

- **Vendor: Microsoft**
- **Exam Code: MB-210**
- **Exam Name: Microsoft Dynamics 365 for Sales**
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QUESTION 181

Case Study 3 - Group of Theaters

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.

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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.
- 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.

Drag and Drop Question

You need to choose which product's solution fits the analysis needed.

Which solutions should you use? To answer, drag the appropriate solutions to the correct analyses. Each solution 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.

Solutions	Answer Area	Analysis	Solution
Free Sales Insights only		Email messages	Solution
Advanced Sales Insights only		Relationship between accounts	Solution
Free Sales Insights or Advanced Sales Insights		Communication between customer and representative	Solution

Answer:

Solutions	Answer Area	Analysis	Solution
		Email messages	Free Sales Insights only
		Relationship between accounts	Advanced Sales Insights only
		Communication between customer and representative	Free Sales Insights or Advanced Sales Insights

QUESTION 182

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Orders

- Customers who buy a large quantity of tickets to a show must always get a quote first.
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- 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 configure the system for all the large quantity pricing requirements.
What should you do?

- A. Create a workflow for price list
- B. Create a quote with a write-in product
- C. Create an opportunity.
- D. Create a product catalog

Answer: B

QUESTION 183

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They want it broken down as follows:

- Price breakout by ticket
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Data Analysis

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- There are no business card images in the system.
- Duplicate contacts are being created with business card scans.

Drag and Drop Question

You need to determine which configuration changes to make to address closed and lost opportunities.

Which modifications should you complete? To answer, drag the appropriate modifications to the correct additions. Each modification 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.

Modifications	Answer Area						
Modify the Close Opportunity form.	<table border="1"> <thead> <tr> <th>Addition</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Add sales manager</td> <td>Modification</td> </tr> <tr> <td>Add lost reasons</td> <td>Modification</td> </tr> </tbody> </table>	Addition	Modification	Add sales manager	Modification	Add lost reasons	Modification
Addition	Modification						
Add sales manager	Modification						
Add lost reasons	Modification						
Modify the Opportunity entity and Opportunity Close entity fields.							
Modify the Leads entity form.							
Modify the Opportunity entity field.							

Answer:

Modifications	Answer Area						
Modify the Opportunity entity and Opportunity Close entity fields.	<table border="1"> <thead> <tr> <th>Addition</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Add sales manager</td> <td>Modify the Opportunity entity field.</td> </tr> <tr> <td>Add lost reasons</td> <td>Modify the Close Opportunity form.</td> </tr> </tbody> </table>	Addition	Modification	Add sales manager	Modify the Opportunity entity field.	Add lost reasons	Modify the Close Opportunity form.
Addition	Modification						
Add sales manager	Modify the Opportunity entity field.						
Add lost reasons	Modify the Close Opportunity form.						
Modify the Leads entity form.							

QUESTION 184

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.

You are configuring Dynamics 365 Sales for a US-based company as follows:

- Utah to California is the West territory,

- Illinois to Colorado is the Central territory.
- Maine to Indiana is the East territory.

The company wants the territories set up as follows:

- Salespersons 1 and 2 sell in the West territory. Salespersons 5 and 6 sell in the Central territory.
- Salespersons 3 and 4 sell in the East territory. Postal code for each state used as the location.

You need to set up the territories-Solution:

- Create the West territory, add the manager, and save.
- Repeat for the Central and East territories.
- Add members for each territory.
- Select Related under each territory and select the postal codes applicable for each territory.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: B

QUESTION 185

A company uses Dynamics 365 Sales.

You need to email a quote to a customer.

When user interface option should you use?

- A. Assign
- B. Form Editor
- C. Print Quote for Customer
- D. Share

Answer: D

QUESTION 186

You are a salesperson using Dynamics 365 Sales.

You need to add a product line item in an opportunity.

What should you do first in the opportunity?

- A. Configure units.
- B. Add a price list.
- C. Add a product name.
- D. Specify revenue.

Answer: B

QUESTION 187

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.

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The company wants the territories set up as follows:

- Salespersons 1 and 2 sell in the West territory. Salespersons 5 and 6 sell in the Central territory. - Salespersons 3 and 4 sell in the East territory. Postal code for each state used as the location.

You need to set up the territories-Solution:

- Create the West territory, add the manager, and save.
- Add members for each territory.

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- Repeat for the Central and East territories.
Does the solution meet the goal?

- A. No
- B. Yes

Answer: A

QUESTION 188

A company uses Dynamics 565 Sales Professional.

A new enterprise sales team must be created. The sales manager will be responsible for adding members and removing members from the team.

You need to create the new sales team.

Which two values must you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Team channel name
- B. Team name
- C. Team description
- D. Team administrator
- E. Business unit name

Answer: BD

QUESTION 189

You manage a Dynamics 365 environment. You introduce a new product. Opportunities with the product are created.

You need to find all opportunities that include the product.

What should you use?

- A. Quick Find
- B. Relevance Search
- C. Categorized Search
- D. Advanced find

Answer: A

QUESTION 190

You manage Dynamics 365 Sales.

A sales representative must identify and track internal support resources. The resources may assume different roles for each opportunity.

You need to display the support resources with the appropriate role in the opportunity.

What should you do?

- A. Add a new access team.
- B. On the System Settings sales tab, add the new custom roles in the Sales Team Roles list.
- C. Add a new connection role.
- D. On the Opportunity form, select the sales team subgrid, open the properties, and add the new custom roles.
- E. Add a new relationship role.

Answer: B

QUESTION 191

You are a Dynamics 365 Sales administrator. You create a discount list.

The sales team needs to use the discount list for opportunities.

You need to ensure that the discount list is available and that products are discounted as expected.

To what should you associate the discount list?

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- A. Price list
- B. Product
- C. Price list item
- D. Product family

Answer: D

QUESTION 192

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.

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The company wants the territories set up as follows:

- Salespersons 1 and 2 sell in the West territory. Salespersons 5 and 6 sell in the Central territory. - Salespersons 3 and 4 sell in the East territory. Postal code for each state used as the location.

You need to set up the territories-Solution:

- Create the West territory, add the manager, and save.
- Repeat for the Central and East territories.
- Add members for each territory.
- SelectRelated and add the Resource territories.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: A

QUESTION 193

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each entity has the following number of stages and steps:

Entity	Number of Stages	Number of Steps per Stage
Lead	10	10
Opportunity	10	10
Quote	10	10
Order	10	10
Invoice	10	10

You need to modify the business process flow to make it valid.

- A. total number of steps
- B. number of steps per stages
- C. number of entities
- D. total number of stages

Answer: B

QUESTION 194

Hotspot Question

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.

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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. NOTE: Each correct selection is worth one point.

Requirement	Setting
Determine the number of territories.	<input type="checkbox"/> Four territories and zero sub-territories <input type="checkbox"/> Two territories and two sub-territories <input type="checkbox"/> One territory and three sub-territories <input type="checkbox"/> One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	<input type="checkbox"/> One territory and one sub-territory: Florida and Jacksonville <input type="checkbox"/> One sub-territory: Jacksonville <input type="checkbox"/> Two territories: Florida and Jacksonville <input type="checkbox"/> One territory: Florida
Determine how many territories the Florida sales manager should manage.	<input type="checkbox"/> One territory and zero sub-territories: Florida <input type="checkbox"/> One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa <input type="checkbox"/> Four territories: Florida, Jacksonville, Miami, and Tampa <input type="checkbox"/> Zero territories and three sub-territories: Jackson, Miami, and Tampa

Answer:

Requirement	Setting
Determine the number of territories.	<input type="checkbox"/> Four territories and zero sub-territories <input type="checkbox"/> Two territories and two sub-territories <input checked="" type="checkbox"/> One territory and three sub-territories <input type="checkbox"/> One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	<input type="checkbox"/> One territory and one sub-territory: Florida and Jacksonville <input checked="" type="checkbox"/> One sub-territory: Jacksonville <input type="checkbox"/> Two territories: Florida and Jacksonville <input type="checkbox"/> One territory: Florida
Determine how many territories the Florida sales manager should manage.	<input type="checkbox"/> One territory and zero sub-territories: Florida <input checked="" type="checkbox"/> One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa <input type="checkbox"/> Four territories: Florida, Jacksonville, Miami, and Tampa <input type="checkbox"/> Zero territories and three sub-territories: Jackson, Miami, and Tampa

QUESTION 195

Hotspot Question

You are working a list of leads in Dynamics 365 Sales.

You have a custom security role that contains the following privileges:

- create and edit user-level privileges on the lead and note entities
- business unit-level append, append to, and assign privileges on the lead and note entities
- organization-level share privileges on the lead and note entities

You need to perform the following actions on leads:

- Add notes to leads
- Assign leads to other users

How should you manage leads? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Privilege
Add notes to leads	<input type="checkbox"/> Leads owned by people in your business unit only <input type="checkbox"/> Leads owned by you only <input type="checkbox"/> Leads owned by anyone in your organization
Assign leads to other users	<input type="checkbox"/> Leads owned by your business unit and its child business units only <input type="checkbox"/> Leads owned by people in your business unit only <input type="checkbox"/> Leads owned by anyone in your organization

Answer:

Scenario	Privilege
Add notes to leads	<div> Leads owned by people in your business unit only Leads owned by you only Leads owned by anyone in your organization </div>
Assign leads to other users	<div> Leads owned by your business unit and its child business units only Leads owned by people in your business unit only Leads owned by anyone in your organization </div>

QUESTION 196

Hotspot Question

A company uses Dynamics 365 Sales to manage sales orders.

You need to demonstrate the process of going from a lead to an order.

Which stage applies to each task? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Task	Stage
Create a lead.	<div> Qualify Develop Propose Close </div>
Identify stakeholders.	<div> Qualify Develop Propose Close </div>
Present the proposal.	<div> Qualify Develop Propose Close </div>
Process orders.	<div> Qualify Develop Propose Close </div>

Answer:

Task	Stage
Create a lead.	<div> Qualify Develop Propose Close </div>
Identify stakeholders.	<div> Qualify Develop Propose Close </div>
Present the proposal.	<div> Qualify Develop Propose Close </div>
Process orders.	<div> Qualify Develop Propose Close </div>

QUESTION 197

Drag and Drop Question

You are a Dynamics 365 Sales administrator.

You need to review an interactive dashboard for Accounts in the Sales Hub.

For each scenario, which finer type should you use? To answer, drag the appropriate filter type to the correct scenario.

Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or

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scroll to view content.

NOTE: Each correct selection is worth one point.

Filter types	Answer Area
<div>Timeframe filter</div> <div>Visual filter</div> <div>Global filter</div>	<div>Scenario</div> <div>View accounts based on case priority</div> <div>View accounts created in the last three months</div> <div>View accounts by Created On dates</div> <div>Filter Type</div> <div>Filter type</div> <div>Filter type</div> <div>Filter type</div>

Answer:

Filter types	Answer Area
	<div>Scenario</div> <div>View accounts based on case priority</div> <div>View accounts created in the last three months</div> <div>View accounts by Created On dates</div> <div>Filter Type</div> <div>Visual filter</div> <div>Timeframe filter</div> <div>Global filter</div>

QUESTION 198

Drag and Drop Question

You manage a Dynamics 365 Sales environment.

You need to email the sales manager when salespeople update their phone call activities.

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.

Actions	Answer Area
<div>Open System Jobs</div> <div>Open Settings</div> <div>Open Data Management</div> <div>Configure Automatic Record Creation and Update Rules</div> <div>Open Business Management</div>	

Answer:

Actions	Answer Area
<div>Open Settings</div> <div>Open System Jobs</div> <div>Open Data Management</div> <div>Open Business Management</div>	<div>Open Settings</div> <div>Open System Jobs</div> <div>Configure Automatic Record Creation and Update Rules</div>

QUESTION 199

Hotspot Question

You are a Dynamics 365 Sales administrator. The sales team has questions about competitor tracking.

You need to provide answers to the questions from the sales team.

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

NOTE: Each correct selection is worth one point.

Question	Response
You need to add the winning competitor to an opportunity. Where should you perform this action?	<div>the opportunity record</div> <div>the opportunity close record</div> <div>the competitor record</div>
You need to track the team's performance against competitors? Which report should you run?	<div>Sales History</div> <div>Competitor Win/Loss</div>

Answer:

Question	Response
You need to add the winning competitor to an opportunity. Where should you perform this action?	<div> <div>the opportunity record</div> <div>the opportunity close record</div> <div>the competitor record</div> </div>
You need to track the team's performance against competitors? Which report should you run?	<div> <div>Sales History</div> <div>Competitor Win/Loss</div> </div>

QUESTION 200

Drag and Drop Question

You are a Dynamics 365 Sales administrator.

You need to ensure that each salesperson can perform the following tasks when new leads are added to the system:

- Create an appointment
- Add documentation.

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.

Action	Answer Area
Add Activities.	
Add a stage.	
Add steps to stage.	
Activate processes.	
Add Playbook templates.	
Publish the solution.	
Choose App Settings	➤
Choose Business process Flow.	➤

Answer:

Action	Answer Area
Add Activities.	Choose Business process Flow.
	Add a stage.
	Add steps to stage.
	Activate processes.
Add Playbook templates.	
Publish the solution.	
Choose App Settings	

QUESTION 201

Drag and Drop Question

A sales manager needs to add a new business closure.

You need to configure a new business closure schedule.

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.

Action	Answer Area
Open Scheduling from the Customer Service Hub	
Select New	
Modify the Closure dialog pop-up	
Select Business Closures from Settings	

Answer:

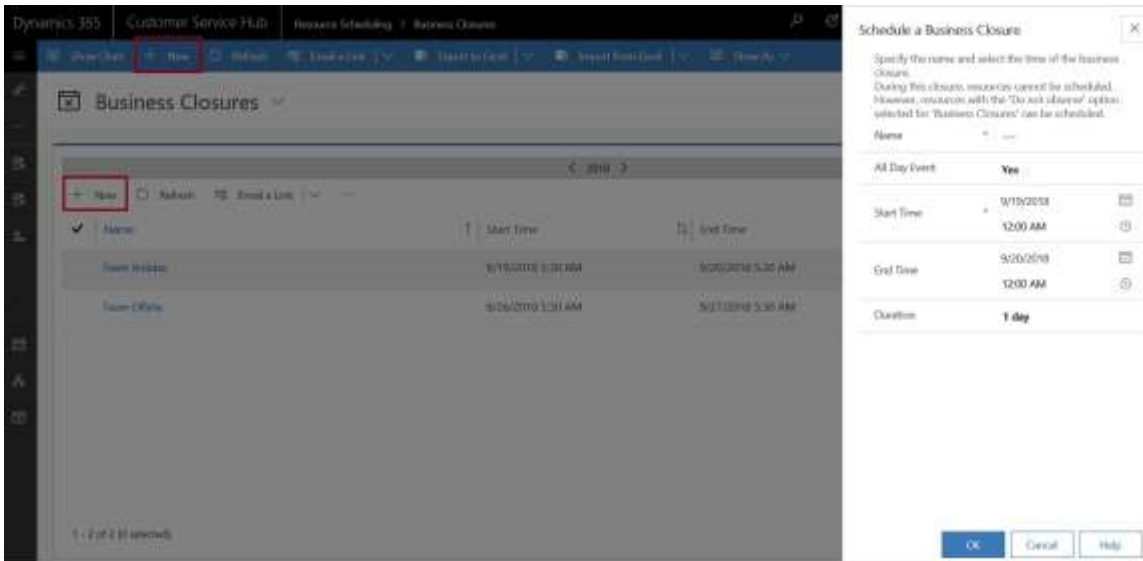
Action	Answer Area
	Open Scheduling from the Customer Service Hub
	Select Business Closures from Settings
	Select New
	Modify the Closure dialog pop-up

Explanation:

Schedule a new business closure Make sure that you have the required security role or equivalent permissions.

More information: Manage security roles in service scheduling In the Customer Service Hub sitemap, go to Scheduling.

From the list of entity records, select Settings > Business Closures. On the command bar, select New to schedule a new business closure. You can also select New from the business closure grid to create a new business closure record.



Schedule business closure

A quick create dialog box is displayed.

In the Schedule a Business Closure dialog box, type or modify information in the text boxes:

The first 12 characters of the name appear on each day of the closure on the calendar view of the affected resource's Work Hours.

uk.co.certification.simulator.questionpool.PList@23fed780 If you want to enter a specific time period, clear the All Day Event check box. You can then specify the hours during which your organization will be closed.

To save this business closure, select OK.

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-when-business-closed-csh>

QUESTION 202

Hotspot Question

You have a sales report that shows activities for Accounts in the last 30 days. When you run an advanced find query for Accounts with the custom field Heat Level equal to Hot, you are not able to access the report.

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<https://www.braindump2go.com/mb-210.html>

A Form: Report: Account Activity last 30 Days.
 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

Which area of the current form should you use to ensure the report is accessible from Advanced Find results?

Which value should you set to make the report available for Advanced Find results?

Display in
Categories
Related Record Types
Report Wizard
Administration

Lists for related records types
Sales Reports
Activities
Reports area

Answer:

Question

Which area of the current form should you use to ensure the report is accessible from Advanced Find results?

Which value should you set to make the report available for Advanced Find results?

Display in
Categories
Related Record Types
Report Wizard
Administration

Lists for related records types
Sales Reports
Activities
Reports area

QUESTION 203

Drag and Drop Question

You are a sales manager at an international company using Dynamics 365 Sales.
 You need to set up the product catalog.

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.

Actions	Answer area
Add the product grid on order forms.	
Translate product names.	
Create product families.	
Add price list items.	
Revise a product.	
Create price lists.	
Create a unit group.	

Answer:

Actions	Answer area
Add the product grid on order forms.	Create a unit group.
Translate product names.	Create product families.
	Create price lists.
	Add price list items.
Revise a product.	

QUESTION 204

Hotspot Question

You send a quote to a client. The client calls and negotiates a better price.

You need to send an updated quote to the client.

What is required to modify the quote? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

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

Answer:

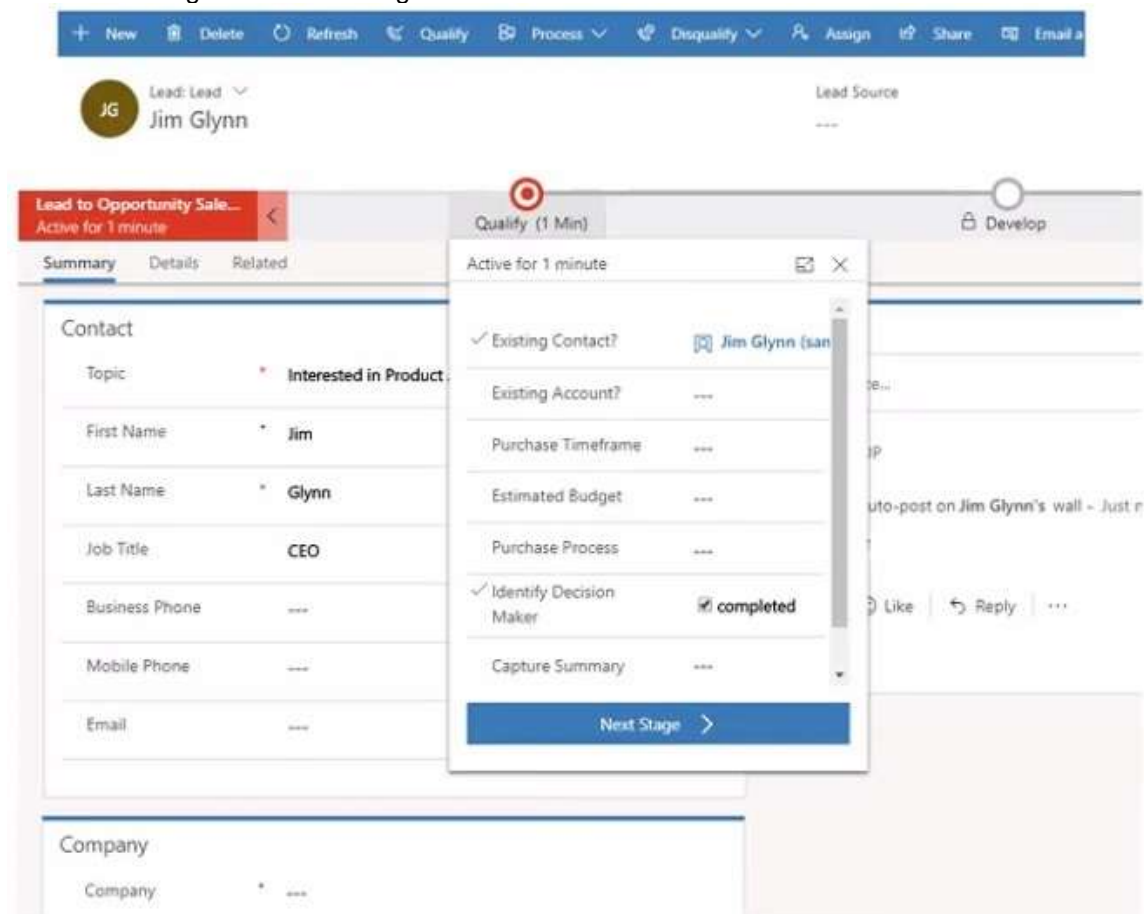
Question	Response
Which action should you perform?	<div>Revise</div> <div>Close Quote</div> <div>Deactivate</div> <div>Reopen Quote</div>
What is the resulting status for the quote after you perform the action?	<div>Draft</div> <div>Revised</div> <div>In Progress</div> <div>Open</div>

QUESTION 205

Hotspot Question

You are a sales representative and use Dynamics 565 Sales.

You are working with the following lead record:



The screenshot shows a Dynamics 565 Sales lead record for Jim Glynn. The lead is in the 'Qualify (1 Min)' stage and is active for 1 minute. The lead record includes a summary card with the following information:

- Contact:**
 - Topic: Interested in Product
 - First Name: Jim
 - Last Name: Glynn
 - Job Title: CEO
 - Business Phone: ---
 - Mobile Phone: ---
 - Email: ---
- Company:**
 - Company: ---

The 'Qualify (1 Min)' stage card shows the following information:

- Existing Contact? ☒ Jim Glynn (san)
- Existing Account? ---
- Purchase Timeframe: ---
- Estimated Budget: ---
- Purchase Process: ---
- Identify Decision Maker? ☒ completed
- Capture Summary: ---

The 'Next Stage' button is visible at the bottom of the 'Qualify (1 Min)' card.

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
You need to move to the Develop stage. What should you do?	<input type="text"/> Qualify the Lead <input type="text"/> Select Next Stage <input type="text"/> Select Develop
Which new record or records are created?	<input type="text"/> only an Opportunity <input type="text"/> only an Account and a Contact <input type="text"/> only an Account and an Opportunity <input type="text"/> an Account, a Contact, and an Opportunity

Answer:

Question	Answer Choice
You need to move to the Develop stage. What should you do?	<input type="text"/> Qualify the Lead <input type="text"/> Select Next Stage <input type="text"/> Select Develop
Which new record or records are created?	<input type="text"/> only an Opportunity <input type="text"/> only an Account and a Contact <input type="text"/> only an Account and an Opportunity <input type="text"/> an Account, a Contact, and an Opportunity

QUESTION 206

Drag and Drop Question

You are a Dynamics 365 Sales system customizer.

Salespeople report that they cannot search for open and closed opportunities using the search tool in the Quick Find View.

You need to configure the search tool to show the open and closed opportunities in the Customize the System area.

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.

Actions	Answer Area
Open the Quick Find View.	
Open the Main View.	
Expand the Opportunity entity.	
Delete the filter criteria Status Equals Open.	
Change the filter criteria to Status Does Not Equal Open.	

➤
➤

⬆
⬆

Answer:

Actions	Answer Area
Open the Main View.	Expand the Opportunity entity.
	Open the Quick Find View.
Delete the filter criteria Status Equals Open.	Change the filter criteria to Status Does Not Equal Open.

➤
➤

⬆
⬆

QUESTION 207

Drag and Drop Question

You manage Dynamics 365 Sales. You have a sales territory named SalesTerritoryA which has an associated manager.

You need to create a new sales territory named SalesTerritoryB and assign the SalesTerritoryA manager to SalesTerritoryB.

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.

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

Actions

Create a new sales territory.
Associate the manager from SalesTerritoryA.
Replace the manager from SalesTerritoryA with another manager.
Change the name of SalesTerritoryA to SalesTerritoryB.
Add members.

Answer Area

Answer:

Actions

Change the name of SalesTerritoryA to SalesTerritoryB.
--

Answer Area

Add members.
Associate the manager from SalesTerritoryA.
Create a new sales territory.
Replace the manager from SalesTerritoryA with another manager.

QUESTION 208

Drag and Drop Question

You use products with properties for your opportunities in Dynamics 365.

You are adding a new product to your product catalog.

You need to create the product with a new set of properties.

Which Three product catalog components should you configure in sequence? To answer, move the appropriate components from the list of components to the answer area and arrange them in the correct order.

Components

Product Bundle
Product Family
Product
Properties

Answer Area



Answer:

Components

Product Bundle

Answer Area

Product
Product Family
Properties



QUESTION 209

Drag and Drop Question

You are implementing Dynamics 365 Sales for a beverage company.

The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

- There are three flavors: strawberry, vanilla, and chocolate.
- Each can costs \$5.00
- A dozen cans cost \$55.00.
- Each case has four dozen cans and costs \$200.00.
- A combination case includes a dozen cans of each flavor and costs \$160.00.
- Purchases of four or more cases get an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, drag the appropriate components to the correct entry descriptions.

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.

Components		Answer Area	
Products	Price Lists		
Discount Lists	Unit Groups		

Entry description	Component
Drink flavors list	Component
Four or more cases	Component
Combination of flavors	Component
One can	Component

Answer:

Components		Answer Area	
Products	Price Lists		
Discount Lists	Unit Groups		

Entry description	Component
Drink flavors list	Unit Groups
Four or more cases	Discount Lists
Combination of flavors	Discount Lists
One can	Products

QUESTION 210

Hotspot Question

You are converting a lead for the manufacturing manager from Contoso, Ltd. Neither the company nor the manufacturing manager are in your Dynamics 365 system.

You need to ensure that the lead record a correctly convened.

Which values should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Question	Value
Which entity records are created?	<input type="checkbox"/> Account, Contact, and Opportunity <input type="checkbox"/> Only Opportunity and Contact
What is the lead status?	<input type="checkbox"/> Deleted <input type="checkbox"/> Closed <input type="checkbox"/> Open

Answer:

Question	Value
Which entity records are created?	<input checked="" type="checkbox"/> Account, Contact, and Opportunity <input type="checkbox"/> Only Opportunity and Contact
What is the lead status?	<input type="checkbox"/> Deleted <input type="checkbox"/> Closed <input checked="" type="checkbox"/> Open

QUESTION 211

Hotspot Question

An administrator configures Dynamics 365 Sales to use embedded intelligence.

As part of the deployment, the following features are configured:

- automated notification of a missed opportunity closing date
- the web diem for sales is used for user communications
- server-side synchronization configured to track incoming messages
- automated meeting requests from incoming email messages

You need to determine which features are available for implementations of Microsoft Exchange.

Which product or products should you use for each feature? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Feature	Product
automated notification of a missed opportunity closing date	Exchange Online Exchange on-premises both versions of Exchange
the web client for sales is used for user communications	Exchange Online Exchange on-premises both versions of Exchange
the web client for sales is used for user communications	Exchange Online Exchange on-premises both versions of Exchange
server-side synchronization configured to track incoming messages	Exchange Online Exchange on-premises both versions of Exchange
server-side synchronization configured to track incoming messages	Exchange Online Exchange on-premises both versions of Exchange
automated meeting requests from incoming email messages	Exchange Online Exchange on-premises both versions of Exchange
automated meeting requests from incoming email messages	Exchange Online Exchange on-premises both versions of Exchange

Answer:

Feature	Product
automated notification of a missed opportunity closing date	Exchange Online Exchange on-premises both versions of Exchange
the web client for sales is used for user communications	Exchange Online Exchange on-premises both versions of Exchange
the web client for sales is used for user communications	Exchange Online Exchange on-premises both versions of Exchange
server-side synchronization configured to track incoming messages	Exchange Online Exchange on-premises both versions of Exchange
server-side synchronization configured to track incoming messages	Exchange Online Exchange on-premises both versions of Exchange
automated meeting requests from incoming email messages	Exchange Online Exchange on-premises both versions of Exchange
automated meeting requests from incoming email messages	Exchange Online Exchange on-premises both versions of Exchange

QUESTION 212

Hotspot Question

An organization implements Dynamics 365 Sales.

A consultant is adding new controls to existing application forms.

You need to ensure that LinkedIn information appears on the Sales form. Which form sections should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Information to display	Form section to use
Personal information	Top Card Icebreakers Get Introduced Related Leads
Company mutual connections	Top Card Icebreakers Get Introduced Related Leads
Company potential leads	Top Card Icebreakers Get Introduced Related Leads
Highlights and activities for a person	Top Card Icebreakers Get Introduced Related Leads

Answer:

Information to display	Form section to use				
Personal information	<table><tr><td>Top Card</td></tr><tr><td>Icebreakers</td></tr><tr><td>Get Introduced</td></tr><tr><td>Related Leads</td></tr></table>	Top Card	Icebreakers	Get Introduced	Related Leads
Top Card					
Icebreakers					
Get Introduced					
Related Leads					
Company mutual connections	<table><tr><td>Top Card</td></tr><tr><td>Icebreakers</td></tr><tr><td>Get Introduced</td></tr><tr><td>Related Leads</td></tr></table>	Top Card	Icebreakers	Get Introduced	Related Leads
Top Card					
Icebreakers					
Get Introduced					
Related Leads					
Company potential leads	<table><tr><td>Top Card</td></tr><tr><td>Icebreakers</td></tr><tr><td>Get Introduced</td></tr><tr><td>Related Leads</td></tr></table>	Top Card	Icebreakers	Get Introduced	Related Leads
Top Card					
Icebreakers					
Get Introduced					
Related Leads					
Highlights and activities for a person	<table><tr><td>Top Card</td></tr><tr><td>Icebreakers</td></tr><tr><td>Get Introduced</td></tr><tr><td>Related Leads</td></tr></table>	Top Card	Icebreakers	Get Introduced	Related Leads
Top Card					
Icebreakers					
Get Introduced					
Related Leads					