MB-210 Q&As

Microsoft Dynamics 365 Sales

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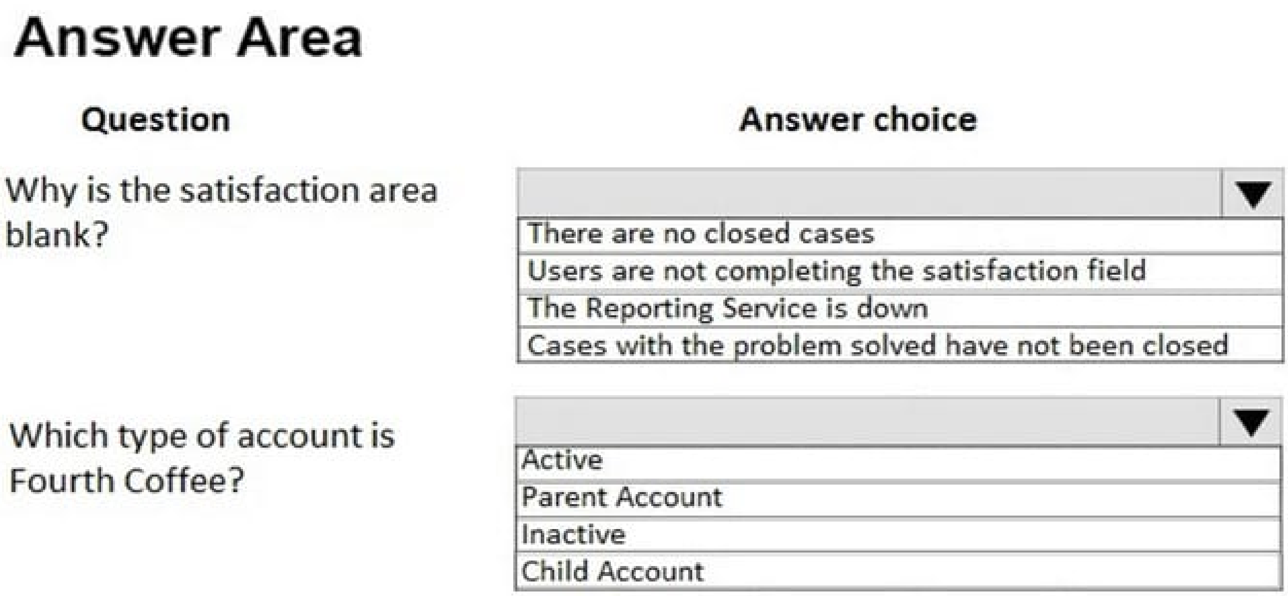
QUESTION 1

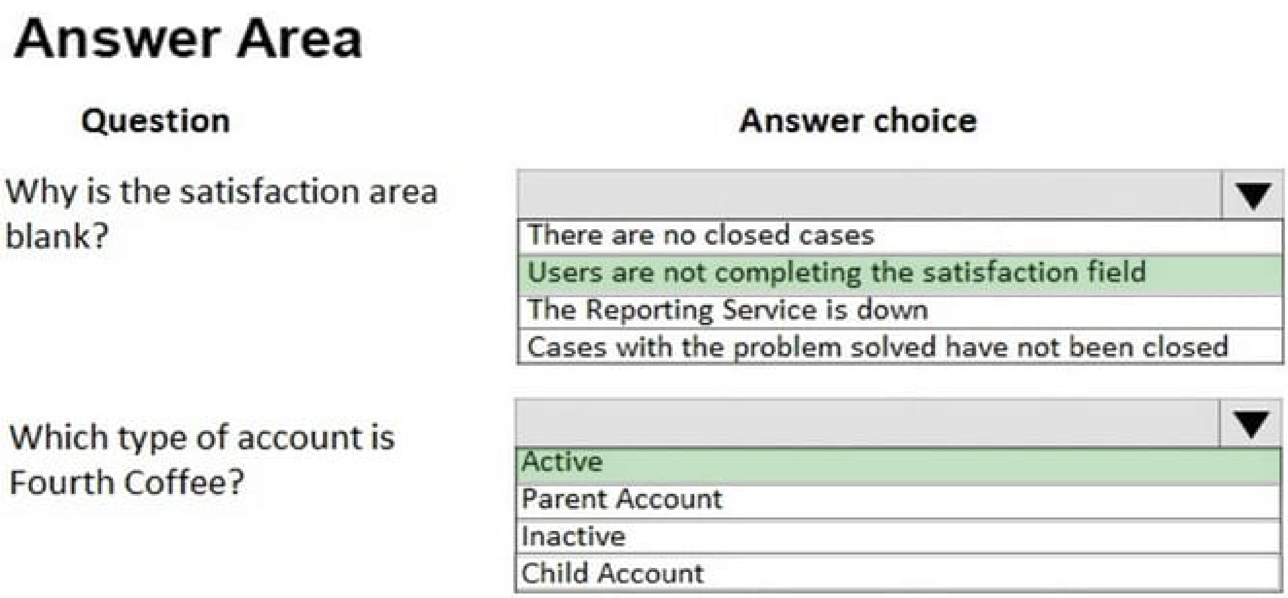
HOTSPOT

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:



Correct Answer:



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

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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 quality 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 quality 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

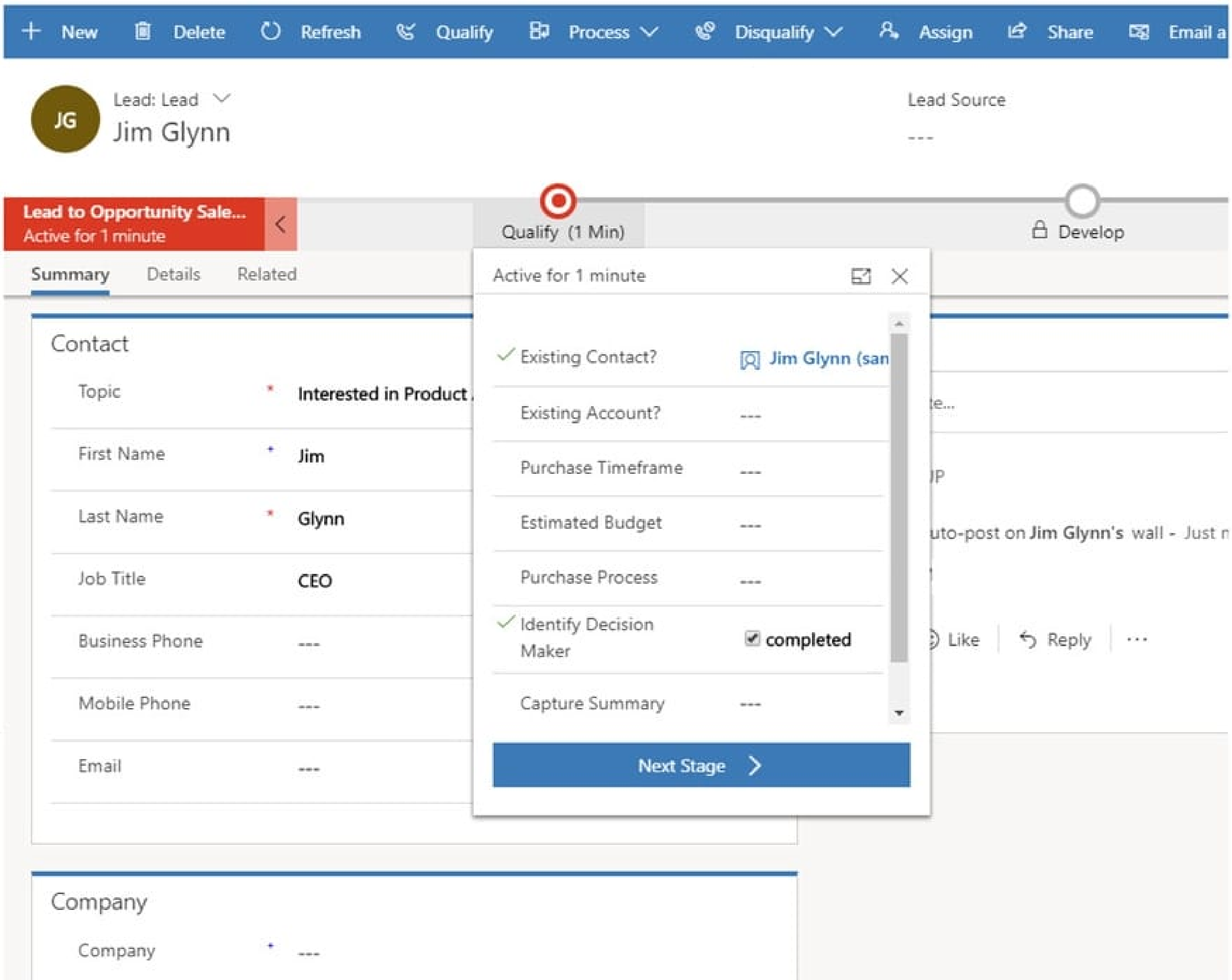
Reference: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records

QUESTION 5

HOTSPOT

You are a sales representative and use Dynamics 365 Sales.

You are working with the following lead record:



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