



# MB-210<sup>Q&As</sup>

Microsoft Dynamics 365 Sales

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### QUESTION 1

You need to fix the opportunity rating issue that EmployeeB reports. What should you update?

- A. Health score grading
- B. Communication frequency
- C. Activity influence
- D. Exchange data

Correct Answer: A

### QUESTION 2

#### HOTSPOT

You are a Dynamics 365 Sales administrator. You create a forecast by using the forecast category layout shown in the exhibit:

Preview								
Territory	Quota	Manager	Best case	Committed	Lost	Omitted	Pipeline	Won
 City	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> 75%
 South	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> 75%
 North	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> 75%

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

Where should you rename the Omitted column to Cancelled for this forecast?

	▼
Forecast Category option set	
Forecast view	
Layout column settings	
Preview grid	

Where should you delete the Lost column for this forecast?

	▼
Forecast configuration	
Forecast configuration filter data	
Forecast Category option set value	
Forecast view	

Correct Answer:

## Answer Area

Where should you rename the Omitted column to Cancelled for this forecast?

	▼
Forecast Category option set	
Forecast view	
Layout column settings	
Preview grid	

Where should you delete the Lost column for this forecast?

	▼
Forecast configuration	
Forecast configuration filter data	
Forecast Category option set value	
Forecast view	

### QUESTION 3

You need to create a component for deliveries. What should you create?



- A. booking alert
- B. business process flow
- C. scheduled flow
- D. custom activity table

Correct Answer: C

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#### QUESTION 4

You need to increase efficiency and consistency for ticket sales to meet company requirements. What should you create?

- A. a Microsoft Flow workflow
- B. a playbook
- C. a Lifecycle Services (LCS) package

Correct Answer: B

Enforce repeatable steps to promote and increase efficiency and consistency for ticket sales across all sports and venues.

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/enforce-best-practices-playbooks>

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#### QUESTION 5

You are a Dynamics 365 Sales administrator for a company. All sales representatives at the company have smart phones.

You need to recommend a solution that allows sales representatives to take photos of the opportunity notes and use the photo as input for new opportunities in Dynamics 365.

Which two options will achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct answer is worth one point.

- A. AI Builder with Dynamics 365 for phones
- B. Canvas App with a flow button
- C. AI Builder with Power Automate instant flow
- D. Dynamics 365 for phones only

Correct Answer: BC



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