- **Vendor:** Microsoft
- **Exam Code:** MB-210
- **Exam Name:** Microsoft Dynamics 365 for Sales
- **New Updated Questions from Braindump2go (Updated in Oct./2020)**



**QUESTION 142**
**Case Study 3**
**Background**
A company owns a group of theaters that stage live performances. Tickets to shows are sold by individual representatives by using a mobile app.
Each theater has a manager. The managers rotate between theaters every six months.
The company plans to implement Dynamics 365 Sales.
**Current environment**
The company uses the following pricing structure for tickets:

| Quantity tickets per show | Pricing per ticket |
|---|---|
| Fewer than 10 | $50.00 |
| 11 or more but fewer than 25 | 10 percent off ticket price |
| More than 26 | 15 percent off ticket price |

Representatives create Microsoft Word documents to use as invoices. Pricing for tickets is often inconsistent. Ticket sales are often lost because customers go to other shows.
**Requirements**
**Business cards**
- The business card of every group sales customer must be scanned and the image saved with the contact record.
- A customer's business card must be scanned even if the customer has been to the theatre before.
- Business cards must show up on all contact forms.

**Salespeople**
- Each salesperson needs to sell a certain amount of tickets per month.
- The number of tickets each salesperson sells must be totalled only at the end of the month, before the monthly meeting between the salesperson and their manager.
- Salespeople must not be able to check the quantity sold in the system daily.

**Opportunities**
- The name of the sales manager must be added to opportunity records when sales representatives close opportunities.
- Opportunities that are lost must include the reasons **other show** and **not interested**.
- Some of the opportunities who order a large quantity of tickets every week want quotes quickly on various quantities. They want it broken down as follows:

- Price breakout by ticket
- Quantity discount amount
- Original ticket price

**Orders**
- Customers who buy a large quantity of tickets to a show must always get a quote first.
- Orders must always be created from the Quote record when it is a large purchase.
- Customers who buy a smaller quantity of tickets that do not have quotes must have an invoice sent to them.

**Data Analysis**
- Analyze email messages that pertain to ticket sales of the shows.
- Analyze relationships to help with potential sales of friends and coworkers for potential ticket buyers.
- Analyze accounts and assess the account representative's relationship with the customer to gauge the level of communication.

**Visuals**
A Tickets dashboard for all cashiers must be created that contains the following bar charts:
- all the tickets sold for each show
- all the tickets available for each show
- accounts that have purchased groups of 10 or more tickets
- purchased tickets by age groups

**Shows**
- Representatives must track which shows customers go to when they do not purchase the tickets to their shows. This information must be entered in the records.
- Every time a potential large sale is lost, the representative needs to ask the customer which show ticket was purchased instead of their show.
- Shows at other theatres must be updated on a monthly basis.
- Quantity discounts and bulk purchase for different shows must be consistent

**Issues**
- The Tickets dashboard has eight sections. The dashboard includes a line chart that displays data about age groups. The dashboard also has a chart that group ticket sales. The chart shows 10 or more tickets sold but is missing accounts that purchased more than 20 tickets.
- Cashiers report that they cannot see two specific area of the Tickets dashboard. Salespeople report that they can see all areas of the dashboard.
- Representative1 is unable to scan business cards.
- Some users do not see the business cards when using their desktop machines, but they see them from their tablets and mobile phones.
- There are no business card images in the system.
- Duplicate contacts are being created with business card scans.

