



MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

HOTSPOT

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.

Hot Area:

Answer Area

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	

Correct Answer:

Answer Area

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	

**QUESTION 2**

A company uses Dynamics 365 Sales. The default currency for the company is US dollars (USD). The company does business in the United States, Mexico, and the United Kingdom. The company sells 10 types of products.

Each product requires its own pricing structure.

You need to create price lists by using the local currency across countries and regions.

How many price lists should you create?

- A. 1
- B. 3
- C. 10
- D. 30

Correct Answer: B

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

QUESTION 3**HOTSPOT**

A company uses Dynamics 365 Sales. You add the Kanban control to the Opportunity entity.

You plan to implement Kanban views in the system. The implementation must accomplish the following:

Set up opportunities so they are visible in Kanban views.

Ensure that the default view displays the opportunities in the sales cycle.

Ensure that users know how to change the status in the Kanban status view without opening the full record.

You need to complete the Kanban setup.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Action

Set up Kanban.

- In App Settings, select the correct setting.
- On the View menu, select the correct view.
- In Advanced settings, select the correct setting.
- On the command bar, select Show As, and then select the correct setting.

View the opportunities in the sales cycle.

- Change the Kanban type to Status.
- Change the view to All Opportunities.
- Change the view to Partner Opportunities.
- Change the Kanban type to a business process flow.

Change the status to the same status view.

- Drag the opportunity to another column.
- Create a new opportunity with the correct status.
- Drag the opportunity to the bottom of the column.
- Create a lead and qualify the lead with the new status.

Correct Answer:



Answer Area

Requirement

Action

Set up Kanban.

- In App Settings, select the correct setting.
- On the View menu, select the correct view.
- In Advanced settings, select the correct setting.
- On the command bar, select Show As, and then select the correct setting.

View the opportunities in the sales cycle.

- Change the Kanban type to Status.
- Change the view to All Opportunities.
- Change the view to Partner Opportunities.
- Change the Kanban type to a business process flow.

Change the status to the same status view.

- Drag the opportunity to another column.
- Create a new opportunity with the correct status.
- Drag the opportunity to the bottom of the column.
- Create a lead and qualify the lead with the new status.

QUESTION 4

You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity.

User1 asks a user named User2 to assist with the opportunity while she is on vacation.

You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity.

What should you do?

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

Correct Answer: A

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



QUESTION 5

HOTSPOT

You are a sales representative and use Dynamics 365 Sales.

You are working with the following lead record:

The screenshot shows the Dynamics 365 Sales interface for a lead record. At the top, there is a navigation bar with buttons for New, Delete, Refresh, Qualify, Process, Disqualify, Assign, Share, and Email. Below this, the lead name 'Jim Glynn' is displayed with a profile picture 'JG' and a dropdown menu for 'Lead: Lead'. The lead source is shown as '---'. A red banner at the top left indicates 'Lead to Opportunity Sale... Active for 1 minute'. The main content area is divided into 'Summary', 'Details', and 'Related' tabs. The 'Summary' tab is active, showing contact information: Topic (Interested in Product), First Name (Jim), Last Name (Glynn), Job Title (CEO), Business Phone (---), Mobile Phone (---), and Email (---). A 'Qualify (1 Min)' dialog box is open over the contact information, containing a list of qualification questions: 'Existing Contact?' (checked), 'Existing Account?' (---), 'Purchase Timeframe' (---), 'Estimated Budget' (---), 'Purchase Process' (---), 'Identify Decision Maker' (checked, completed), and 'Capture Summary' (---). A 'Next Stage >' button is at the bottom of the dialog. The background shows a social media post from Jim Glynn with 'Like' and 'Reply' buttons.

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.

Hot Area:



You need to move to the Develop stage. What should you do?

Qualify the Lead
Select Next Stage
Select Develop

Which new record or records are created?

Only an Opportunity
Only an Account and a Contact
Only an Account and an Opportunity
an Account, a Contact, and an Opportunity

Correct Answer:

You need to move to the Develop stage. What should you do?

Qualify the Lead
Select Next Stage
Select Develop

Which new record or records are created?

Only an Opportunity
Only an Account and a Contact
Only an Account and an Opportunity
an Account, a Contact, and an Opportunity

Box 2: The Contact already exists so only an Account and Opportunity will be created.

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>