Microsoft Dynamics 365 for Sales

Microsoft MB-210

Version Demo

Total Demo Questions: 15

Total Premium Questions: 250

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Topic Break Down

Topic	No. of Questions
Topic 1, Case Study 1	5
Topic 2, Case Study 2	5
Topic 3, Case Study 3	4
Topic 4, Case Study 4	5
Topic 5, Case Study 5	5
Topic 6, Case Study 6	6
Topic 7, Case Study 7	8
Topic 8, Case Study 8	7
Topic 9, Mixed Questions	205
Total	250

QUESTION NO: 1

A company uses special pricing for bulk purchases of products.

A sales team member cannot create pricing lists for preferred customers.

You need to set up a discount price list.

What are three possible security roles that can be used? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Sales Team Member

B. Vice President of Sales

C. Sales Manager

D. CEO-Business Manager

E. President of Sales

ANSWER: B C D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-discount-list

QUESTION NO: 2 - (DRAG DROP)

DRAG DROP

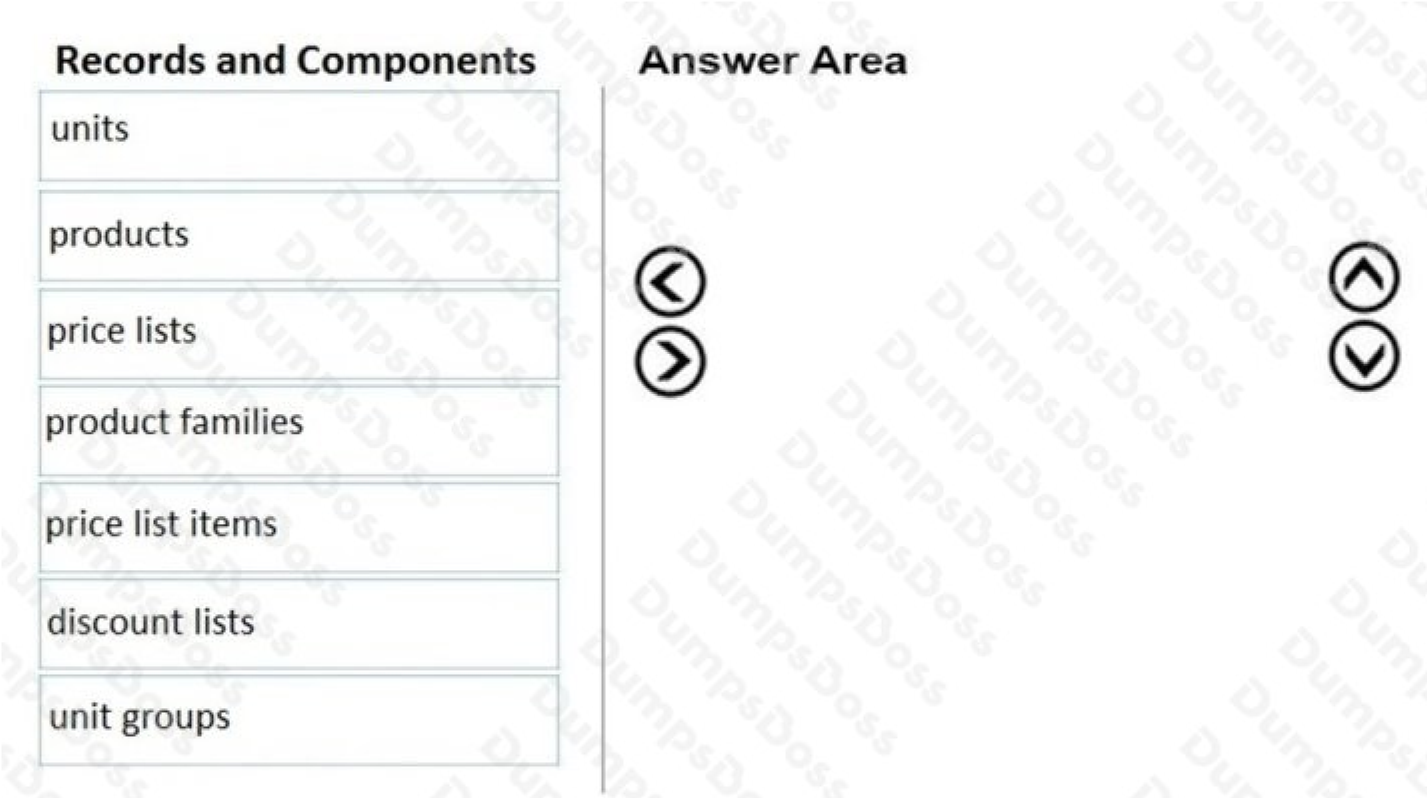
The product development team for a toy company creates a new remote-control toy.

