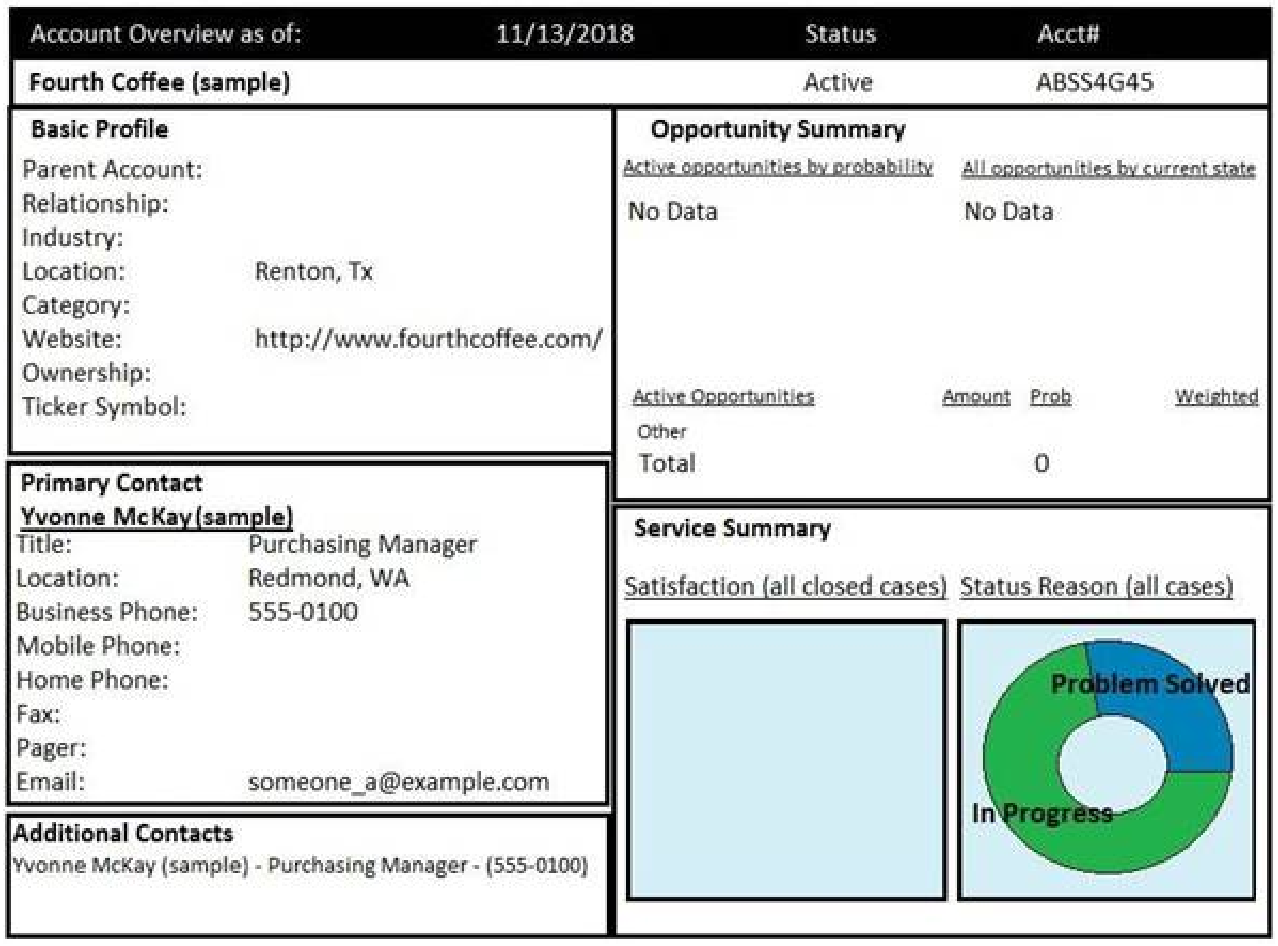


NEW QUESTION 10
An organization uses sales dashboards in Dynamics 365.
You need to configure a single a dashboard that includes the following data:
▪ both complex key performance indicators that are derived from external data and custom visuals real-time data on sales performance that is based on Dynamics 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#
Fourth Coffee (sample) Active ABSS4G45

