MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

You need to identify new customer pending sales. What should you do?

A. Create status reasons in the solution and associate them with Open status

B. Add statuses for all the pending sales stages

C. Set all new leads to a default status of Qualified

D. Configure the solution to automatically convert leads to opportunities

Correct Answer: A

To support reporting, pending new customer sales will go through a verification process using the stages New, Pending Approval, Approved.

QUESTION 2

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

Correct Answer:

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

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-bundles-sell-multiple-items-together

QUESTION 3

HOTSPOT

You are a Dynamics 365 Sales administrator for a medical office. The office provides a new service for doctors to consult with patients online on a first come, first served basis. Patients are created as Contacts. Doctors can only view patient

records for patients in their care.

The doctors need to see a graph of all interactions with each patient.

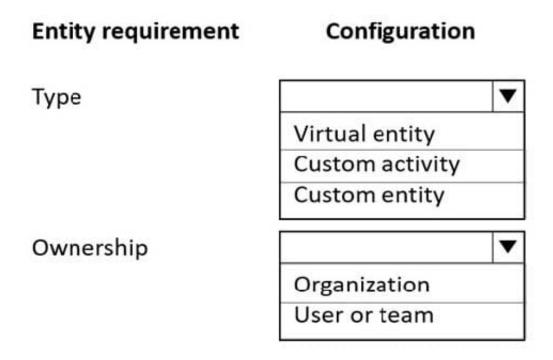You need to create an entity to log online interactions.

How should you configure the entity? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Entity requirement	Configuration
Type	▼
	Virtual entity
	Custom activity
	Custom entity
Ownership	▼
	Organization
	User or team

Correct Answer:

Answer Area

Entity requirement	Configuration
Type	▼
	Virtual entity
	Custom activity
	Custom entity
Ownership	▼
	Organization
	User or team

Reference:

https://www.loganconsulting.com/blog/create-custom-activity-entities-in-dynamics-365-for-sales/

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/types-of-entities?view=op-9-1

QUESTION 4

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 in this section, 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: At any stage in the business process flow prior to the final stage, select Finish.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

When pressed Finish, it will calculate the duration for the opportunity. And it will be only available when Close stage is active. So Answer is No.
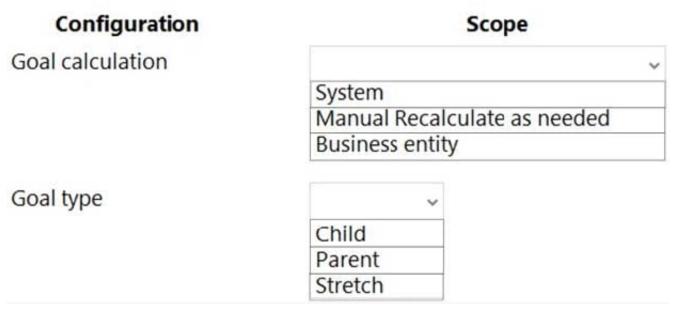
QUESTION 5

HOTSPOT

You need to set up goals for the salespeople.

How should you set up the configurations? To answer, select the appropriate options in the answer area.
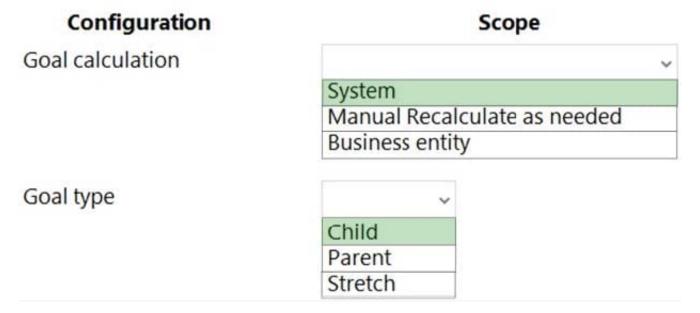
NOTE: Each correct selection is worth one point.

Hot Area:

Configuration
Scope

Goal calculation

System
Manual Recalculate as needed
Business entity

Goal type

Child
Parent
Stretch

Correct Answer:

Configuration
Scope

Goal calculation

System
Manual Recalculate as needed
Business entity

Goal type

Child
Parent
Stretch

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/goals-overview

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