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.

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.

Answer:

QUESTION 182
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.

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 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
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.
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 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.

Answer:

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.
- SelectRelatedunder each territory and select the postal codes applicable for each terriority.

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.
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.
- Add members for each territory.

- 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 ate discounted as expected.
To what should you associate the discount list?

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.
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.
- SelectRelatedand 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 fallowing cities in the state of Florida: Jacksonville, Miami, and Tampa. The manager in Florida oversees the salespeople tar all Three cities.

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.	Four territories and zero sub-territories Two territories and two sub-territories One territory and three sub-territories One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One territory and one sub-territory: Florida and Jacksonville One sub-territory: Jacksonville Two territories: Florida and Jacksonville One territory: Florida
Determine how many territories the Florida sales manager should manage.	One territory and zero sub-territories: Florida One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa Four territories: Florida, Jacksonville, Miami, and Tampa Zero territories and three sub-territories: Jackson, Miami, and Tampa

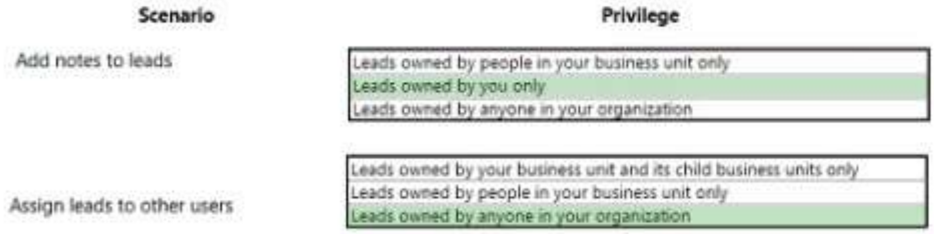
Answer:

Requirement	Setting
Determine the number of territories.	Four territories and zero sub-territories Two territories and two sub-territories One territory and three sub-territories One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One territory and one sub-territory: Florida and Jacksonville One sub-territory: Jacksonville Two territories: Florida and Jacksonville One territory: Florida
Determine how many territories the Florida sales manager should manage.	One territory and zero sub-territories: Florida One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa Four territories: Florida, Jacksonville, Miami, and Tampa 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	Leads owned by people in your business unit only Leads owned by you only Leads owned by anyone in your organization
Assign leads to other users	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

Answer:



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.

Answer:

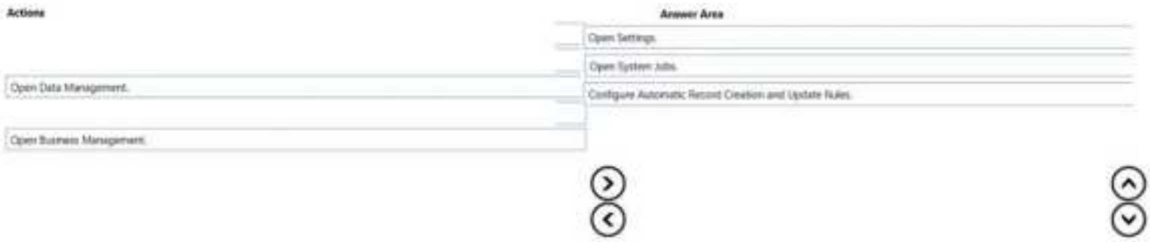
QUESTION 197
Drag and Drop Question
You are a Dynamics 365 Sales administrator.
You need to review an interactive dashboard for Accounts in the Sales Hub.
For each scenario, which finer type should you use? To answer, drag the appropriate filter type to the correct scenario.
Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or

scroll to view content.
NOTE: Each correct selection is worth one point.

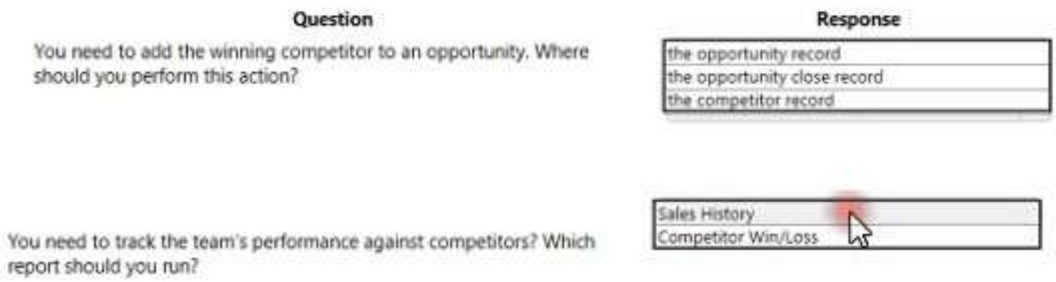
Answer:

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.