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

A. Competitor
B. Product
C. Accounts
D. Contacts

**Answer:** A

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**Opportunities**
・The name of the sales manager must be added to opportunity records when sales representatives close opportunities.
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・Some of the opportunities who order a large quantity of tickets every week want quotes quickly on various quantities. They want it broken down as follows:
- Price breakout by ticket
- Quantity discount amount
- Original ticket price
**Orders**
・Customers who buy a large quantity of tickets to a show must always get a quote first.
・Orders must always be created from the Quote record when it is a large purchase.
・Customers who buy a smaller quantity of tickets that do not have quotes must have an invoice sent to them.
**Data Analysis**
・Analyze email messages that pertain to ticket sales of the shows.
・Analyze relationships to help with potential sales of friends and coworkers for potential ticket buyers.
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**Visuals**
A Tickets dashboard for all cashiers must be created that contains the following bar charts:
・all the tickets sold for each show
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・purchased tickets by age groups
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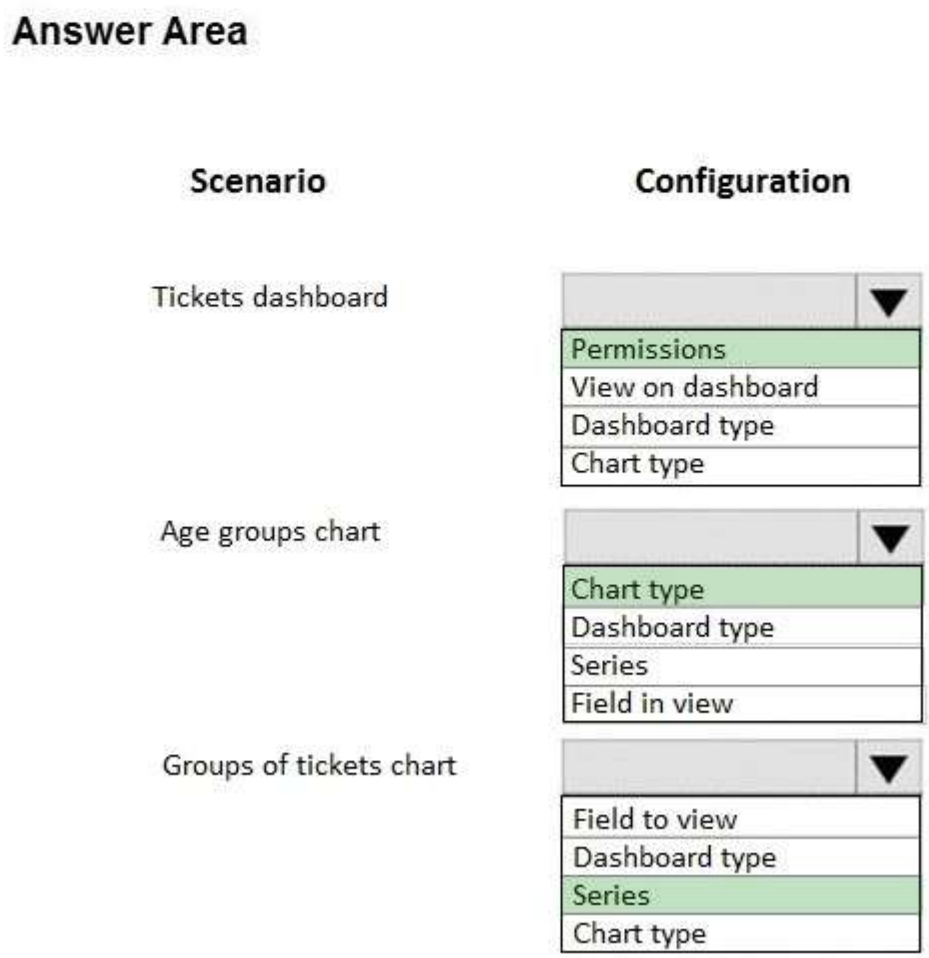
・The Tickets dashboard has eight sections. The dashboard includes a line chart that displays data about age groups. The dashboard also has a chart that group ticket sales. The chart shows 10 or more tickets sold but is missing accounts that purchased more than 20 tickets.
・Cashiers report that they cannot see two specific area of the Tickets dashboard. Salespeople report that they can see all areas of the dashboard.
・Representative1 is unable to scan business cards.
・Some users do not see the business cards when using their desktop machines, but they see them from their tablets and mobile phones.
・There are no business card images in the system.
・Duplicate contacts are being created with business card scans.
Hotspot Question
You need to resolve the issues on the ticket's dashboard.

Which configurations should you change? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

## Answer Area

| Scenario | Configuration |
|---|---|
| Tickets dashboard | Permissions<br>View on dashboard<br>Dashboard type<br>Chart type |
| Age groups chart | Chart type<br>Dashboard type<br>Series<br>Field in view |
| Groups of tickets chart | Field to view<br>Dashboard type<br>Series<br>Chart type |

**Answer:**

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**Data Analysis**

・Analyze email messages that pertain to ticket sales of the shows.

・Analyze relationships to help with potential sales of friends and coworkers for potential ticket buyers.

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Drag and Drop Question

You need to ensure that new managers receive the information they need.

What should you do? To answer, drag the appropriate actions to the correct information. 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.


**Answer:**


**QUESTION 145**
**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 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Create a subscription to Microsoft Relationship Sales and enable JavaScript and pop-up blockers.
Does the solution meet the goal?

A. Yes
B. No

**Answer:** B

**QUESTION 146**
**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 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Create a subscription to Microsoft Relationship Sales, enable JavaScript, and disable pop-up blockers.
Does the solution meet the goal?

A. Yes
B. No

**Answer:** A

**QUESTION 147**
**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 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Remove any subscriptions associated with Microsoft Relationship Sales and disable JavaScript.
Does the solution meet the goal?

A. Yes
B. No

**Answer:** B

**QUESTION 148**
You are a Dynamics 365 administrator for a company. The company's fiscal year is April 1 through March 31.
You need to create a system view for all users that displays data for the current fiscal year by default.
What should you do?

A. Set up fiscal year settings and create a view in the default solution
B. Use date ranges to create a view in the default solution
C. Set up fiscal year settings and create a view from the advanced find
D. Use date ranges to create a view from the advanced find

**Answer:** A

**QUESTION 149**
You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource.
You need to ensure that a user can install the business process flows.
What should you do?

A. Assign the Dynamics 365 System Customizer role to the user
B. Assign the Common Data Service User role to the user
C. In the Power Apps Admin center, assign Environment Maker permissions to the user
D. In the Office 365 Admin center, assign Application proxy permissions to the user

**Answer:** A
**Explanation:**
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/add-ready-use-business-processes

**QUESTION 150**
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. Knowledge Manager

C. System Customizer
D. CEO - Business Manager

**Answer:** C

**QUESTION 151**
You manage a Dynamics 365 Sales environment. Many activities are associated with opportunities.
Managers must be able to determine how the relationship with customers is trending for each opportunity.
You need to implement a solution.
Which solution should you implement?

A. Dynamics 365 for Sales content pack for Microsoft Power BI
B. Social Selling Assistant
C. LinkedIn Sales Navigator
D. Sales Insights
E. Relationship Assistant

**Answer:** D

**QUESTION 152**
You are a Dynamics 365 administrator for a dental office.
You need to create a process in Sales Hub to ensure that team members perform the following actions:
- Call patients to remind them about upcoming appointments.
- Update patient contact information.
What should you create?

A. a task flow
B. a business rule
C. a calendar
D. an on-demand workflow

**Answer:** A

**QUESTION 153**
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:** BCD