

# Microsoft

## Exam Questions mb-210

Microsoft Dynamics 365 for Sales



**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.  
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 decimal precision and currency display options.  
Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**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 default currency.  
Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 3**

DRAG DROP

You manage the Dynamics 365 environment for Contoso, Ltd. A rule automatically creates a lead associated with an email when an email is sent to sales@contoso.com.  
You need to ensure that the marketing manager receives an email each time an email request is sent to sales@contoso.com.  
How should you configure the rule? To answer, drag the appropriate actions to the correct requirements. Each action 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:

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Action
Create a child workflow	Send the email.	Action
Create a real-time workflow		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Actions	Answer Area	
	Requirement	Action
Create a business process flow	Create an email.	Create a real-time workflow
	Send the email.	Create a child workflow

**NEW QUESTION 4**

You are a Dynamics 365 administrator.  
A sales manager changes the target goal for a salesperson from \$26,000.00 to \$20,000.00. However, the currency symbol changes from \$ to £. Other managers are not experiencing this issue.  
You need to fix the currency symbol for the sales manager. What should you change?

- A. the default currency in personal options
- B. the currencies in settings
- C. the currency display option in system settings
- D. the current format in personal options

Answer: A

NEW QUESTION 5

DRAG DROP

You manage a Dynamics 365 for Sales environment.

You need to automatically create records for salespeople when they complete 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:

Actions

Open Settings

Open Data Management

Open Business Management

Open Service Management

Configure Automatic Record Creation and Update Rules

Answer Area

⬅️

➡️

⬆️

⬆️

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:

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

NEW QUESTION 6

HOTSPOT

You are a Dynamics 365 for Sales environment. You need to implement the Social Selling Assistant.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Technology or feature

Install and configure additional required software.

Social engagement  
Dynamics 365 AI for Sales

Ensure that Social Assistant can be used on a dashboard

Relationship Assistant  
Search topics

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement

Technology or feature

Install and configure additional required software.

Social engagement  
Dynamics 365 AI for Sales

Ensure that Social Assistant can be used on a dashboard

Relationship Assistant  
Search topics

NEW QUESTION 7

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 c 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 8**

DRAG DROP

You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.

You need to ensure that salespeople can move through the sales process and view progress.

Which four 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**

Select **Customize the System**

Select **Web Resources**

Create a dialog

Create a process flow

Select **Customizations**

Select **Processes**

**Answer Area**

⬅

➡

⬆

⬇

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Actions**

Select **Web Resources**

Create a dialog

**Answer Area**

⬅

➡

Select **Customize the System**

Select **Customizations**

Select **Processes**

Create a process flow


⬆

⬇

**NEW QUESTION 9**

HOTSPOT

You run an Account Overview report for Fourth Coffee. The following results are displayed.

Account Overview as of: 11/13/2018		Status	Acct#												
Fourth Coffee (sample)		Active	ABSS4G45												
<b>Basic Profile</b> Parent Account: Relationship: Industry: Location: Renton, Tx Category: Website: http://www.fourthcoffee.com/ Ownership: Ticker Symbol:		<b>Opportunity Summary</b> <u>Active opportunities by probability</u> <u>All opportunities by current state</u> No Data   No Data  <table> <thead> <tr> <th><u>Active Opportunities</u></th><th><u>Amount</u></th><th><u>Prob</u></th><th><u>Weighted</u></th></tr> </thead> <tbody> <tr> <td>Other</td><td></td><td></td><td></td></tr> <tr> <td>Total</td><td></td><td>0</td><td></td></tr> </tbody> </table>		<u>Active Opportunities</u>	<u>Amount</u>	<u>Prob</u>	<u>Weighted</u>	Other				Total		0	
<u>Active Opportunities</u>	<u>Amount</u>	<u>Prob</u>	<u>Weighted</u>												
Other															
Total		0													
<b>Primary Contact</b> <b>Yvonne McKay (sample)</b> Title: Purchasing Manager Location: Redmond, WA Business Phone: 555-0100 Mobile Phone: Home Phone: Fax: Pager: Email: someone_a@example.com		<b>Service Summary</b> <u>Satisfaction (all closed cases)</u> <u>Status Reason (all cases)</u> <div>  </div>													
<b>Additional Contacts</b> Yvonne McKay (sample) - Purchasing Manager - (555-0100)															

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

Question	Answer choice
Why is the satisfaction area blank?	<div> <div></div> <div>           There are no closed cases            Users are not completing the satisfaction field            The Reporting Service is down            Cases with the problem solved have not been closed         </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div>           Active            Parent Account            Inactive            Child Account         </div> </div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

### Answer Area

Question	Answer choice
Why is the satisfaction area blank?	<div> <div></div> <div>           There are no closed cases  <b>Users are not completing the satisfaction field</b>            The Reporting Service is down            Cases with the problem solved have not been closed         </div> </div>
Which type of account is Fourth Coffee?	<div> <div></div> <div> <b>Active</b>            Parent Account            Inactive            Child Account         </div> </div>

#### NEW QUESTION 10

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**

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 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: When closing an opportunity, use the Close as Won dialog.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**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:

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

**NEW QUESTION 18**

You use price lists in Dynamics 365 for Sales. Some price lists have expired.

Users need to be able to continue to manage their opportunities. Which option is possible?

- A. Users can add the expired price list to opportunities created prior to the expire date.
- B. Users can add the expired price list to an opportunity but will see a warning.
- C. Opportunities that use the expired price list can continue through their lifecycle.
- D. Opportunities that use the expired price list will display a warning that prices must be replaced.

**Answer: D**

**NEW QUESTION 22**

HOTSPOT

You are a salesperson working with Dynamics 365. Your role includes working with opportunities. You need to close opportunities.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Question	Action
What must you do when you close a successful sale?	<div>▼</div> <div>Close a qualified</div> <div>Close as won</div>
What must you do to close the opportunity?	<div>▼</div> <div>Fill out the competitor</div> <div>Fill out the actual revenue</div> <div>Fill out the description</div>

- A. Mastered  
 B. Not Mastered

**Answer:** A

**Explanation:**

Question	Action
What must you do when you close a successful sale?	<div>▼</div> <div>Close a qualified</div> <div>Close as won</div>
What must you do to close the opportunity?	<div>▼</div> <div>Fill out the competitor</div> <div>Fill out the actual revenue</div> <div>Fill out the description</div>

## NEW QUESTION 27

### HOTSPOT

You use opportunities with products and price lists in Dynamics 365 for Sales.  
 You need to add products that exist in PriceListA and PriceListB to an opportunity.  
 Which actions should you perform? To answer, select the appropriate options in the answer area.  
 NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Action
Add the products to the opportunity.	<div>▼</div> <div>Add both price lists to the opportunity and add the products from both PriceListA and PriceListB</div> <div>Add the products from PriceListA, change to PriceListB, and add the remaining products</div> <div>Add the products to the opportunity and specify PriceListA or PriceListB on the product</div>
Select <b>Recalculate</b> on an opportunity.	<div>▼</div> <div>Each product is recalculated using the current list price both PriceListA and PriceListB</div> <div>The estimated revenue is recalculated according to the prices currently displayed on the product line items grid</div> <div>The products on the active price list in the opportunity are recalculated according to current list price</div>

- A. Mastered  
 B. Not Mastered

**Answer:** A

**Explanation:**

Requirement	Action
Add the products to the opportunity.	<div>▼</div> <div>Add both price lists to the opportunity and add the products from both PriceListA and PriceListB</div> <div>Add the products from PriceListA, change to PriceListB, and add the remaining products</div> <div>Add the products to the opportunity and specify PriceListA or PriceListB on the product</div>
Select <b>Recalculate</b> on an opportunity.	<div>▼</div> <div>Each product is recalculated using the current list price both PriceListA and PriceListB</div> <div>The estimated revenue is recalculated according to the prices currently displayed on the product line items grid</div> <div>The products on the active price list in the opportunity are recalculated according to current list price</div>

## NEW QUESTION 32

You are a salesperson using Dynamics 365 for Sales.  
You need to revise an active quote.  
What happens to the original quote record?

- A. The quote is deleted
- B. The quote is converted into an order and a copy of the quote is put in draft mode for modification
- C. The original quote is put in draft mode for modification
- D. The quote is closed, and a copy of the quote is put in draft mode for modification

**Answer:** C

**NEW QUESTION 35**

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 36**

You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.  
You need to create a quote that automatically includes all the products from the opportunity. What should you do?

- A. Convert the opportunity to a quote
- B. Create a new quote from the customer
- C. Create a new quote from the opportunity
- D. Create a new quote with the opportunity price list

**Answer:** A

**Explanation:**

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

**NEW QUESTION 39**

**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:

Answer Area

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



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

NEW QUESTION 42

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