

# Microsoft

## Exam Questions mb-210

Microsoft Dynamics 365 for Sales



**NEW QUESTION 1**

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 are a Dynamics 365 for Sales system customizer.  
You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form. Solution: Use Dynamics 365 AI for Sales.  
Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

References:  
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms>

**NEW QUESTION 2**

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 company plans to move their headquarters from the United States to Europe.  
You need to round all currency values to four decimal places and display the correct currency symbol. Solution: Change the currency code and symbol so that both are displayed.  
Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 3**

DRAG DROP  
You use Dynamics 365 for Sales.  
You are in stage two of business process flow that has five stages. You need to use multiple business process flows.  
Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action 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:

Actions	Answer Area	
<div>Abandon and then Switch</div> <div>Finish and then Switch</div> <div>Switch</div>	<div>Scenario</div> <div>End the current process and start the correct business process flow.</div> <div>Temporarily leave the current process for a different business process flow.</div>	<div>Action</div> <div>Action</div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Actions	Answer Area	
<div>Abandon and then Switch</div>	<div>Scenario</div> <div>End the current process and start the correct business process flow.</div> <div>Temporarily leave the current process for a different business process flow.</div>	<div>Action</div> <div>Finish and then Switch</div> <div>Switch</div>

**NEW QUESTION 4**

You are a Dynamics 365 administrator.

A sales manager changes the target goal for a salesperson from \$26,000.00 to \$20,000.00. However, the currency symbol changes from \$ to £. Other managers are not experiencing this issue.  
You need to fix the currency symbol for the sales manager. What should you change?

- A. the default currency in personal options
- B. the currencies in settings
- C. the currency display option in system settings
- D. the current format in personal options

**Answer:** A

**NEW QUESTION 5**

You are Dynamics 365 for Sales administrator.  
Sales representatives must enter estimated revenue only as an exception.  
You need to ensure that estimated revenue for opportunities is automatically calculated. What should you do?

- A. In the System Settings sales tab, change the default revenue type to System Calculated
- B. In custom controls, change the default revenue setting to System Calculated
- C. In Personalization settings for each user, change the default revenue type to System Calculated
- D. In Opportunities, change the default value of the revenue type to System Calculated

**Answer:** D

**NEW QUESTION 6**

HOTSPOT  
You are a Dynamics 365 for Sales administrator. You have an interactive experience leads dashboard. You need to create a filtered view of the dashboard.  
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

Action	Option
View the required charts.	<div><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer Area

Action	Option
View the required charts.	<div><div></div><div>Select Open Views</div><div>Select Show Visual Filter</div><div>Select Show Global Filter</div></div>
Save the dashboard filters.	<div><div></div><div>Use Visual Filter</div><div>Use Global Filter</div></div>

**NEW QUESTION 7**

DRAG DROP  
You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:  
▪ Emails that contain the words support or help must create a new high-priority case.  
▪ Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help. Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.  
▪ If none of the targeted words are present in an email, a cold lead must be created.  
You need to configure the order in which rule items are processed.  
In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.  
Select and Place:

Actions

Create a hot lead

Create a case with high priority

Create a warm lead

Create a cold lead

Answer Area

⬅

➡

⬆

⬇

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Answer Area

Create a hot lead

Create a warm lead

Create a case with high priority

Create a cold lead

⬅

➡

⬆

⬇

NEW QUESTION 8

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 9

DRAG DROP

You use opportunities with business process flows in Dynamics 365.

You do not have insight into the amount of time spent per process and when the last stage became active.

You need to create views and charts that give you this insight and that allow you to track by the owner of the opportunity.

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:

Actions	Answer Area
Create a view of the business process flow entity and include duration and Active Stage Started On	
Add the owner field from the opportunity to the view	
Add the duration and active stage started on the view of the opportunity	
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	
Create a chart on the opportunity entity and use the new view to include the necessary fields	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Actions	Answer Area
	Create a view of the business process flow entity and include duration and Active Stage Started On
	Create a chart on the opportunity entity and use the new view to include the necessary fields
Add the duration and active stage started on the view of the opportunity	Add the owner field from the opportunity to the view
Create a chart on the business process flow entity and add the new view to include the needed fields	
Create a new of the opportunity entity and include the owner field	

#### NEW QUESTION 10

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

**Answer: C**

#### NEW QUESTION 10

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: On the last stage of the business process flow, select Finish.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION 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:**

References:

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

**NEW QUESTION 14**

HOTSPOT

You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads. You need to qualify leads and send phone calls to sales representatives.

How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	<div><div></div><div>Case</div><div>Lead</div></div>
You qualify a lead. For which entity is a record created?	<div><div></div><div>Contact</div><div>Case</div></div>

**NEW QUESTION 16**

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.

**Answer: D**

**NEW QUESTION 18**

A company uses Dynamics 365 for Sales.

