

MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

A sales manager creates a view for leads in the manager's region. The view displays only 25 records per page.

The sales manager wants the view to display 100 records per page.

You need to recommend a solution for the sales manager.

What should you recommend?

- A. Update system settings.
- B. Create a personal view.
- C. Create a public view.
- D. Update personalization settings.

Correct Answer: D

QUESTION 2

A company sends PDF quotes to customers.

A salesperson wants to revise the look of a quote after selecting the Export to PDF button.

You need to modify the template for the PDF.

Where should you modify the template?

- A. Microsoft Excel
- B. a report
- C. Microsoft Word
- D. the PDF document

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-quote-pdf-sales-professional>

QUESTION 3

HOTSPOT

You are implementing Dynamics 365 Sales for a company that has salespeople in the following cities in the state of Florida: Jacksonville, Miami, and Tampa. The manager in Florida oversees the salespeople for all three cities.

You must set up territories by states. Each state must be a parent territory and have a different manager.

Sales information must be shown by city and then by state.

You need to set up territories for Florida.

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

Requirement Setting

Hot Area:

Determine the number of territories

Four territories and zero sub-territories
Two territories and two sub- territories
One territories and three sub- territories
One territories and four sub- territories

Determine how many territories in which the Jacksonville salespeople should be members

One territories and one sub- territories: Florida and Jacksonville
One sub- territories: Jacksonville
Two territories: Florida and Jacksonville
One territories: Florida

Determine how many territories the Florida sales manager should manage

One territories and zero sub- territories: Florida
One territories and three sub- territories: Florida, Jacksonville, Miami, and Tampa
Four territories: Florida, Jacksonville, Miami, and Tampa
Zero territories and three sub- territories: Jacksonville, Miami, and Tampa

Correct Answer:

Determine the number of territories

Four territories and zero sub-territories
Two territories and two sub-territories
One territories and three sub-territories
One territories and four sub-territories

Determine how many territories in which the Jacksonville salespeople should be members

One territories and one sub-territories: Florida and Jacksonville
One sub-territories: Jacksonville
Two territories: Florida and Jacksonville
One territories: Florida

Determine how many territories the Florida sales manager should manage

One territories and zero sub-territories: Florida
One territories and three sub-territories: Florida, Jacksonville, Miami, and Tampa
Four territories: Florida, Jacksonville, Miami, and Tampa
Zero territories and three sub-territories: Jacksonville, Miami, and Tampa

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

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

- Base
- Email from Microsoft Exchange
- Email engagement
- Today

Answer Area

Scenario

Upcoming meeting reminder

An email is opened

Action card

Action card

Action card

Correct Answer:

Action cards

- Base
-
-
- Today

Answer Area

Scenario

Upcoming meeting reminder

An email is opened

Action card

Email from Microsoft Exchange

Email engagement

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

QUESTION 5

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: Change the opportunity to an inactive state.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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