You need to create the necessary records and record relationships to sell the product.

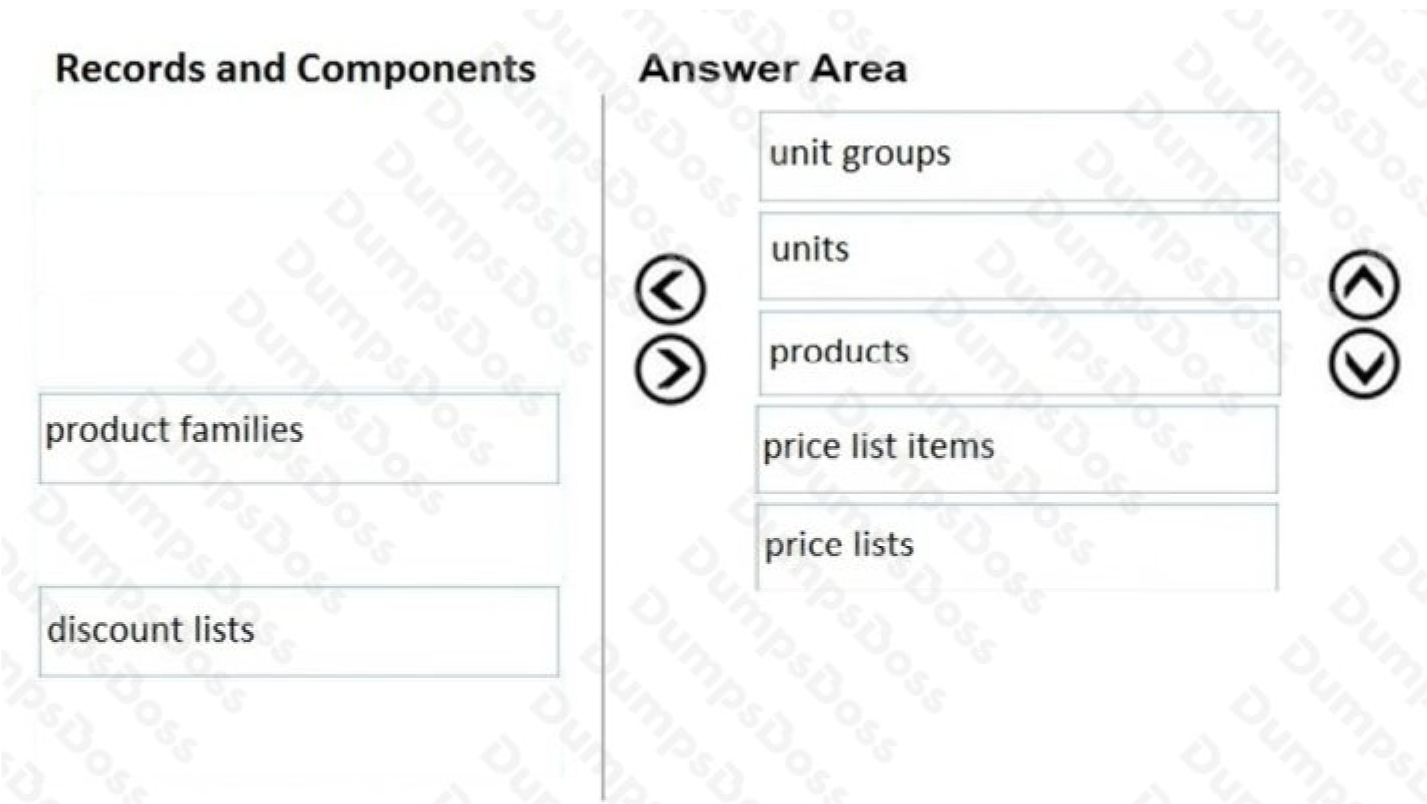
Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:


Records and Components
Answer Area
units
products
price lists
product families
price list items
discount lists
unit groups

ANSWER:


Records and Components
Answer Area
unit groups
units
products
price list items
price lists
product families
discount lists

Explanation:

QUESTION NO: 3

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:

- Create an order from a quote.
- Close the associated opportunity as won.
- 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.

ANSWER: A B

QUESTION NO: 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 in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Sales.

You create a playbook to send documents to new sales managers.

You need to configure the system to record all activity associated with each playbook.

Solution: Enable auditing on for the Playbook Activity entity.

Does the solution meet the goal?

A. Yes

B. No

ANSWER: B

Explanation:

Activity tracking is enabled in the Playbook template.

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/track-playbook-activities

QUESTION NO: 5

You manage a Dynamics 365 Sales environment.