You must track a competitor to help your company win a sale. You need to associate the competitor with a Dynamics 365 entity. To which type of entity can you associate the competitor?

- A. Opportunity
- B. Lead
- C. Account
- D. Contacts

**Answer: A**

**Explanation:**

References:

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

**NEW QUESTION 22**

HOTSPOT

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

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:

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Question	Action
What must you do when you close a successful sale?	<div><div></div><div>Close a qualified</div><div>Close as won</div></div>
What must you do to close the opportunity?	<div><div></div><div>Fill out the competitor</div><div>Fill out the actual revenue</div><div>Fill out the description</div></div>

NEW QUESTION 27

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:

Scenario	Action
Products are associated with a quote record	<div><div></div><div>Manually add the products to the opportunity</div><div>Use the Get Products option</div><div>Associate the quote with the opportunity</div></div>
Add a product bundle to the opportunity	<div><div></div><div>Add a write-in product</div><div>Add an existing product</div><div>Add the product bundle price list</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scenario	Action
Products are associated with a quote record	<div><div></div><div>Manually add the products to the opportunity</div><div>Use the Get Products option</div><div>Associate the quote with the opportunity</div></div>
Add a product bundle to the opportunity	<div><div></div><div>Add a write-in product</div><div>Add an existing product</div><div>Add the product bundle price list</div></div>

NEW QUESTION 29

You manage Dynamics 365 environments for client organizations.  
A client suspects they are losing business. The client must be able to capture reasons each time an opportunity is lost. You need to configure Dynamics 365 to ensure that you can capture the required information.

Which field should you configure?

- A. Opportunity status reason
- B. Opportunity close status
- C. Opportunity status
- D. Opportunity close status reason

**Answer:** A

**NEW QUESTION 34**

You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity. User1 asks a user named User2 to assist with the opportunity while she is on vacation. You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity. What should you do?

- A. Share the record with User2
- B. Grant User2 the security role
- C. Instruct User2 to follow the record
- D. Add User2 to the Sales team

**Answer:** A

**Explanation:**

References:  
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records>

**NEW QUESTION 37**

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

**Answer:** C

**NEW QUESTION 41**

HOTSPOT  
You send a quote to a client. The client calls and negotiates a better price. You need to send a revised quote to the client. What is required to modify the quote? To answer, select  
NOTE: Each correct selection is worth one point.  
Hot Area:

Answer Area

Question	Response
Which action should you perform?	<div><div></div><div>Edit</div><div>Close Quote</div><div>Deactivate</div><div>Reopen Quote</div></div>
What is the resulting status for the quote after you perform the action?	<div><div></div><div>Draft</div><div>Revised</div><div>In Progress</div><div>Open</div></div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



Question	Response
Which action should you perform?	<div><div></div><div>Edit</div><div>Close Quote</div><div>Deactivate</div><div>Reopen Quote</div></div>
What is the resulting status for the quote after you perform the action?	<div><div></div><div>Draft</div><div>Revised</div><div>In Progress</div><div>Open</div></div>

#### NEW QUESTION 46

You create an invoice with products and services for a customer.  
You need to add pricing for a product that is not available in the product catalog. What should you do?

- A. Add the product to the order and use Get Products
- B. Add a write-in product
- C. Add an existing product and change the name and price
- D. Add the product to the quote and use Get Products

**Answer:** B

#### Explanation:

References:  
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quote-order-invoice>

#### NEW QUESTION 47

You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.  
You need to create a product family. What should you do?

- A. Add a new product family to an existing product family
- B. Delete the existing price list and create a new one
- C. Create a unit group for use with the product family
- D. Add a parent product family to an existing product family

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 48

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 51

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

**Answer:** B

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

**NEW QUESTION 53**  
HOTSPOT  
You use Dynamics 365 for Sales.  
You need to add products to an invoice.  
Which options should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:

Scenario	Option
Add a product from an opportunity.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product from a price list.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product that does not exist in the product catalog.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Scenario	Option
Add a product from an opportunity.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product from a price list.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>
Add a product that does not exist in the product catalog.	<div>Existing Product</div> <div>Write-In Product</div> <div>Get Products</div>

**NEW QUESTION 56**  
HOTSPOT  
You use Dynamics 365 for Sales system customizer. You need to create product kits and bundles.  
What should you create? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:

Requirement	Option
View individual products in a grouping when you create an opportunity.	<div>Kit</div> <div>Bundle</div>
Sell products from a grouping individually.	<div>Kit</div> <div>Bundle</div>
Create a grouping within a grouping.	<div>Kit</div> <div>Bundle</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-bundles-sell-multiple-items-together>

**NEW QUESTION 58**

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: On the Quotes tab of the opportunity, select Add New Quote. Does the solution meet the goal?

A. Yes

B. No

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 60**

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