MB-210^{Q&As}

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Microsoft Dynamics 365 Sales

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QUESTION 1

HOTSPOT

You send a quote to a client. The client calls and negotiates a better price.

You need to send an updated quote to the client.

What is required to modify the quote? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

Hot Area:

Which action should you perform?	▼
	Revise
	Close Quote
	Deactivate
	Reopen Quote

What is the resulting status for the quote after you perform the action?	▼
	Draft
	Revised
	In Progress
	Open

Correct Answer:

Which action should you perform?

▼
Revise
Close Quote
Deactivate
Reopen Quote

What is the resulting status for the quote after you perform the action?

▼
Draft
Revised
In Progress
Open

QUESTION 2

DRAG DROP

You need to create invoices for all customers.

Which products should you use? To answer, select the appropriate options in the answer area.

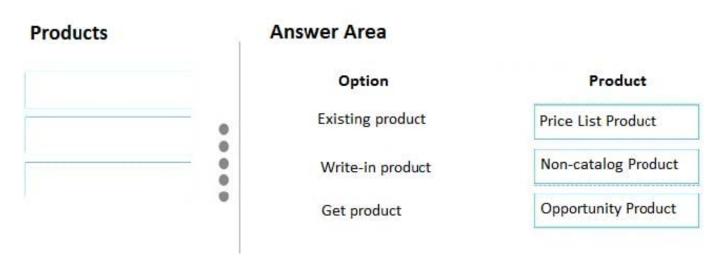NOTE: Each correct selection is worth one point.

Select and Place:

Products

Price List Product

Non-catalog Product

Opportunity Product

Answer Area

Option	Product
Existing product	product
Write-in product	product
Get product	product

Products

Answer Area

Option	Product
Existing product	Price List Product
Write-in product	Non-catalog Product
Get product	Opportunity Product

QUESTION 3

HOTSPOT

A company is implementing Dynamics 365 Sales.

You need to determine which tool or service to recommend for the company\\'s requirements.

Which tool or service should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Tool or service
Provide basic self-service customer support for frequently asked questions.	⌄ AI Builder Power Virtual Agents Sales Insights Assistant Relationship Sales
Provide actionable list of follow-up tasks for a customer based on prior buying history.	⌄ AI Builder Power Virtual Agents Sales Insights
Provide routing of new product inquiries to product sales experts or product team members.	⌄ AI Builder Power Virtual Agents Sales Insights

Correct Answer:

Requirement	Tool or service
Provide basic self-service customer support for frequently asked questions.	⌄ AI Builder **Power Virtual Agents** Sales Insights Assistant Relationship Sales
Provide actionable list of follow-up tasks for a customer based on prior buying history.	⌄ AI Builder Power Virtual Agents **Sales Insights**
Provide routing of new product inquiries to product sales experts or product team members.	⌄ AI Builder **Power Virtual Agents** Sales Insights

Reference: https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents
https://docs.microsoft.com/en-us/dynamics365/ai/sales/overview https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

QUESTION 4

HOTSPOT

You have a sales report that shows activities for Accounts in the last 30 days. When you run an advanced find query for Accounts with the custom field Heat Level equal to Hot, you are not able to access the report.

File	💾 🖳 Save and Close	🖳	🖳 Run Report	🔍Actions ▾		❓ Help ▾

Report: Accounts Activity last 30 days

Working on solution: Default Solution

ℹ Your report has been saved. You can edit the properties of the report, or close this form.

General | Administration

Source

Report Type | Report Wizard Report ▼

Click Report Wizard to create or modify the report.

Report Wizard

Details

*Name | Accounts Activity last 30 days

Description |

Categories | | ...

Related Record Types | Accounts | ...

Display In | Forms for related record types;Reports area | ...

Languages | English ▼

A Form: Report: Account Activity last 30 Days

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:

Which area of the current form should you use to ensure the report is accessible from Advanced Find results?

	▼
Display in	
Categories	
Related Record Types	
Report Wizard	
Administration	

Which value should you set to make the report available for Advanced Find results?

	▼
Lists for related records types	
Sales Reports	
Activities	
Reports area	

Correct Answer:

Which area of the current form should you use to ensure the report is accessible from Advanced Find results?

	▼
Display in	
Categories	
Related Record Types	
Report Wizard	
Administration	

Which value should you set to make the report available for Advanced Find results?

	▼
Lists for related records types	
Sales Reports	
Activities	
Reports area	

QUESTION 5

You need to resolve the issue for PreferredCustomerA. What should you create?

A. a product bundle for each country

B. a playbook category

C. a price list for the currency of each country

D. a product catalog for each country

E. a discount list for Preferred Customers

Correct Answer: C

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

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QUESTION 6

HOTSPOT

An administrator configures Dynamics 365 Sales to use embedded intelligence. As part of the deployment, the following features are configured:

1.

automated notification of a missed opportunity closing date

2.

the web diem for sales is used for user communications

3.

server-side synchronization configured to track incoming messages

4.

automated meeting requests from incoming email messages

You need to determine which features are available for implementations of Microsoft Exchange.

Which product or products should you use for each feature? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Feature	Product
automated notification of a missed opportunity closing date	Exchange Online / Exchange on-premises / both versions of Exchange
the web client for sales is used for user communications	
the web client for sales is used for user communications	Exchange Online / Exchange on-premises / both versions of Exchange
server-side synchronization configured to track incoming messages	
server-side synchronization configured to track incoming messages	Exchange Online / Exchange on-premises / both versions of Exchange
automated meeting requests from incoming email messages	
automated meeting requests from incoming email messages	Exchange Online / Exchange on-premises / both versions of Exchange

Correct Answer:

Feature	Product
automated notification of a missed opportunity closing date	**Exchange Online** / Exchange on-premises / both versions of Exchange
the web client for sales is used for user communications	
the web client for sales is used for user communications	**Exchange Online** / Exchange on-premises / both versions of Exchange
server-side synchronization configured to track incoming messages	
server-side synchronization configured to track incoming messages	Exchange Online / Exchange on-premises / **both versions of Exchange**
automated meeting requests from incoming email messages	
automated meeting requests from incoming email messages	**Exchange Online** / Exchange on-premises / both versions of Exchange

QUESTION 7

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

QUESTION 8

A company is evaluating Dynamics 365 Sales to replace an existing customer relationship management (CRM).

An IT manager observes that the company requires 20 custom tables. The company wants the most cost-effective solution.

You need to recommend a license type to the company.

What should you recommend?

A. Sales Professional

B. Sales Enterprise

C. Microsoft Relationship Sales

D. Sales Premium

Correct Answer: B

QUESTION 9

DRAG DROP

You manage a Dynamics 365 Sales environment.

You need to email the sales manager when salespeople update their phone call activities. Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange

them in the correct order.

Select and Place:

Open System Jobs	
Open Settings	
Open Data Management	
Configure Automatic Record Creation and Update Rules	
Open Business Management	

Correct Answer:

Open System Jobs	Open Settings
	Open Business Management
Open Data Management	Configure Automatic Record Creation and Update Rules

QUESTION 10

HOTSPOT

A salesperson must complete an opportunity by verifying the existing products and adding a new product from the product list. The product list has standard pricing. The salesperson observes the following issues with the products:

The price per unit for each item in the product list is $0.00.

Some of the existing product lines use a default price and have an incorrect price per unit.

You need to complete the opportunity.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Action
Add a price per unit to products.	⌄
	Activate the product.
	Add a price list to the product.
	Add a price list to the opportunity.
	Make the product a write-in product.
Correct prices for product lines.	⌄
	Revise the product.
	Activate the product.
	Add a price list to the product.
	Add a price list to the opportunity.

Correct Answer:

Requirement	Action
Add a price per unit to products.	⌄
	Activate the product.
	Add a price list to the product.
	Add a price list to the opportunity.
	Make the product a write-in product.
Correct prices for product lines.	⌄
	Revise the product.
	Activate the product.
	Add a price list to the product.
	Add a price list to the opportunity.

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

QUESTION 11

DRAG DROP

You use Dynamics 365 Sales. You create a quote and send it to a customer.

You need to add a product to the quote and make the modified quote available to the customer.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions
Add existing products from Get Products.
Revise the quote.
Add existing products from the products subgrid.
Close the quote as Cancelled.
Activate the quote.

Answer Area

Correct Answer:

Actions	Answer Area
Add existing products from Get Products.	Revise the quote.
	Add existing products from the products subgrid.
	Activate the quote.
Close the quote as Cancelled.	

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales

QUESTION 12

HOTSPOT

You need to configure territories and membership.

Which configurations should you use? To answer, select the appropriate options in the answer area.

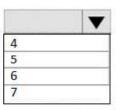NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

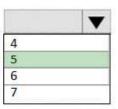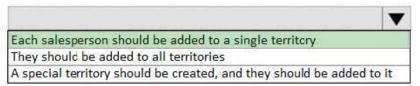| Territories	Configuration
Number of territories to set up	[dropdown ▼]
	4
	5
	6
	7
Add Salesperson1 and Salesperson2	[dropdown ▼]
	Each salesperson should be added to a single territory
	They should be added to all territories
	A special territory should be created, and they should be added to it

Correct Answer:

Answer Area

Territories	Configuration
Number of territories to set up	[dropdown ▼]
	4
	5
	6
	7
Add Salesperson1 and Salesperson2	[dropdown ▼]
	Each salesperson should be added to a single territory
	They should be added to all territories
	A special territory should be created, and they should be added to it

Reference: https://docs.microsoft.com/en-us/power-platform/admin/set-up-sales-territories-organize-business-markets-geographical-area
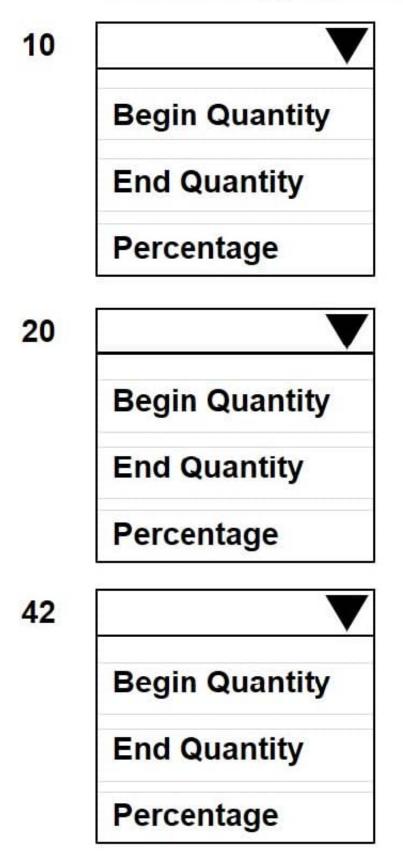

QUESTION 13

HOTSPOT

You need to configure group sales discounts for alumni.

Which discount type parameters should you use? To answer, select the appropriate options in the answer area.
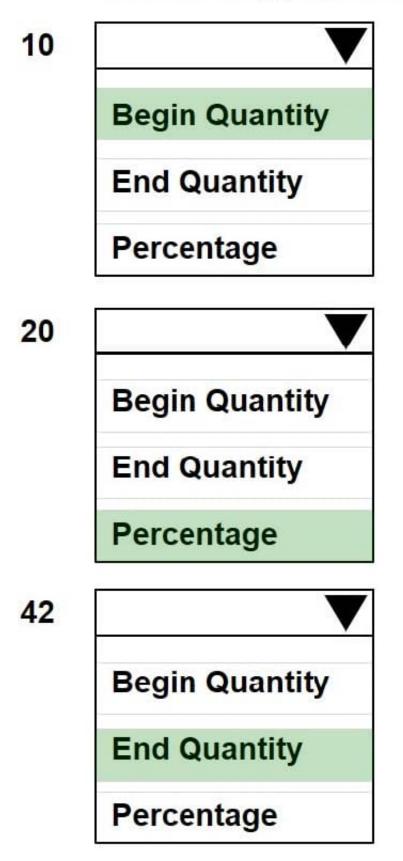
NOTE: Each correct selection is worth one point.

Hot Area:

Discount type parameter

10

▼
Begin Quantity
End Quantity
Percentage

20

▼
Begin Quantity
End Quantity
Percentage

42

▼
Begin Quantity
End Quantity
Percentage

Correct Answer:

Discount type parameter

10 ▼

Begin Quantity

End Quantity

Percentage

20 ▼

Begin Quantity

End Quantity

Percentage

42 ▼

Begin Quantity

End Quantity

Percentage

QUESTION 14

HOTSPOT

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

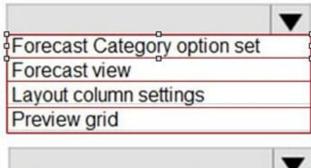| Preview								
Territory	Quota	Manager	Best case	Committed	Lost	Omitted	Pipeline	Won
C City	▬	▬	▬	▬	▬	▬	▬	▬ 75%
S South	▬	▬	▬	▬	▬	▬	▬	▬ 75%
N North	▬	▬	▬	▬	▬	▬	▬	▬ 75%

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 15

You are an administrator for Dynamics 365 for Sales.

You need to ensure that a user can install and configure the Social Selling Assistant.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Grant the user the sales manager role

B. Assign the user a license for Microsoft Dynamics 365 (online) or Microsoft Social Engagement

C. Assign the user a license for both Microsoft Dynamics 365 (online) and Microsoft Social Engagement

D. Grant the user the system administrator or system customizer role

Correct Answer: CD

Reference: https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8)

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