Basic Profile
Parent Account:
Relationship:
Industry:
Location: Renton, Tx
Category:
Website: http://www.fourthcoffee.com/
Ownership:
Ticker Symbol:

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

Additional Contacts
Yvonne McKay (sample) - Purchasing Manager - (555-0100)

Opportunity Summary
Active opportunities by probability All opportunities by current state
No Data No Data
Active Opportunities Amount Prob Weighted
Other
Total 0

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

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 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?

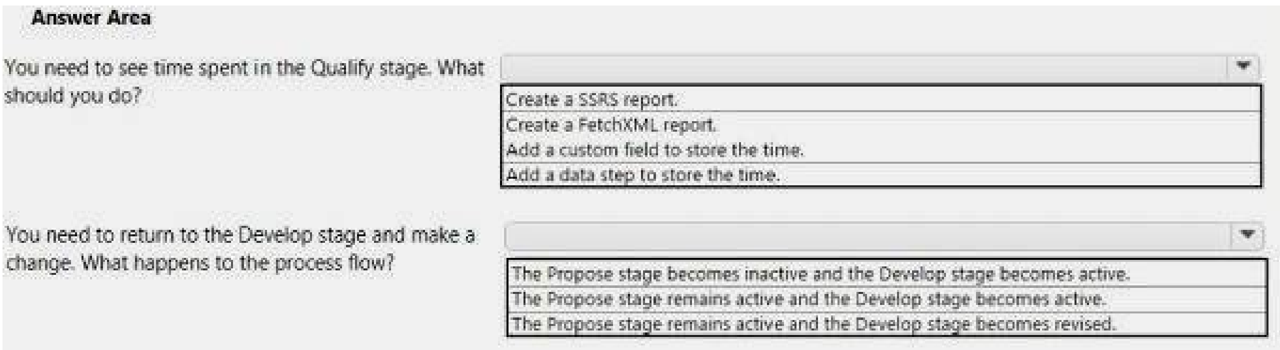
A. Reduce the auto number prefix to one character
B. Reduce the auto number prefix to two characters
C. Reduce the suffix length to four characters
D. Ensure that the prefix setting is read-only

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.

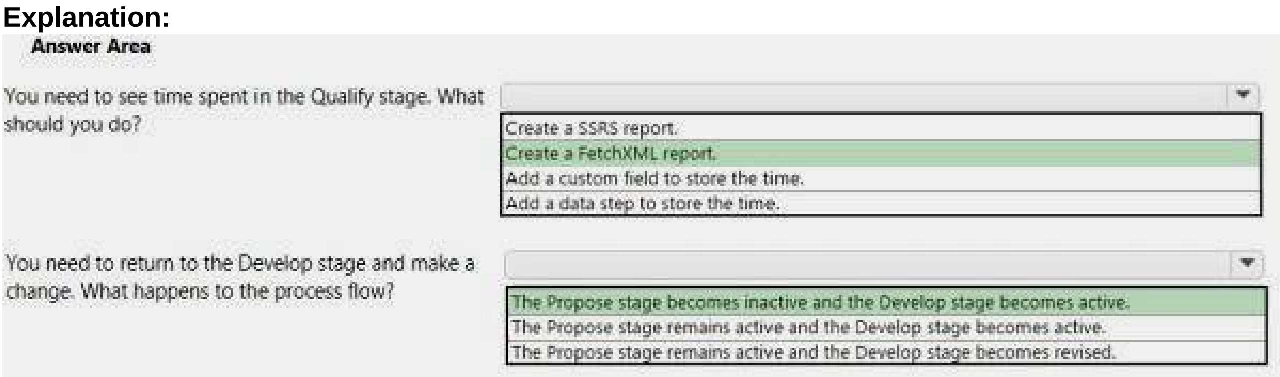
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.
Hot Area:



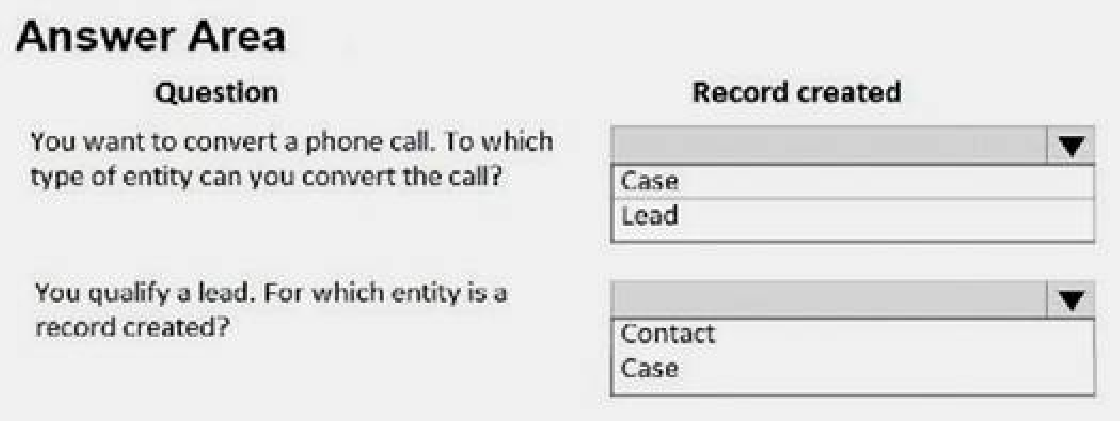
A. Mastered
B. Not Mastered

Answer: A

Explanation:

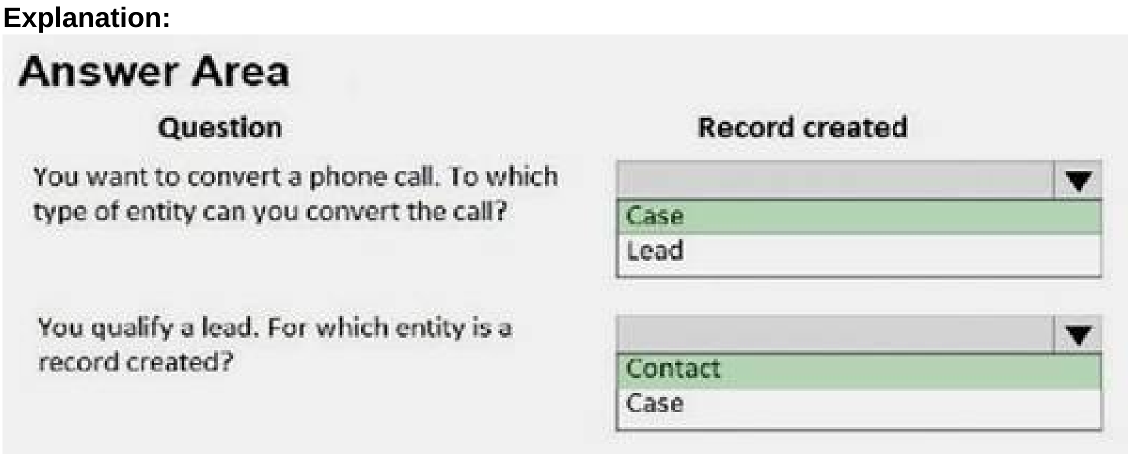


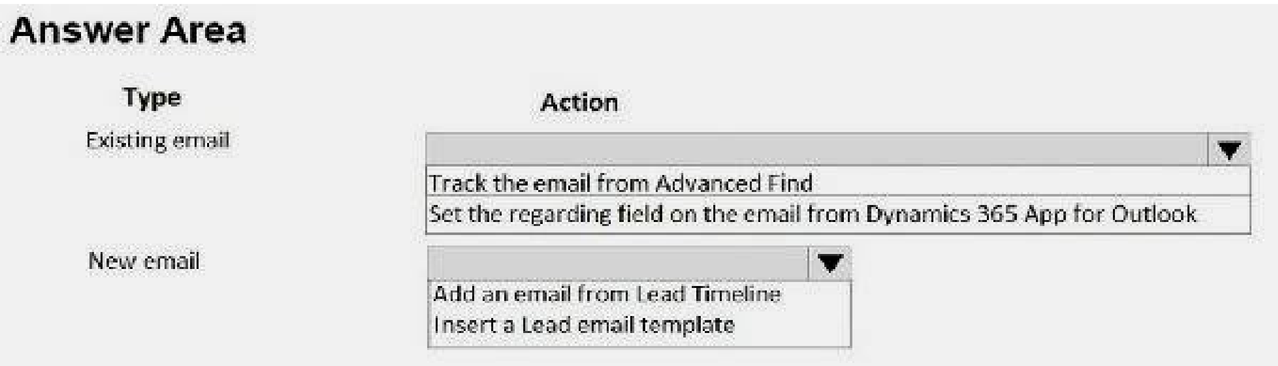
NEW QUESTION 24
HOTSPOT
You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads. You need to qualify leads and send phone calls to sales representatives.
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

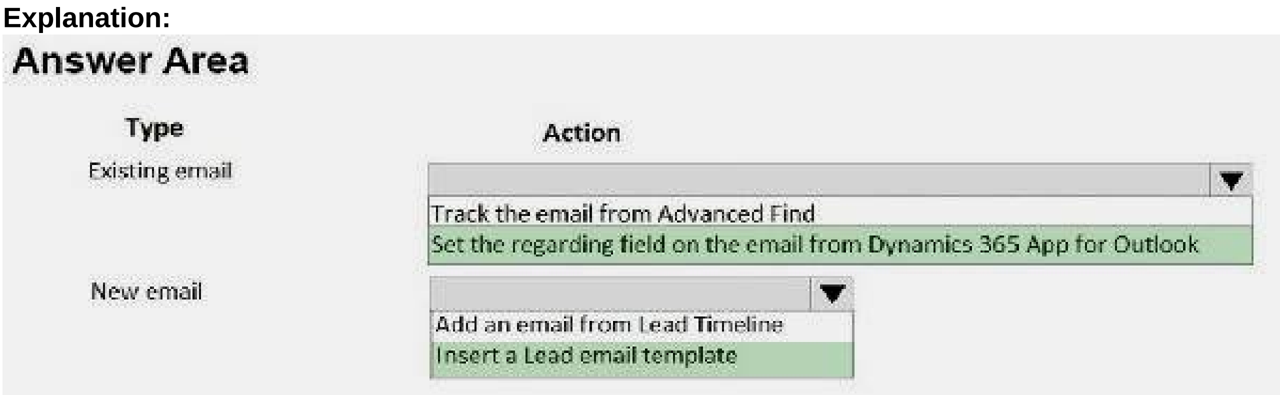
Answer: A

Explanation:


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:


