



MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

HOTSPOT

You have a dashboard that shows the number of completed calls and cancelled calls in a chart. Sales Representatives mark completed calls by using one of the following values: Wrong Number, Left Message, or Connected.

You need to update the dashboard to display wrong phone numbers.

How should you make the modification? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement

Value or action

Modification to make

	▼
Use a filter	
Alter the existing chart	
Create a new chart	

Value to use

	▼
Status	
Status Reason	
Completed	

Correct Answer:



Requirement

Value or action

Modification to make

	▼
Use a filter	
Alter the existing chart	
Create a new chart	

Value to use

	▼
Status	
Status Reason	
Completed	

QUESTION 2

A company uses Dynamics 365 Sales. The default currency for the company is US dollars (USD). The company does business in the United States, Mexico, and the United Kingdom. The company sells 10 types of products.

Each product requires its own pricing structure.

You need to create price lists by using the local currency across countries and regions.

How many price lists should you create?

- A. 1
- B. 3
- C. 10
- D. 30

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products>



QUESTION 3

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

Correct Answer: B

Creating a new currency does not solve the rounding for all currencies.

QUESTION 4

HOTSPOT

You need to configure the system for incoming email to support creation of leads from email requirements.

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

Requirement	Action
Create leads from incoming emails	<div><div></div><div><div>Create a Queue and Record Creation Rule</div><div>Create a Workflow for Incoming emails</div><div>Create an Action to trigger a plug-in</div></div></div>
Do not create contacts from emails from unknown senders	<div><div></div><div><div>Disable Create records for emails from unknown senders</div><div>Enable duplicate detection rules for emails</div><div>Disable duplicate detection rules for leads</div><div>Enable Create Lead in email tracking</div></div></div>

Correct Answer:

Answer Area

Requirement	Action
Create leads from incoming emails	<div><div></div><div><div>Create a Queue and Record Creation Rule</div><div>Create a Workflow for Incoming emails</div><div>Create an Action to trigger a plug-in</div></div></div>
Do not create contacts from emails from unknown senders	<div><div></div><div><div>Disable Create records for emails from unknown senders</div><div>Enable duplicate detection rules for emails</div><div>Disable duplicate detection rules for leads</div><div>Enable Create Lead in email tracking</div></div></div>

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-rules-to-automatically-create-or-update-records>

QUESTION 5

A company manufactures widgets. Widgets can be sold in the following ways:



Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually. You need to add a unit named Each.

- A. Create the unit Each with Box as the base unit.
- B. Update the unit Box with Each as the base unit.
- C. Set Each as the primary unit.
- D. Make Each the base unit for all units.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-unit-group-add-units>

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