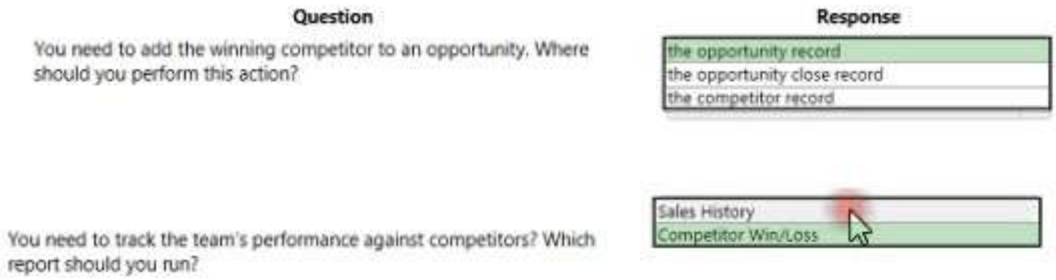
Answer:



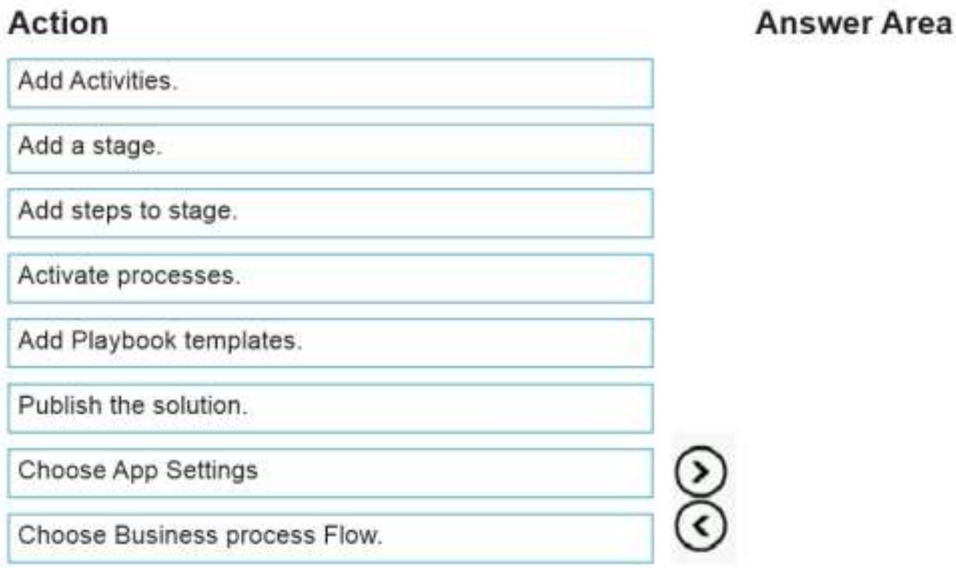
QUESTION 199
Hotspot Question
You are a Dynamics 365 Sales administrator. The sales team has questions about competitor tracking.
You need to provide answers to the questions from the sales team.
How should you respond? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



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.



Answer:

Action

Add Activities.

Add Playbook templates.

Publish the solution.

Choose App Settings

Answer Area

Choose Business process Flow.

Add a stage.

Add steps to stage.

Activate processes.

QUESTION 201
Drag and Drop Question
A sates 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

Open **Scheduling** from the Customer Service Hub

Select **New**

Modify the Closure dialog pop-up

Select Business Closures from Settings

Answer Area

Answer:

Action

Answer Area

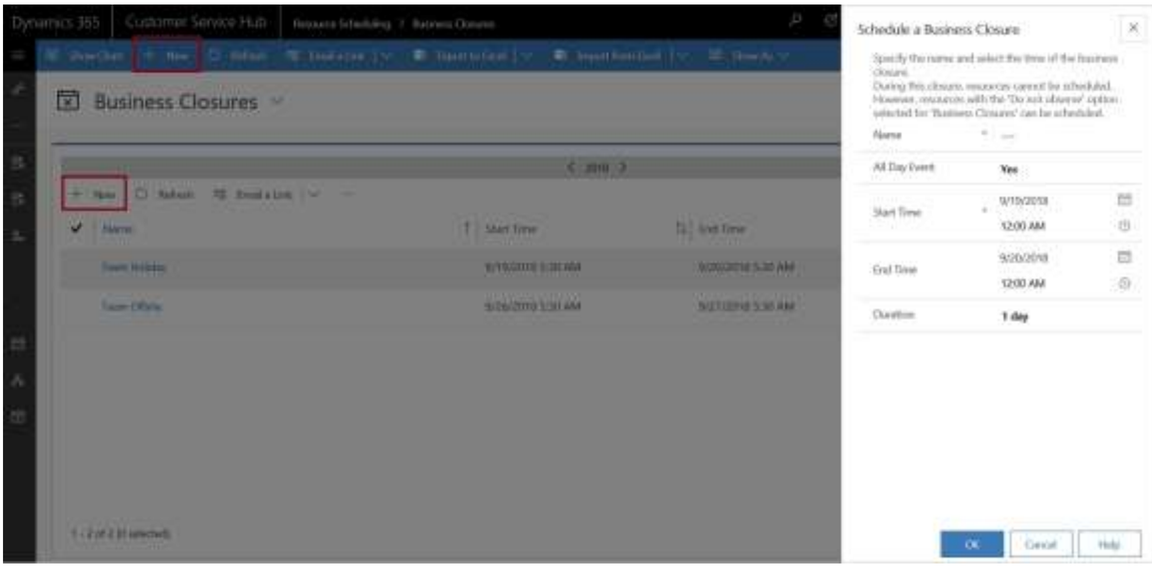
Open **Scheduling** from the Customer Service Hub

Select Business Closures from Settings

Select **New**

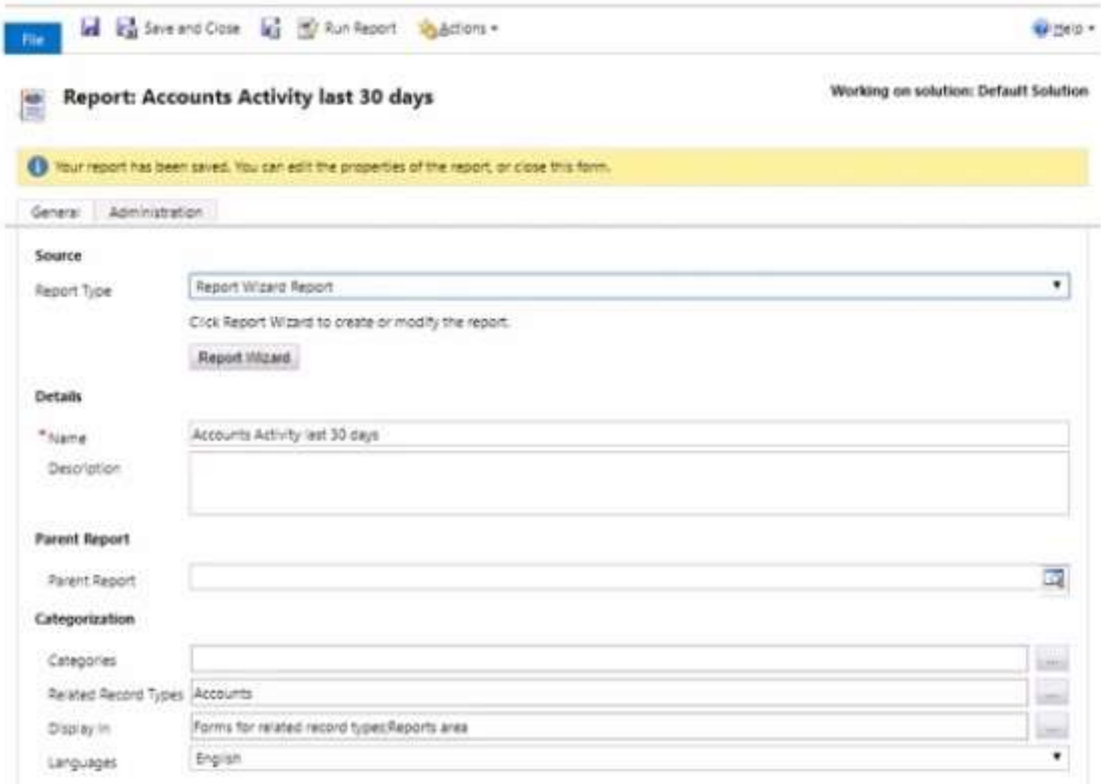
Modify the Closure dialog pop-up

Explanation:
Schedule a new business closureMake 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.

