

➤ **Vendor: Microsoft**

➤ **Exam Code: MB-210**

➤ **Exam Name: Microsoft Dynamics 365 for Sales**

➤ **New Updated Questions from [Braindump2go](#) (Updated in [June/2021](#))**

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#### **QUESTION 213**

A company is implementing Dynamics 365 Sales. The company has ten products and four territories. Each territory must have a price list specific for the territory and must use these prices as default product prices. You need to configure the price lists for the territories. What should you do?

- A. Create a product family with each product list four times. Include the territory price for each product list.
- B. Create a price list with a discount list for each territory.
- C. Create a price list for each territory and add a territory relationship record.
- D. Create one price list and margin for each territory.

**Answer: C**

**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products>

#### **QUESTION 214**

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

**Answer: C**

**Explanation:**

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

#### **QUESTION 215**

A company has three business units. User privileges are set to ensure that users can see only records owned by their own business unit.

If a contact is needed for all business units, one contact record must be created for each business unit.

A contact is considered a duplicate if the First Name, Last Name, Email or Preferred Phone, and Business Unit fields match.

You must ensure that duplicate records are not created for contacts.

You need to create the duplicate detection rules.

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Which two filters should you configure? Each correct answer is part of the complete solution.

NOTE: Each correct selection is worth one point.

- A. First Name and Last Name and Email
- B. First Name and Last Name and Preferred Phone
- C. First Name and Last Name and Email and Business Unit
- D. First Name and Last Name and Preferred Phone and Business Unit
- E. First Name and Last Name and Owner

**Answer:** CD

**Explanation:**

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean>

#### **QUESTION 216**

Sales representatives at an organization have access to the contact records in their business unit.

You need to ensure that sales representatives can access contact records in all business units that are subordinate to their business unit. Sales representatives must not have access to other records in the organization.

Which access level should you assign to the Contact entity?

- A. User
- B. Organization
- C. Parent: Child Business Unit
- D. Business Unit

**Answer:** C

**Explanation:**

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

#### **QUESTION 217**

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:** BCD

**Explanation:**

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

#### **QUESTION 218**

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 Manager
- B. Knowledge Manager
- C. System Customizer
- D. Common Data Service

**Answer:** A

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**QUESTION 219**

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.

**Answer: C**

**Explanation:**

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

**QUESTION 220**

A company is using Dynamics 365 Sales.  
 Several invoices have an incorrect shipping date.  
 You need to change the shipping date on all the invoices.  
 What should you do?

- A. Select an order, edit, and then create an invoice for each incorrect order that corresponds to the invoice.
- B. Select all invoices simultaneously and select Confirm Invoice to change them.
- C. Select individual invoices, select Cancel Invoice for each incorrect order, and then recreate the invoices with the correct date.
- D. Select individual invoices and edit. Repeat for all incorrect invoices.

**Answer: D**

**Explanation:**

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

**QUESTION 221**

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: AD**

**Explanation:**

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

**QUESTION 222**

A battery manufacturer wants to sell their batteries in boxes of 12 and cases of 24 boxes.

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You need to set up a unit group so that the manufacturer can sell different quantities.  
What should you create first?

- A. related unit
- B. unit of measure
- C. primary unit
- D. base unit

**Answer: C**

**Explanation:**

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

#### **QUESTION 223**

A company uses Dynamics 365 Sales.

You need to associate a competitor with each closed opportunity for reporting.

What should you do?

- A. Select the Follow option for the competitor.
- B. Add the competitor to the opportunity close record.
- C. Create a user post for the competitor.
- D. Enable auditing for the competitor entity.

**Answer: B**

**Explanation:**

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

#### **QUESTION 224**

**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 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: Create a Power Automate flow to track the activities.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

Activity tracking is enabled in the Playbook template.

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

#### **QUESTION 225**

**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 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?

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- A. Yes  
 B. No

**Answer:** B

**Explanation:**

Activity tracking is enabled in the Playbook template.

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

**QUESTION 226**

Hotspot Question

You experience the following issues when you work with quotes in Dynamics 365 Sales:

An administrative assistant is unable to access the function to edit a quote in the system. The Send to customer option is unavailable after you enter a quote.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

Issue	Solution
The administrative assistant is unable to edit a quote.	<div> <input type="text"/> </div> <div>           Activate the quote.            Convert the quote to an order.            Email the quote to the administrative assistant.            Assign the quote to the administrative assistant.         </div>
You are unable to send a quote.	<div> <input type="text"/> </div> <div>           Save the quote.            Activate the quote.            Mark the quote as won.            Convert the quote to an order.         </div>

**Answer:**

Issue	Solution
The administrative assistant is unable to edit a quote.	<div> <input type="text"/> </div> <div>           Activate the quote.            Convert the quote to an order.            Email the quote to the administrative assistant.  <b>Assign the quote to the administrative assistant.</b> </div>
You are unable to send a quote.	<div> <input type="text"/> </div> <div>           Save the quote.  <b>Activate the quote.</b>            Mark the quote as won.            Convert the quote to an order.         </div>

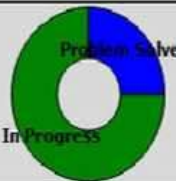
**Explanation:**

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

**QUESTION 227**

Hotspot Question

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

Account Overview as of:	11/13/2018	Status	Acct#
<b>Fourth Coffee (sample)</b>		Active	ABSS4G45
<b>Basic Profile</b> Parent Account: - Relationship: Industry: Location: Renton, TX		<b>Opportunity Summary</b> <u>Active opportunities by probability</u> No Data <u>All opportunities by current state</u> : No Data	
<b>Additional Contacts</b> Yvonne McKay (sample) - Purchasing Manager - (555-0100)			

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.

**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:**

**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

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Child Account