

## Exam Questions mb-210

Microsoft Dynamics 365 for Sales

<https://www.2passeasy.com/dumps/mb-210/>



**NEW 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. You are a Dynamics 365 for Sales system customizer. You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form. Solution: Use Unified Interface apps. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

References:  
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms>

**NEW QUESTION 2**

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: Change the currency code and symbol so that both are displayed. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 3**

**DRAG DROP**

You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:

- Emails that contain the words support or help must create a new high-priority case.
- Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help. Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.
- If none of the targeted words are present in an email, a cold lead must be created.

You need to configure the order in which rule items are processed. In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order. Select and Place:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 4**

DRAG DROP

You are a Dynamics 365 administrator.

You need to configure action cards in Relationship Assistant.

Which action card should you enable for each scenario? To answer, drag the appropriate action cards to the correct scenarios. Each action card may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

| Action cards                  | Scenario                  | Action card |
|-------------------------------|---------------------------|-------------|
| Base                          | Upcoming meeting reminder | Action card |
| Email from Microsoft Exchange |                           | Action card |
| Email engagement              | An email is opened        | Action card |
| Today                         |                           | Action card |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

<https://community.dynamics.com/crm/b/crmpowerobjects/archive/2018/12/31/enable-and-configure-relationship-assistant>

**NEW QUESTION 5**

You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.

You need to create an interactive dashboard.

Which three entities can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Queue Item
- B. Opportunity
- C. Knowledge Article
- D. Case
- E. Invoice

**Answer:** ACD

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactive-dashboards>

**NEW QUESTION 6**

DRAG DROP

You are a Dynamics 365 for Sales administrator.

You need to implement Versium Predict with custom views.

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.

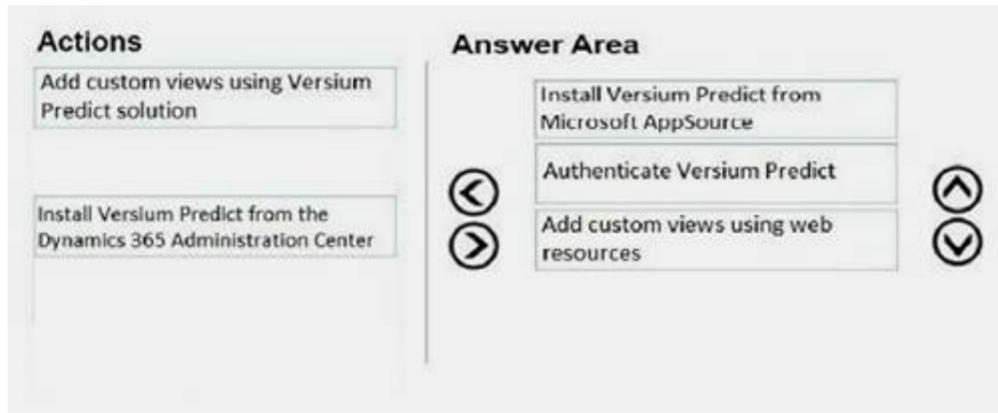
Select and Place:

| Actions   | Answer Area  |
|---|--|
| Add custom views using Versium Predict solution                     | <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <span>⬅</span><br/><span>➡</span> </div> <div style="text-align: center;"> <span>⬆</span><br/><span>⬇</span> </div> </div> |
| Authenticate Versium Predict  |  |
| Install Versium Predict from the Dynamics 365 Administration Center |  |
| Install Versium Predict from Microsoft AppSource                    |  |
| Add custom views using web resources                                |  |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 7**

DRAG DROP

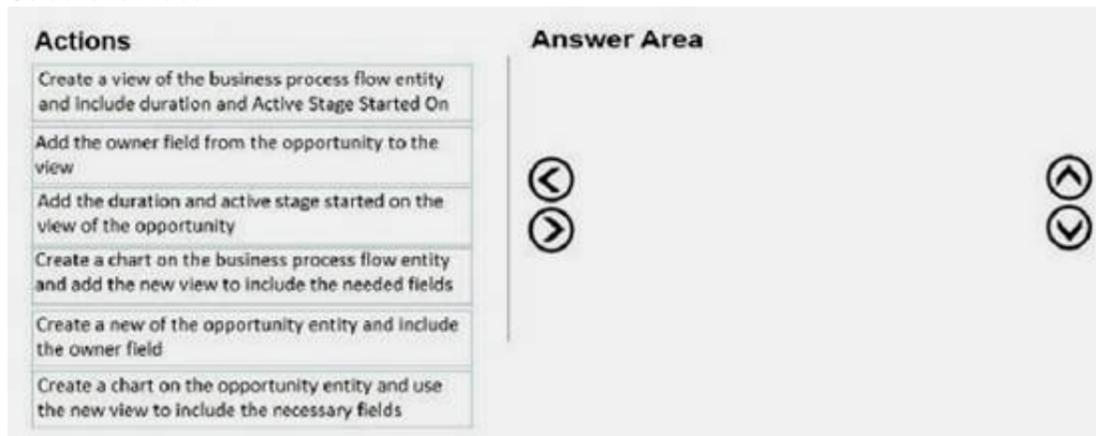
You use opportunities with business process flows in Dynamics 365.