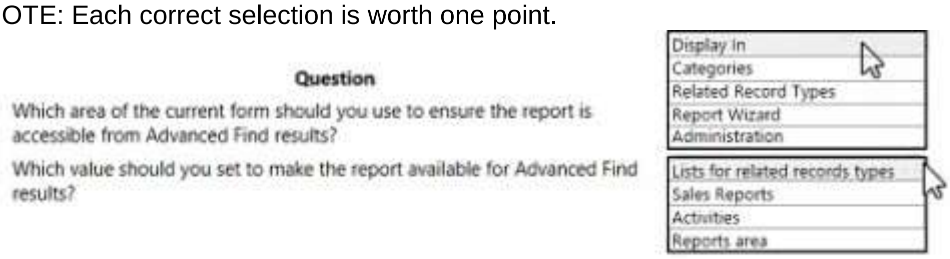


Schedule business closure
A quick create dialog box is displayed.
In the Schedule a Business Closure dialog box, type or modify information in the text boxes:
The first 12 characters of the name appear on each day of the closure on the calendar view of the affected resource's Work Hours.
uk.co.certification.simulator.questionpool.PList@23fed780 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.

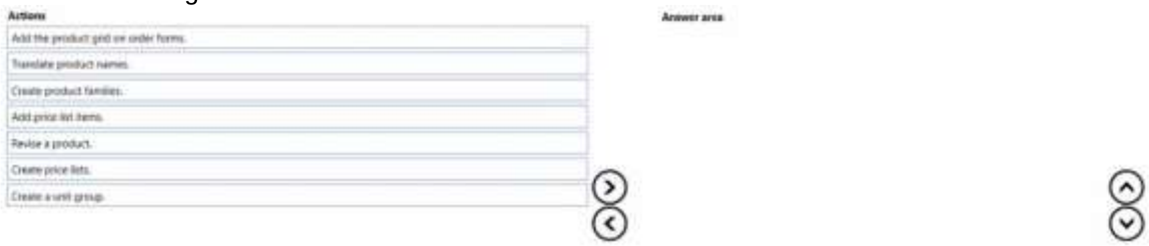


A Form: Report: Account Activity last 30 Days.
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.



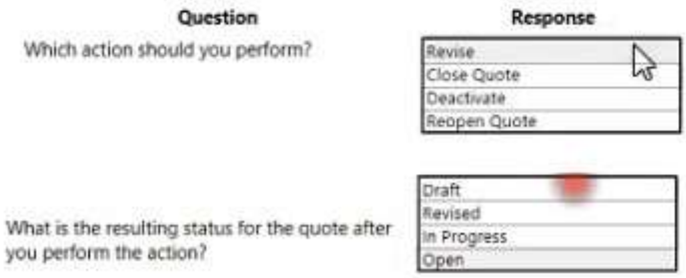
Answer:

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.

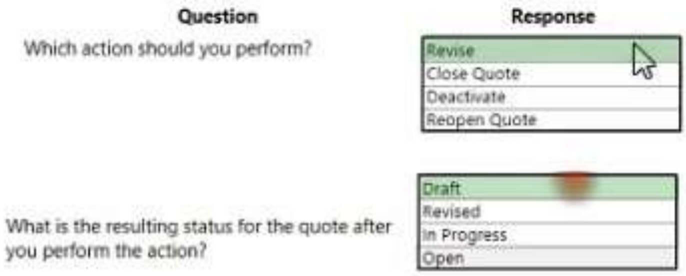


Answer:

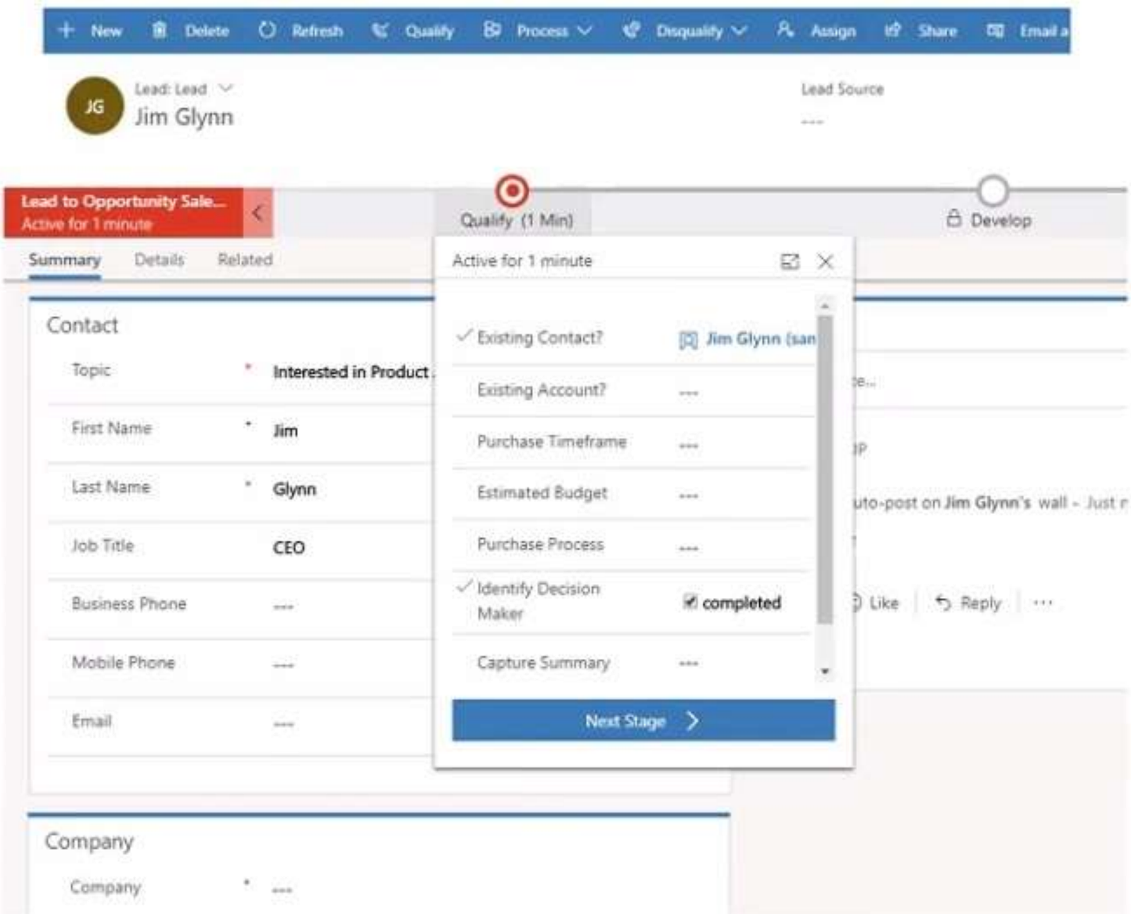
QUESTION 204
Hotspot Question
You send a quote to a client. The client calls and negotiates a better price.
You need to send an updated quote to the client.
What is required to modify the quote? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point



Answer:

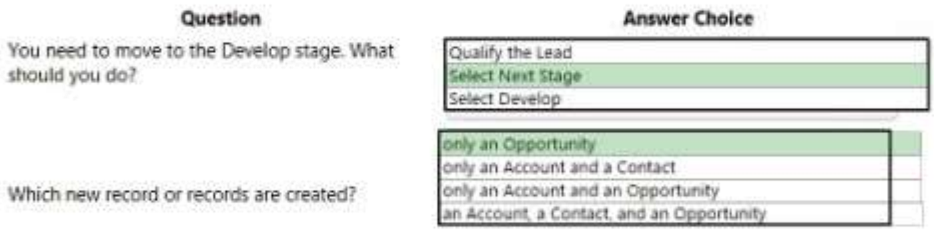


QUESTION 205
Hotspot Question
You are a sales representative and use Dynamics 565 Sales.
You are working with the following lead record:

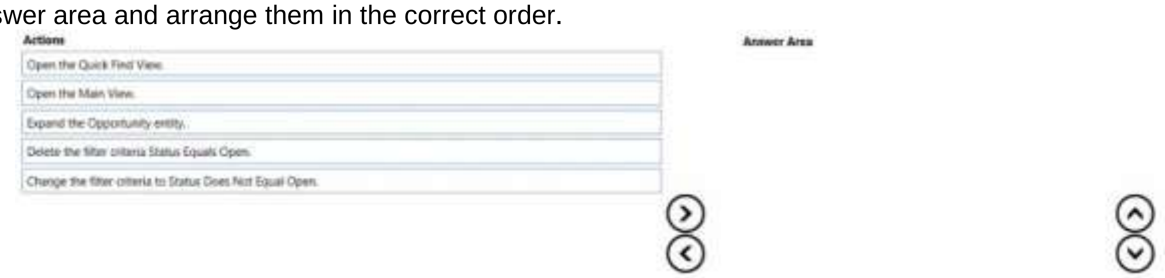


Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Answer:



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.



