

MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

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:

Answer Area

Requirement	Action
Add the products to the opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Add both price lists to the opportunity and add the products from both PriceListA and PriceListB Add the products from PriceListA, change to PriceListB, and add the remaining products Add the products to the opportunity and specify PriceListA or PriceListB on the product </div> </div>
Select Recalculate on an opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Each product is recalculated using the current list price both PriceListA and PriceListB The estimated revenue is recalculated according to the prices currently displayed on the product line items grid The products on the active price list in the opportunity are recalculated according to current list price </div> </div>

Correct Answer:

Answer Area

Requirement	Action
Add the products to the opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Add both price lists to the opportunity and add the products from both PriceListA and PriceListB Add the products from PriceListA, change to PriceListB, and add the remaining products Add the products to the opportunity and specify PriceListA or PriceListB on the product </div> </div>
Select Recalculate on an opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Each product is recalculated using the current list price both PriceListA and PriceListB The estimated revenue is recalculated according to the prices currently displayed on the product line items grid The products on the active price list in the opportunity are recalculated according to current list price </div> </div>

QUESTION 2

You need to increase efficiency and consistency for ticket sales to meet company requirements. What should you create?

- A. a Microsoft Flow workflow
- B. a playbook
- C. a Lifecycle Services (LCS) package

Correct Answer: B

Enforce repeatable steps to promote and increase efficiency and consistency for ticket sales across all sports and venues.

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/enforce-best-practices-playbooks>

QUESTION 3

A company uses Dynamics 365 Sales.

You attempt to add a product to an order, but the product cannot be located.

You need to determine why the product is missing.

What is the cause?

- A. The product was not published
- B. The product is missing required information
- C. The write-in option was not used
- D. The product was not listed in the quote

Correct Answer: A

QUESTION 4

You are creating a forecast.

You want to include only opportunities that sell more than 100 units.

You need to configure this within the system.

What should you configure?

- A. multiple columns
- B. premium forecasting

- C. advanced features
- D. additional filters
- E. separate views

Correct Answer: D

QUESTION 5

HOTSPOT

You need to set up goals for the salespeople.

How should you set up the configurations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Configuration

Scope

Goal calculation

	▼
System	
Manual Recalculate as needed	
Business entity	

Goal type

	▼
Child	
Parent	
Stretch	

Correct Answer:

Configuration

Goal calculation

	▼
System	
Manual Recalculate as needed	
Business entity	

Goal type

	▼
Child	
Parent	
Stretch	

Scope

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/goals-overview>

QUESTION 6

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.

Correct Answer: C

QUESTION 7

A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually. You need to add a unit named Each.

- A. Create the unit Each with Box as the base unit.
- B. Update the unit Box with Each as the base unit.
- C. Set Each as the primary unit.
- D. Make Each the base unit for all units.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-unit-group-add-units>

QUESTION 8

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: Close the opportunity as won.

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 9

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

Correct Answer: C

To create a quote, you must be in Opportunity and select "New Quote" under the Quotes Tab.
<https://learn.microsoft.com/en-us/dynamics365/sales/create-edit-quote-sales>

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	Action			
Products are associated with a quote record	<div data-bbox="810 1317 1466 1350">▼</div> <table border="1"><tr><td data-bbox="810 1350 1466 1391">Manually add the products to the opportunity</td></tr><tr><td data-bbox="810 1391 1466 1431">Use the Get Products option</td></tr><tr><td data-bbox="810 1431 1466 1469">Associate the quote with the opportunity</td></tr></table>	Manually add the products to the opportunity	Use the Get Products option	Associate the quote with the opportunity
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	<div data-bbox="810 1496 1466 1529">▼</div> <table border="1"><tr><td data-bbox="810 1529 1466 1570">Add a write-in product</td></tr><tr><td data-bbox="810 1570 1466 1610">Add an existing product</td></tr><tr><td data-bbox="810 1610 1466 1644">Add the product bundle price list</td></tr></table>	Add a write-in product	Add an existing product	Add the product bundle price list
Add a write-in product				
Add an existing product				
Add the product bundle price list				