You do not have insight into the amount of time spent per process and when the last stage became active.

You need to create views and charts that give you this insight and that allow you to track by the owner of the opportunity.

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.

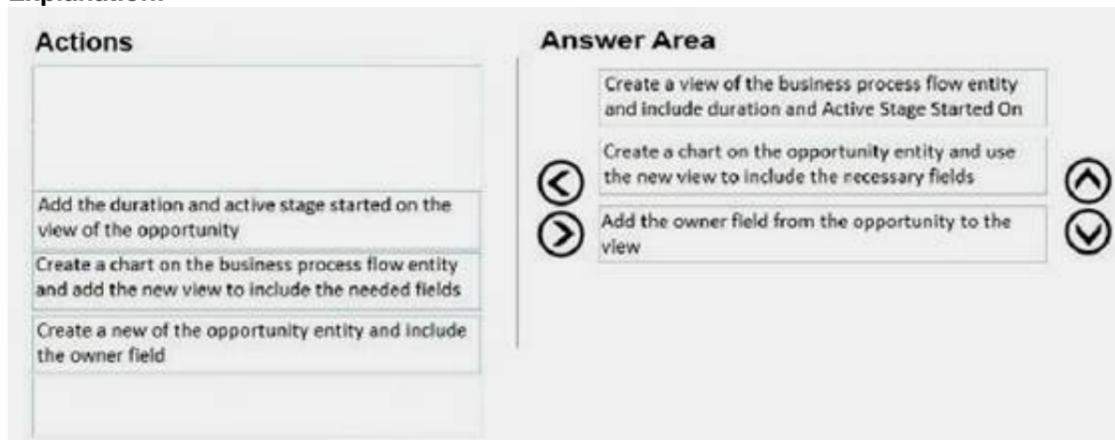
Select and Place:



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 8**

An organization uses sales dashboards in Dynamics 365.

You need to configure a single a dashboard that includes the following data:

- both complex key performance indicators that are derived from external data and custom visuals real-time data on sales performance that is based on Dynamics 365 data.

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

NOTE: Each correct selection is worth one point.

- A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
- B. Create all visuals in a Microsoft Power BI dashboard
- C. Embed the dashboard in Dynamics 365.
- D. Create tiles and a dashboard in Microsoft Power BI.
- E. Create charts with required data in Dynamics 365.
- F. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

**Answer:** ABE

**NEW QUESTION 9**

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

**Answer:** CD

**Explanation:**

References:

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

**NEW QUESTION 10**

A company uses Dynamics 365 for Sales. The company has not made changes to any of the default security roles. You need to ensure that users can assign salespeople to sales territories. Which security role can you use?

- A. Delegate
- B. Sales Person
- C. Sales Manager
- D. System Customizer

**Answer:** C

**NEW QUESTION 10**

HOTSPOT

A company uses Dynamics 365 for Sales.

You need to reduce the number of pre-sales support days that are available based on the days the company is closed for public holidays. How should you configure the schedule? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

| Answer Area   |  |
|---------------|--|
| Item          | Value  |
| Schedule type | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Holiday<br/>                     Recurrence                 </div> </div>   |
| Option        | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;">                     Number of days<br/>                     Owner                 </div> </div> |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

| Item          | Value   |
|---------------|---|
| Schedule type | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px; background-color: #e0ffe0;">                     Holiday                 </div> <div style="padding: 2px;">                     Recurrence                 </div> </div>   |
| Option        | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px; background-color: #e0ffe0;">                     Number of days                 </div> <div style="padding: 2px;">                     Owner                 </div> </div> |

**NEW QUESTION 13**

A company uses Dynamics 365 for Sales. The company has not made changes to any of the default security roles. You need to ensure that users can assign salespeople to sales territories. Which security role can you use?

