MB-210^Q&As

Microsoft Dynamics 365 Sales

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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 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

Correct Answer: B

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

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QUESTION 2

A company uses Dynamics 365 Sales Professional.

A new salesperson is unable to access the system with the current custom security roles for the Sales Hub.

You need to assign the appropriate default security role.

Which security role should you assign to the user?

A. Sales Professional app access

B. Sales Team Member

C. Sales Professional

D. Sales Professional Manager

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-users

QUESTION 3

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 configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast.

You need to show the salesperson how to refresh the forecast.

Proposed solution: Recalculate the opportunity.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/keep-forecast-data-up-to-date

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QUESTION 4

You create a playbook template. You enable the progress tracking option for opportunities. The template consists of one task, one phone call, and one note.

A salesperson adds the template to an opportunity and adds an email to the playbook activities.

The salesperson reports that the count displayed in the Total Activities field does not update.

You need to resolve the issue.

What should you do?

A. Create a calculated field on the playbook template entity.

B. Ask the salesperson to save and refresh the playbook window.

C. Create a custom rollup field on the playbook entity.

D. Add the email to the playbook template.

Correct Answer: D

QUESTION 5

You are a Dynamics 365 for Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

A. the highest needed to sell the product or service

B. the least frequently used to sell the service

C. the most frequently used to sell the service

D. the lowest needed to sell the product or service

Correct Answer: D

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-professional/create-unit-group-add-units