You need to ensure that all possible activities are automatically converted to leads by using the record creation rule.

Which three activities can you convert to leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Service activity

B. Email

C. Phone call

D. Task

E. Custom activity

ANSWER: B C D

QUESTION NO: 6 - (DRAG DROP)

DRAG DROP

You are implementing Dynamics 365 Sales for a company.

The company wants to use features that do the following:

- Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365.

- Retrieve information from emails about customers in Microsoft Dataverse without manual data entry. - Track read receipts to customers in Dataverse.

You need to configure the correct component.

What should you configure? To answer, drag the appropriate components to the correct requirements. Each component 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:

Components

- Assistant
- Auto capture
- Email engagement
- Relation analytics

Answer Area

Requirement	**Component**
Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365	
Retrieve information from emails about customers in Dataverse without manual data entry	
Track read receipts to customers in Dataverse	

ANSWER:

Components

- Assistant
- Auto capture
- Email engagement
- Relation analytics

Answer Area

Requirement	**Component**
Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365	Assistant
Retrieve information from emails about customers in Dataverse without manual data entry	Auto capture
Track read receipts to customers in Dataverse	Email engagement

Explanation:

Reference: https://msdynamicsworld.com/story/improve-sales-ai-microsoft-dynamics-365

QUESTION NO: 7

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Sales Person

B. Delegate

C. System Customizer

D. CEO – Business Manager

ANSWER: D

QUESTION NO: 8

You need to implement the time study.

What should you create?

A. business rule

B. insight cards with Sales Insights

C. custom activity type

D. new data step in the business process flow

ANSWER: C

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/work-with-activities?view=op-9-1

QUESTION NO: 9 - (HOTSPOT)

HOTSPOT

You run a sales report for Fourth Coffee named Account Overview. The following report displays:

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

Question	Answer choice
Why is the satisfaction area blank?	There are no closed cases. Users are not completing the satisfaction field. The Reporting Service is down. Cases with the problem solved have not been closed.
Which type of account is Fourth Coffee?	Active Parent Account Inactive Child Account

ANSWER:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	There are no closed cases. Users are not completing the satisfaction field. The Reporting Service is down. Cases with the problem solved have not been closed.
Which type of account is Fourth Coffee?	Active Parent Account Inactive Child Account

Explanation:

QUESTION NO: 10 - (SIMULATION)

SIMULATION

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.

Scoring is based on the outcome of performing the tasks stated in the lab. In other words, it doesn't matter how you accomplish the task, if you successfully perform it, you will earn credit for that task.

Labs are not timed separately, and this exam may have more than one lab that you must complete. You can use as much time as you would like to complete each lab. But, you should manage your time appropriately to ensure that you are able to complete the lab(s) and all other sections of the exam in the time provided.

Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

Your company plans to generate a report to provide reasons for the disqualification of leads.

You need to add a reason of Cannot meet timeline for delivery and then apply the reason to a Sales Lead named Brian LaMee.

To complete this task, sign in to the Dynamics 365 portal.

ANSWER: See explanation below.

Explanation:

1. Navigate to Settings > Customization > Customize the System.

2. Expand the Entities menu.

3. Scroll down and expand Leads, then click on Fields.

4. Double click on the Status Reason field.

5. Change status to Disqualified.

6. Click Add.

7. Type in the new status reason: Cannot meet timeline for delivery

8. Click OK.

9. Click Publish All Customizations.

10.Open the lead named Brian LaMee.

11.From the command bar, click Disqualify and select the new status reason.

Reference:

https://www.azamba.com/2018/08/16/how-to-add-a-reason-to-disqualify-a-lead-in-microsoft-dynamics-365-for-sales-crm/

QUESTION NO: 11

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:

Reference:

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

QUESTION NO: 12

A company uses Dynamics 365 Sales to manage sales leads.

You must create two leads. One lead must target customers between ages 30 to 40 in the oil industry. The other lead must be based on interactions with your website in the last week.

You need to set up conditions when creating the leads.

What are two categories of conditions? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Entity

B. Date range

C. Behaviour rules

D. Fixed rules

ANSWER: C D

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/marketing/score-manage-leads

QUESTION NO: 13

You are a salesperson working with Dynamics 365. Your role includes working with opportunities.

You successfully close a sale.

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

NOTE: Each correct selection is worth one point.

A. Change Est. Revenue to Actual amount

B. Set the Status reason to Won.

C. Change Est. Close Date to Actual close date.

D. Change the Actual Revenue to Actual amount.

ANSWER: A D

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/close-opportunity-won-lost-sales

QUESTION NO: 14 - (HOTSPOT)

HOTSPOT

A company is implementing Dynamics 365 Sales.