A. Mastered
B. Not Mastered

Answer: A

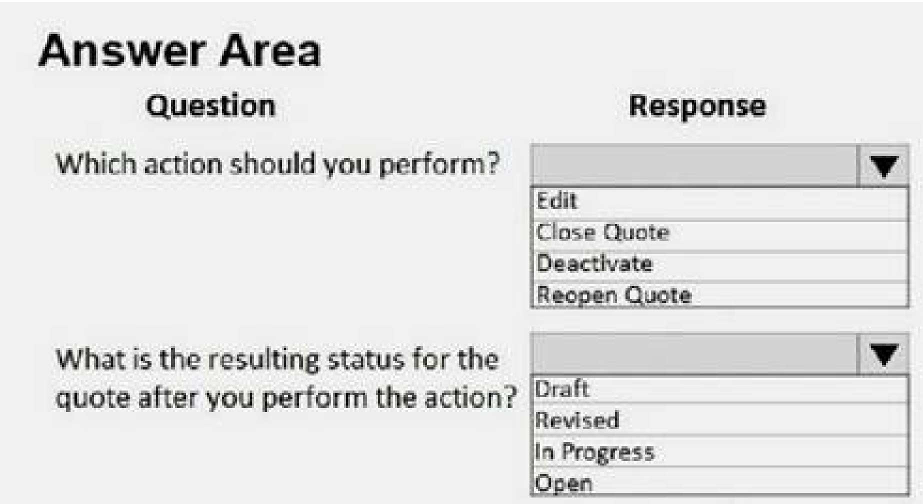
Explanation:


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

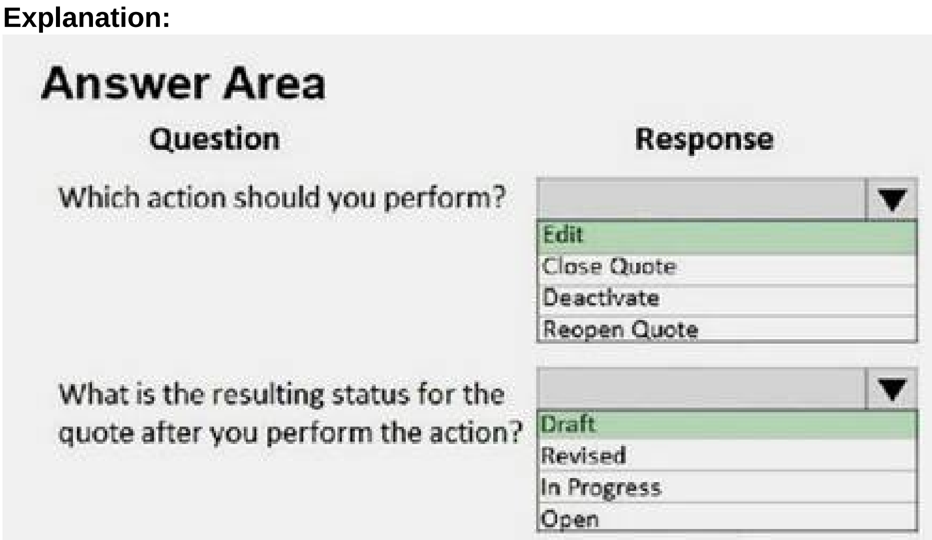
NEW QUESTION 33
HOTSPOT
You send a quote to a client. The client calls and negotiates a better price. You need to send a revised quote to the client.
What is required to modify the quote? To answer, select
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



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
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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

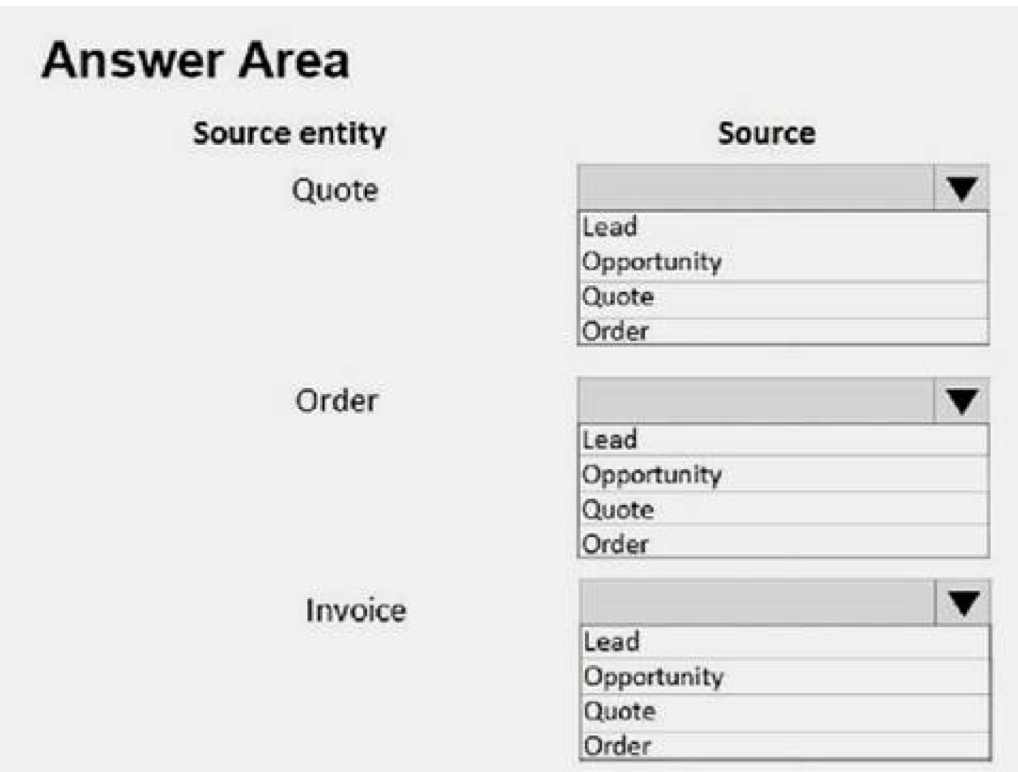
NEW QUESTION 46
You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.
You need to create a quote that automatically includes all the products from the opportunity. What should you do?

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

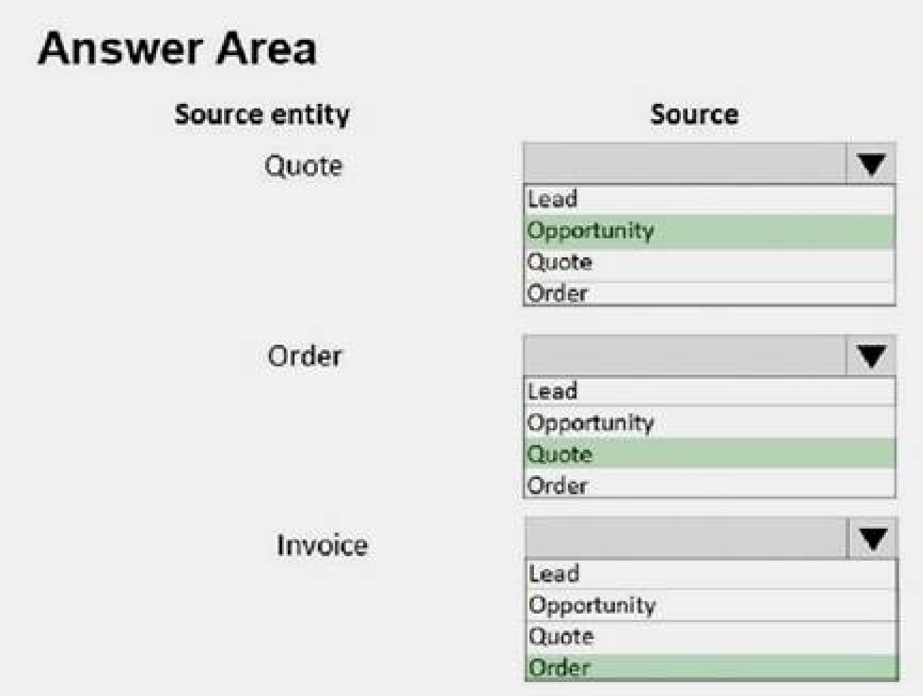
NEW QUESTION 48
HOTSPOT
A customer places an order that includes all of the products from a previous order. You need to add products from the previous order to the new order.
From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 51

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