Correct Answer:

Answer Area

Scenario	Action
Products are associated with a quote record	<ul style="list-style-type: none">Manually add the products to the opportunityUse the Get Products optionAssociate the quote with the opportunity
Add a product bundle to the opportunity	<ul style="list-style-type: none">Add a write-in productAdd an existing productAdd the product bundle price list

QUESTION 11

DRAG DROP

You manage a Dynamics 365 Sales environment.

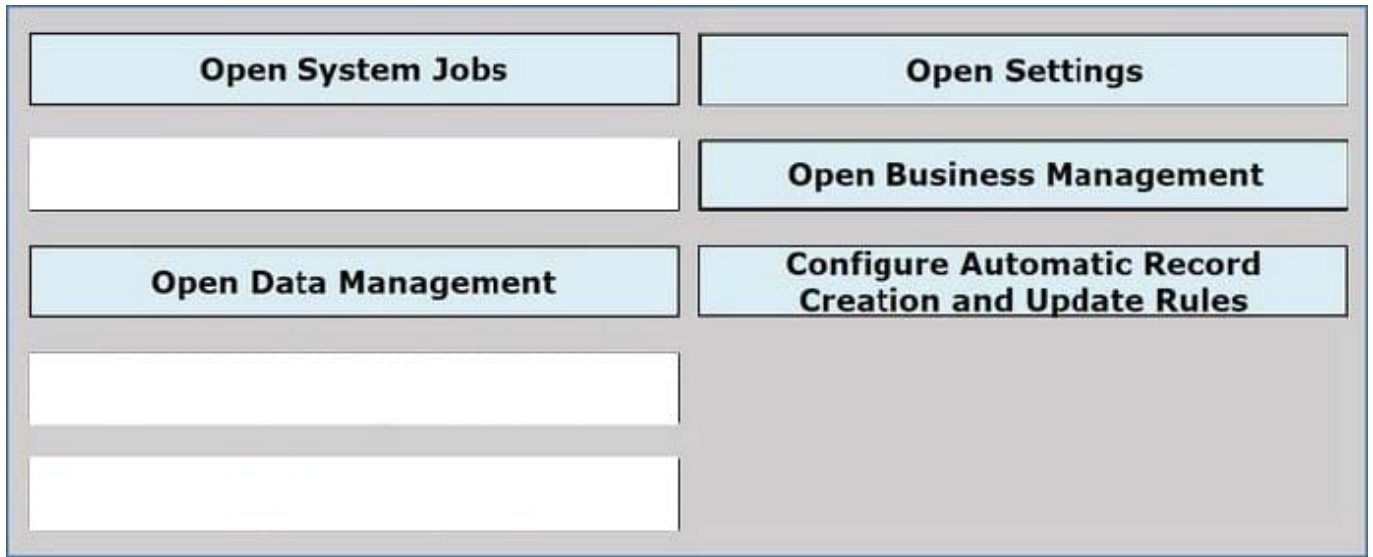
You need to email the sales manager when salespeople update their phone call activities. Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange

them in the correct order.

Select and Place:

Open System Jobs	
Open Settings	
Open Data Management	
Configure Automatic Record Creation and Update Rules	
Open Business Management	

Correct Answer:



QUESTION 12

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

Correct Answer: C

QUESTION 13

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 14

You are creating orders from quotes in Dynamics 365.

In some circumstances, customers no longer require an order. In other circumstances, your company delivers the order.

You need to ensure that closed orders use existing functionality to reflect the circumstances.

Which two methods of closing an order are available out of the box? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Cancel
- B. Activate
- C. Accept
- D. Fulfill

Correct Answer: AD

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-order-sales>

QUESTION 15

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

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

Correct Answer:

Answer Area

Requirement

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

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