- A. Marketing Professional
- B. Sales Person
- C. Delegate
- D. CEO – Business Manager

**Answer:** D

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area>

**NEW QUESTION 14**

HOTSPOT

You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads. You need to qualify leads and send phone calls to sales representatives.

How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Question  | Record created  |
|---|---|
| You want to convert a phone call. To which type of entity can you convert the call? | <input type="checkbox"/> Case<br><input type="checkbox"/> Lead    |
| You qualify a lead. For which entity is a record created?                           | <input type="checkbox"/> Contact<br><input type="checkbox"/> Case |

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

**Answer Area**

| Question  | Record created   |
|---|--|
| You want to convert a phone call. To which type of entity can you convert the call? | <input checked="" type="checkbox"/> Case<br><input type="checkbox"/> Lead    |
| You qualify a lead. For which entity is a record created?                           | <input checked="" type="checkbox"/> Contact<br><input type="checkbox"/> Case |

**NEW QUESTION 15**

HOTSPOT

You implement the Dynamics 365 App for Outlook. You need to associate emails to lead records.

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**

| Type           | Action   |
|----------------|--|
| Existing email | <input type="checkbox"/> Track the email from Advanced Find<br><input type="checkbox"/> Set the regarding field on the email from Dynamics 365 App for Outlook |
| New email      | <input type="checkbox"/> Add an email from Lead Timeline<br><input type="checkbox"/> Insert a Lead email template  |

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

**Answer Area**

| Type           | Action   |
|----------------|--|
| Existing email | <input checked="" type="checkbox"/> Track the email from Advanced Find<br><input checked="" type="checkbox"/> Set the regarding field on the email from Dynamics 365 App for Outlook |
| New email      | <input checked="" type="checkbox"/> Add an email from Lead Timeline<br><input checked="" type="checkbox"/> Insert a Lead email template  |

**NEW QUESTION 20**

HOTSPOT

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

What is required to modify the quote? To answer, select

NOTE: Each correct selection is worth one point.

Hot Area:

| Answer Area  |  |
|--|--|
| Question   | Response   |
| Which action should you perform?   | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Edit<br/>                     Close Quote<br/>                     Deactivate<br/>                     Reopen Quote                 </div> </div> |
| What is the resulting status for the quote after you perform the action? | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Draft<br/>                     Revised<br/>                     In Progress<br/>                     Open                 </div> </div>           |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

| Answer Area  |  |
|--|--|
| Question   | Response   |
| Which action should you perform?   | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <span style="background-color: #d9ead3; padding: 2px;">Edit</span><br/>                     Close Quote<br/>                     Deactivate<br/>                     Reopen Quote                 </div> </div> |
| What is the resulting status for the quote after you perform the action? | <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <span style="background-color: #d9ead3; padding: 2px;">Draft</span><br/>                     Revised<br/>                     In Progress<br/>                     Open                 </div> </div>           |

**NEW QUESTION 25**

You are a Dynamics 365 for Sales administrator.

The sales team is having difficulty locating related products.

You need to make it easier for the sales team to find groups of products that are similar. What should you use?

- A. Related products
- B. Product bundles
- C. Product families
- D. Product unit groups

**Answer:** A

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-related-products-increase-chances-sales>

**NEW QUESTION 26**

You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.

You need to create a product family. What should you do?

- A. Add a new product family to an existing product family
- B. Delete the existing price list and create a new one
- C. Create a unit group for use with the product family
- D. Add a parent product family to an existing product family

**Answer:** A

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-family>

**NEW QUESTION 30**

A company uses Dynamics 365 for Sales.

You need to change the description field on the quote. Which state allows you to make the change?

- A. Closed
- B. Active
- C. Draft
- D. Won

Answer: C

**NEW QUESTION 34**

HOTSPOT

You use Dynamics 365 for Sales.

You need to add products to an invoice.

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

NOTE: Each correct selection is worth one point.

Hot Area:

| Scenario  | Option   |
|---|--|
| Add a product from an opportunity.                        | Existing Product<br>Write-In Product<br>Get Products |
| Add a product from a price list.                          | Existing Product<br>Write-In Product<br>Get Products |
| Add a product that does not exist in the product catalog. | Existing Product<br>Write-In Product<br>Get Products |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

| Scenario  | Option   |
|---|--|
| Add a product from an opportunity.                        | Existing Product<br>Write-In Product<br>Get Products |
| Add a product from a price list.                          | Existing Product<br>Write-In Product<br>Get Products |
| Add a product that does not exist in the product catalog. | Existing Product<br>Write-In Product<br>Get Products |

**NEW QUESTION 35**

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