Answer:

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 SalesTerritoyB and assignthe 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.

Answer:

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.

Answer:

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 S5.00
- A dozen cans cost S55.O0.
- 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.

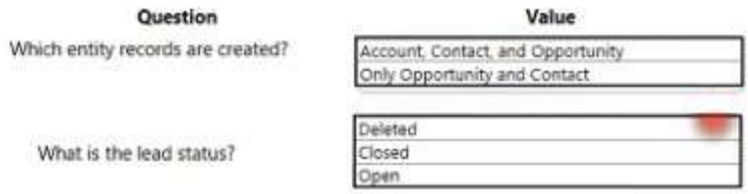
You need to set up the product catalog.

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.

Answer:

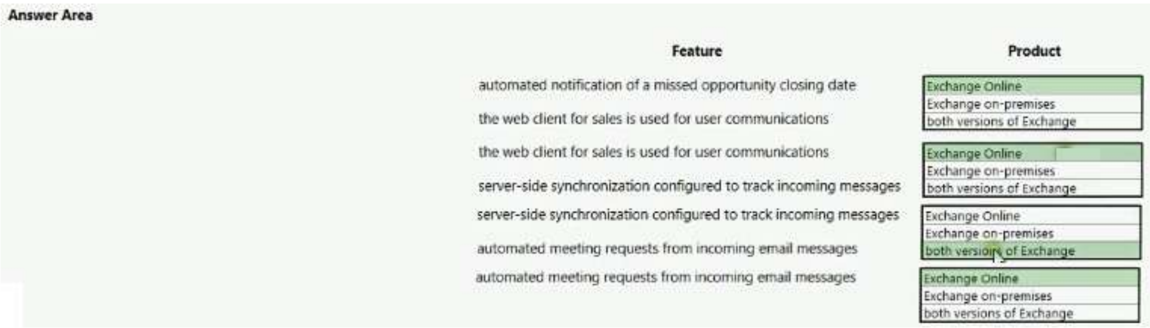
QUESTION 210
Hotspot Question
You are converting a lead for the manufacturing manager from Contoso, Ltd. Neither the company nor the manufacturing manager are in your Dynamics 365 system.
You need to ensure that the lead record a correctly convened.
Which values should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



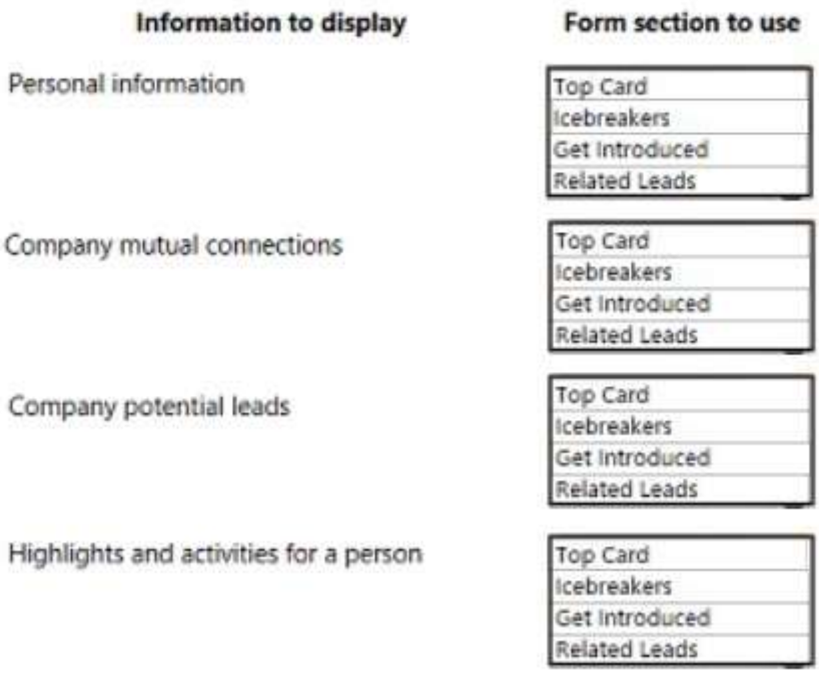
Answer:

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.

Answer:



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 m the answer area?
NOTE: Each correct selection is worth one point.



Answer:

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