

Exam Questions mb-210

Microsoft Dynamics 365 for Sales

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



NEW QUESTION 1

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 2

HOTSPOT

You are a Dynamics 365 for Sales administrator. You have an interactive experience leads dashboard. You need to create a filtered view of the dashboard.

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	
Action	Option
View the required charts.	<div>Select Open Views</div> <div>Select Show Visual Filter</div> <div>Select Show Global Filter</div>
Save the dashboard filters.	<div>Use Visual Filter</div> <div>Use Global Filter</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
Action	Option
View the required charts.	<div>Select Open Views</div> <div>Select Show Visual Filter</div> <div>Select Show Global Filter</div>
Save the dashboard filters.	<div>Use Visual Filter</div> <div>Use Global Filter</div>

NEW QUESTION 3

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	Answer Area
Open Settings	
Open Data Management	
Open Business Management	
Open Service Management	
Configure Automatic Record Creation and Update Rules	

Navigation arrows: Left (←), Right (→), Up (↑), Down (↓)

- 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 4

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:

Actions	Answer Area
Create a view of the business process flow entity and include duration and Active Stage Started On	
Add the owner field from the opportunity to the view	
Add the duration and active stage started on the view of the opportunity	
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	
Create a chart on the opportunity entity and use the new view to include the necessary fields	

Navigation arrows: Left (←), Right (→), Up (↑), Down (↓)

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
	Create a view of the business process flow entity and include duration and Active Stage Started On
	Create a chart on the opportunity entity and use the new view to include the necessary fields
Add the duration and active stage started on the view of the opportunity	Add the owner field from the opportunity to the view
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	

Navigation arrows: Left (←), Right (→), Up (↑), Down (↓)

NEW QUESTION 5

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 6

An organization uses Dynamics 365 for Sales.

You need to create a quote template in Microsoft Word for use in the organization. What should you do?

- A. Create a flow
- B. Enable dynamic content in Microsoft Word
- C. Enable the Developer tab in Microsoft Word
- D. Enable VBA in Microsoft Word

Answer: C

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/using-word-templates-dynamics-365>

NEW QUESTION 7

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 8

You work for a company using Dynamics 365 for Sales.

When customers call the company, they must provide their quote number. Customers report that quote numbers are too long. You need to shorten quote numbers to the minimum possible length.

What should you do?

- A. Reduce the auto number prefix to one character
- B. Reduce the auto number prefix to two characters
- C. Reduce the suffix length to four characters
- D. Ensure that the prefix setting is read-only

Answer: A

Explanation:

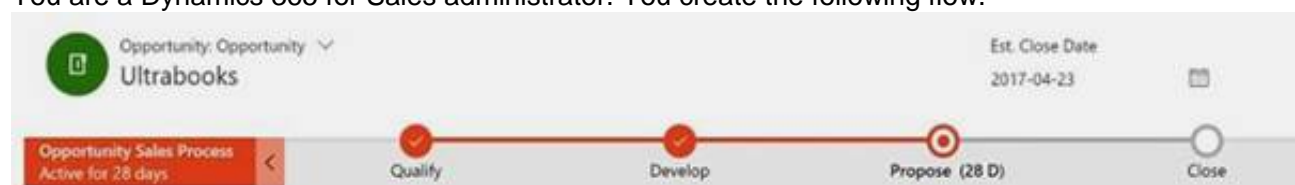
References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contract-case-article-quote-order-invoice-campaign-category-knowledge-articles>

NEW QUESTION 9

HOTSPOT

You are a Dynamics 365 for Sales administrator. You create the following flow.



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

You need to see time spent in the Qualify stage. What should you do?

- ☐ Create a SSRS report.
- ☐ Create a FetchXML report.
- ☐ Add a custom field to store the time.
- ☐ Add a data step to store the time.

You need to return to the Develop stage and make a change. What happens to the process flow?

- ☐ The Propose stage becomes inactive and the Develop stage becomes active.
- ☐ The Propose stage remains active and the Develop stage becomes active.
- ☐ The Propose stage remains active and the Develop stage becomes revised.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

You need to see time spent in the Qualify stage. What should you do?

Create a SSRS report.

Create a FetchXML report.

Add a custom field to store the time.

Add a data step to store the time.

You need to return to the Develop stage and make a change. What happens to the process flow?

The Propose stage becomes inactive and the Develop stage becomes active.

The Propose stage remains active and the Develop stage becomes active.

The Propose stage remains active and the Develop stage becomes revised.

NEW QUESTION 10

HOTSPOT

You use Dynamics 365 for Sales.

You need to add products 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:

Answer Area

Scenario

Products are associated with a quote record

Manually add the products to the opportunity

Use the Get Products option

Associate the quote with the opportunity

Add a product bundle to the opportunity

Add a write-in product

Add an existing product

Add the product bundle price list

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario

Products are associated with a quote record

Manually add the products to the opportunity

Use the Get Products option

Associate the quote with the opportunity

Add a product bundle to the opportunity

Add a write-in product

Add an existing product

Add the product bundle price list

NEW QUESTION 10

HOTSPOT

You manage a Dynamics 365 Sales environment.

You need to configure the default status for each lead.

Which status reason should you associate to each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Status reason
A lead is created and contacted by phone.	<div><div></div><div>New-Contacted</div><div>Open-Contacted</div><div>Qualified-New</div><div>Qualified-Qualified</div></div>
A lead has no contact method available.	<div><div></div><div>Open-Cannot Contact</div><div>Qualified-Cannot Contact</div><div>Disqualified-Cannot Contact</div></div>
A lead is ready to be an opportunity.	<div><div></div><div>Qualified-New</div><div>Qualified-Qualified</div><div>Qualified-Closed</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario	Status reason
A lead is created and contacted by phone.	<div><div></div><div>New-Contacted</div><div>Open-Contacted</div><div>Qualified-New</div><div>Qualified-Qualified</div></div>
A lead has no contact method available.	<div><div></div><div>Open-Cannot Contact</div><div>Qualified-Cannot Contact</div><div>Disqualified-Cannot Contact</div></div>
A lead is ready to be an opportunity.	<div><div></div><div>Qualified-New</div><div>Qualified-Qualified</div><div>Qualified-Closed</div></div>

NEW QUESTION 11

You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity. User1 asks a user named User2 to assist with the opportunity while she is on vacation. You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity. What should you do?

- A. Share the record with User2
- B. Grant User2 the security role
- C. Instruct User2 to follow the record
- D. Add User2 to the Sales team

Answer: A

Explanation:

References:
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records>

NEW QUESTION 16

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

Answer: B

Explanation:

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

NEW QUESTION 18

You are a salesperson using Dynamics 365 for Sales.

You need to be able to modify the product price on an active invoice that uses current pricing. What should you do?

- A. Set the Invoice Product to Override Price
- B. Set an End Date for the Price List to ensure the Price List is expired
- C. Set an End Date for the Price List to ensure the Price List is not expired
- D. Set the Invoice Product to Use Default

Answer: A

NEW QUESTION 19

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 23

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 25

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