

# MB-210<sup>Q&As</sup>

Microsoft Dynamics 365 Sales

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#### **QUESTION 1**

You need to resolve the missing credit card order.

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

NOTE: Each correct selection is worth one point.

- A. Convert the email.
- B. Qualify a lead.
- C. Create the order.
- D. Create a contact.

Correct Answer: AD

#### **QUESTION 2**

A company uses Dynamics 365 for Sales.

You create a new quote and associate an opportunity to the quote.

You need to display all your items from the opportunity in the quote.

What should you do?

- A. Activate the quote
- B. Select Get Products from the command bar in the Quote entity
- C. Select Add Line Items on the Opportunity entity
- D. Select Recalculate from the command bar on the Opportunity entity

Correct Answer: B

#### **QUESTION 3**

A salesperson is viewing a My Activities list as a calendar.

The salesperson wants to change the status of a phone call by dragging an activity to a new status.

You need to ensure that the salesperson can switch their view type.

What should you do?

A. Select Show As in the ribbon.



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B. Select Create View in the ribbon.

C. Remove the Calendar control, and then add the Kanban control to the view.

D. Add the Kanban control to the view.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/activity-kanban-view

#### **QUESTION 4**

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

Correct Answer: B

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

#### **QUESTION 5**

A company has two departments. Each department uses only custom forms and views designed for each department. Currently, all users can view all forms and views.

The company wants to improve usability for its users.

You need to limit users to only individual department forms and views.

What should you do?

A. Create a site map for each department.



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	В.	Create a	model-driven	app	for each	department.
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C. Use a hierarchy security model.

D. Use security roles.

Correct Answer: B

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