Microsoft

MB-210

Microsoft Dynamics 365 for Sales

QUESTION & ANSWERS

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 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 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 Dynamics 365 AI for Sales.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B

Explanation/Reference:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms

QUESTION 2
You manage a default Dynamics 365 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

Correct Answer: ACD

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

QUESTION 3
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You are a Dynamics 365 Sales system administrator.

The sales team wants to use automated conversation starters.

You need to ensure that the controls are available to developers.

Solution: Create a subscription to Microsoft Relationship Sales and enable JavaScript and pop-up blockers.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B

QUESTION 4
You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.
To which security role should you assign User1?

A. Sales Manager
B. Knowledge Manager
C. System Customizer
D. Common Data Service

Correct Answer: A

QUESTION 5
You need to ensure that sales numbers reflect the accounting calendar.

What should you configure?

A. Rollup Queries
B. Business Closures
C. Sales Territories
D. Fiscal Year Settings

Correct Answer: D

QUESTION 6
You need to create a chart for the athletic director.

What should you do?

A. Use purchaser, markup, and margin on the X-axis. Use amount of sales on the Y-axis.
B. Use the ticket type as the X-axis. Use amount of sales on the Y-axis
C. Use the ticket type on the X-axis. Use margins multiplied by cost on Y-axis
D. Use discount price on the X-axis. Use the number of tickets for groups on the Y-axis.

Correct Answer: B

Explanation/Reference:
Explanation:
The school's athletic director needs a fiscal year report that includes specific formatting based on a defined template. The report must contain a chart that displays the type of ticket purchaser (alumni, non-alumni, and student).

QUESTION 7
You need to make the appropriate change to the system to ensure that statistics are correct in time for each manager/salesperson meeting.

What should you do?

A. Create a workflow for the Goals entity
B. In the Goals section of App Settings, select **Actuals**
C. In the Business Management section of Settings, configure **Goal Metrics**
D. In the Goals Settings section of App Settings, select **Rollup recurrence**

Correct Answer: D

Explanation/Reference:
Explanation:
The number of tickets each salesperson sells must be totalled only at the end of the month, before the monthly meeting between the salesperson and their manager.
Salespeople must not be able to check the quantity sold in the system daily.

QUESTION 8
You need to determine the cause of the issue with desktop users and business cards.

What is the cause of the issue?

A. The field needs to be added to the form
B. Show image on the form is not selected in Form Properties
C. The users do not have the appropriate permissions
D. A business rule needs to be set up to show the field
E. The AI Builder Business Card control needs to be configured for the field on the form

Correct Answer: B

QUESTION 9
You manage a Dynamics 365 Sales environment.

You need to ensure that all possible activities are automatically converted to leads by using the record creation rule.

Which three activities can you convert to leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Service activity
B. Email
C. Phone call
D. Task
E. Custom activity

Correct Answer: BCD

QUESTION 10
You manage Dynamics 365 environments for client organizations.

A client suspects they are losing business. The client must be able to capture reasons each time an opportunity is lost.

You need to configure Dynamics 365 to ensure that you can capture the required information.

Which field should you configure?

A. Opportunity status reason
B. Opportunity close status
C. Opportunity status
D. Opportunity close status reason

Correct Answer: A

QUESTION 11
You are a Dynamics 365 Sales administrator. You create a discount list.

The sales team needs to use the discount list for opportunities.

You need to ensure that the discount list is available and that products are discounted as expected.

To what should you associate the discount list?

A. Product
B. Price list item
C. Price list
D. Product family

Correct Answer: B

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

QUESTION 12
You create an invoice with products and services for a customer.

You need to add pricing for a product that is not available in the product catalog.

What should you do?

A. Add the product to the order and use Get Products
B. Add a write-in product
C. Add an existing product and change the name and price
D. Add the product to the quote and use Get Products

Correct Answer: B

Explanation/Reference:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quote-order-invoice

QUESTION 13
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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

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

QUESTION 14
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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: On the Quotes tab of the opportunity, select **Add New Quote**.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A

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

QUESTION 15
You manage a Dynamics 365 environment. Salespeople use a template from the Sales Hub to create quotes.

A member of the sales team requests that you change the order in which columns display in customer quotes.

You need to modify the quote template.

What should you use?

A. template editor
B. mail merge template
C. Microsoft Word template
D. Report Wizard

Correct Answer: C