The solution must support a new standardized sales process. The process must be the same for both new and existing customers.

- Sales representatives must follow up on email inquiries about products within 24 hours.
- The time it takes for sales representatives to follow up on inquiries must be reportable.
- All quotes for new customers must be reviewed and approved by the sales manager for specific criteria.

You need to configure playbooks to meet the requirements.

What should you do? To answer, select the appropriate options in the answer area.

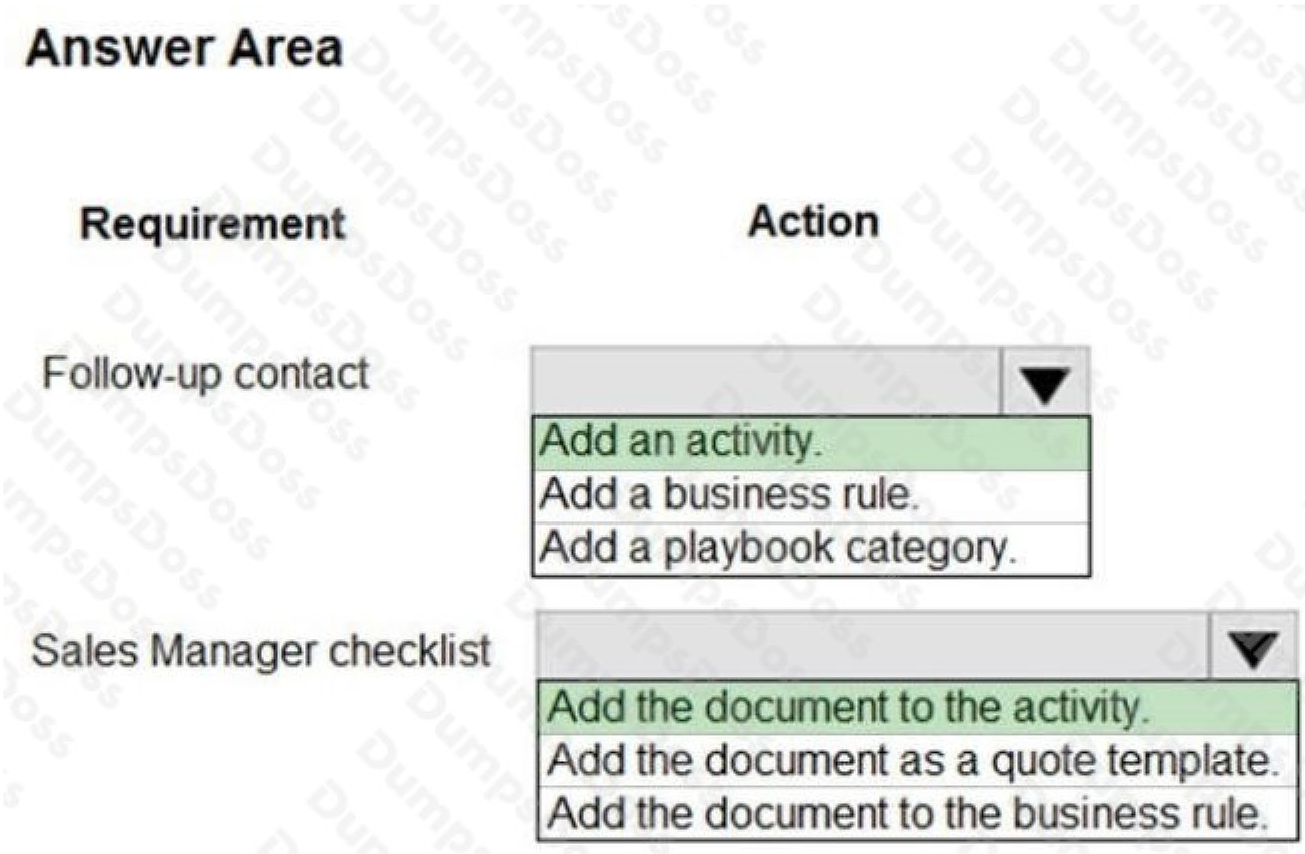
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Follow-up contact	Add an activity. Add a business rule. Add a playbook category.
Sales Manager checklist	Add the document to the activity. Add the document as a quote template. Add the document to the business rule.

ANSWER:



Explanation:

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

QUESTION NO: 15

You need to determine how notes and attachments are handled in converted leads.

How are they handled?

A. moved to the account after the lead is qualified

B. deleted after the lead is qualified

C. stay with the inactive lead after the opportunity is qualified

D. automatically moved to the opportunity after the lead is qualified

ANSWER: D

Explanation:

Reference: https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales