

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 code and symbol so that both are displayed.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 2

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 3

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:

Actions	Answer Area
Create a hot lead	
Create a case with high priority	
Create a warm lead	
Create a cold lead	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	Create a hot lead
	Create a warm lead
	Create a case with high priority
	Create a cold lead

NEW QUESTION 4

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 5

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 <u>Active opportunities by probability</u> <u>All opportunities by current state</u> No Data No Data <table> <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>Total</td><td></td><td>0</td><td></td></tr> </tbody> </table>		Active Opportunities	Amount	Prob	Weighted	Other				Total		0	
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 <u>Satisfaction (all closed cases)</u> <u>Status Reason (all cases)</u> <div>  </div>													
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?	<div> <div></div> <div> 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> <div></div> <div> 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> <div></div> <div> 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> <div></div> <div> Active Parent Account Inactive Child Account </div> </div>

NEW QUESTION 6

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 7

An organization uses Dynamics 365 for Sales. You need to create a quote template in Microsoft Word for use in the organization. What should you do?

- A. Create a flow
- B. Enable dynamic content in Microsoft Word
- C. Enable the Developer tab in Microsoft Word
- D. Enable VBA in Microsoft Word

Answer: C

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/using-word-templates-dynamics-365>

NEW QUESTION 8

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: When closing an opportunity, use the Close as Won dialog.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 9

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 10

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:

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Question

You want to convert a phone call. To which type of entity can you convert the call?

You qualify a lead. For which entity is a record created?

Record created

Case

Lead

Contact

Case

NEW QUESTION 10

HOTSPOT

You use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes. Users report that the results they obtain when using Global Search are not useful.

You need to configure Dynamics 365 to enable the users to locate leads.

What should you implement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Configure the columns to include in the search.

Include notes in the search.

Option

Lookup view

Quick Find view

Categorized Search

Relevance Search

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION 15

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.

Answer: D

NEW QUESTION 20

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:

- Create an order from a quote.
- Close the associated opportunity as won.
- 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.

Answer: AB

NEW QUESTION 23

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

Answer: A

Explanation:

References:

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

NEW QUESTION 28

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 31

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 36

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> <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:

Answer 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>

NEW QUESTION 40

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 42

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 45

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 47

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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 49

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 54

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 58

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