Vendor: Microsoft

Exam Code:MB-210

Exam Name: Microsoft Dynamics 365 Sales

Version: Demo

QUESTION 1

DRAG DROP

You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.

You need to ensure that salespeople can move through the sales process and view progress.

Which four 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

Actions
Select **Customize the System**
Select **Web Resources**
Create a dialog
Create a process flow
Select **Customizations**
Select **Processes**

Answer Area

Correct Answer:

Actions

Select **Web Resources**
Create a dialog

Answer Area

Select **Customize the System**
Select **Customizations**
Select **Processes**
Create a process flow

QUESTION 2

You need to choose where to enter the other show names in the system. Where should you add the shows?

A. Product

B. Accounts

C. Contacts

D. Competitor

Correct Answer: D

QUESTION 3

HOTSPOT

You have a dashboard that shows the number of completed calls and cancelled calls in a chart. Sales Representatives mark completed calls by using one of the following values: Wrong Number, Left Message, or Connected.

You need to update the dashboard to display wrong phone numbers.

How should you make the modification? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Value or action
Modification to make	▼
	Use a filter
	Alter the existing chart
	Create a new chart
Value to use	▼
	Status
	Status Reason
	Completed

Correct Answer:

Requirement	Value or action
Modification to make	[▼] **Use a filter** Alter the existing chart Create a new chart
Value to use	[▼] Status **Status Reason** Completed

QUESTION 4

You are a salesperson using Dynamics 365 for Sales.

You need to revise an active quote.

What happens to the original quote record?

A. The quote is deleted

B. The quote is converted into an order and a copy of the quote is put in draft mode for modification

C. The original quote is put in draft mode for modification

D. The quote is closed, and a copy of the quote is put in draft mode for modification

Correct Answer: D

https://learn.microsoft.com/en-us/dynamics365/project-operations/sales/activation-and-revision

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QUESTION 5

You are a Dynamics 365 Sales administrator for a company. All sales representatives at the company have smart

phones.

You need to recommend a solution that allows sales representatives to take photos of the opportunity notes and use the photo as input for new opportunities in Dynamics 365.

Which two options will achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct answer is worth one point.

A. AI Builder with Dynamics 365 for phones

B. Canvas App with a flow button

C. AI Builder with Power Automate instant flow

D. Dynamics 365 for phones only

Correct Answer: BC

QUESTION 6

HOTSPOT

A company uses Dynamics 365 Sales. You add the Kanban control to the Opportunity entity.

You plan to implement Kanban views in the system. The implementation must accomplish the following:

Set up opportunities so they are visible in Kanban views.

Ensure that the default view displays the opportunities in the sales cycle.

Ensure that users know how to change the status in the Kanban status view without opening the full record.

You need to complete the Kanban setup.

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

Requirement	Action
Set up Kanban.	▼
	In App Settings, select the correct setting.
	On the View menu, select the correct view.
	In Advanced settings, select the correct setting.
	On the command bar, select Show As, and then select the correct setting.
View the opportunities in the sales cycle.	▼
	Change the Kanban type to Status.
	Change the view to All Opportunities.
	Change the view to Partner Opportunities.
	Change the Kanban type to a business process flow.
Change the status to the same status view.	▼
	Drag the opportunity to another column.
	Create a new opportunity with the correct status.
	Drag the opportunity to the bottom of the column.
	Create a lead and quality the lead with the new status.

Correct Answer:

Answer Area

Requirement	Action
Set up Kanban.	In App Settings, select the correct setting.
	On the View menu, select the correct view.
	In Advanced settings, select the correct setting.
	On the command bar, select Show As, and then select the correct setting.
View the opportunities in the sales cycle.	**Change the Kanban type to Status.**
	Change the view to All Opportunities.
	Change the view to Partner Opportunities.
	Change the Kanban type to a business process flow.
Change the status to the same status view.	**Drag the opportunity to another column.**
	Create a new opportunity with the correct status.
	Drag the opportunity to the bottom of the column.
	Create a lead and quality the lead with the new status.

QUESTION 7

HOTSPOT

You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource.

You need to ensure that you can install the business process flows.

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

Task	Action
Configure security	▼
	Assign the user the Office 365 Global Admin role
	Assign the Dynamics 365 System Customizer Security role
Deployment action	▼
	Select the organization for installation
	Publish all customizations

Correct Answer:

Answer Area

Task	Action
Configure security	▼
	Assign the user the Office 365 Global Admin role
	Assign the Dynamics 365 System Customizer Security role
Deployment action	▼
	Select the organization for installation
	Publish all customizations

QUESTION 8

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

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QUESTION 9

An order uses quote and order functionality in Dynamics 365 for Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often. You need to create a process that meets the following requirements:

1.

 Create an order from a quote.

2.

 Close the associated opportunity as won.

3.

 Update the actual values to reflect values from the quote.

Which two opportunities can you close as won? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The opportunity has other quotes in the won status.

B. The opportunity has other quotes in the draft status.

C. The opportunity has other quotes in the active status.

D. The opportunity has other quotes in the revised status reason.

Correct Answer: AD

Reason for A is - Opportunity can\\'t be closed if it has any Draft and Active quotes attached to it.

Reason for D is Opportunity when closing Quote Status reason for Quote in the dialog can be selected as Lost, Cancelled and Revised. So as per the available option we have D.

QUESTION 10

A quote is accepted by a customer. A salesperson creates an order from the quote. The customer contacts the salesperson to request a repeat of the same order.

The salesperson wants to create another order from the same quote.

You need to create the order.

What should you do?

A. Create the order from the quote because it is in a Closed status.

B. Revise the quote and create the order from Draft status.

C. Create the order from the quote because it is in a Won status.

D. Revise the quote and create the order from the Active status.

Correct Answer: C

QUESTION 11

You need to resolve the sales manager\\'s issue regarding private box customers. What should you do?

A. Convert all incoming phone calls to leads.

B. Convert the dean\\'s phone call to an opportunity.

C. Convert the sales manager\\'s emails to leads.

D. Convert the sales manager\\'s emails to opportunities.

Correct Answer: C

QUESTION 12

A company based in Mexico is setting up Dynamics 365 Sales. All price lists are in US dollars (USD).

A sales representative sells products to customers in the United Kingdom and Spain.

You need to determine the currency for the quote.

Which currency will the quote use?

A. Pound sterling

B. Euro

C. USD

D. Peso

Correct Answer: C

Reference:

https://blog.magnetismsolutions.com/blog/colinmaitland/2019/05/20/dynamics-365-currency-configuration- for-price-list-items