



MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

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 2

A company deploys reporting for Dynamics 365 Sales.

You need to set up the Power BI content pack.

Which Power BI product should you use to customize the content pack reports?

- A. Power BI website
- B. Power BI Desktop
- C. Power BI Premium
- D. Power BI Professional

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-organizational-content-pack-introduction>

QUESTION 3

HOTSPOT

A company uses Dynamics 365 for Sales.

You need to reduce the number of pre-sales support days that are available based on the days the company is closed



for public holidays.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Item	Value
Schedule type	<input type="text"/>
	Holiday
	Recurrence
Option	<input type="text"/>
	Number of days
	Owner

Correct Answer:

Answer Area

Item	Value
Schedule type	<input type="text"/>
	Holiday
	Recurrence
Option	<input type="text"/>
	Number of days
	Owner



Correct Answer: B

QUESTION 5

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.

You use business process flows for all Dynamics 365 opportunities.

Some opportunities are closed before business process flow durations are calculated.

You need to ensure that business process flow duration values are calculated.

Solution: On the last stage of the business process flow, select Finish.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 6

A company uses Dynamics 365 for Sales.

You need to change the description field on the quote.

Which state allows you to make the change?

A. Closed

B. Active

C. Draft

D. Won

Correct Answer: C

QUESTION 7



A company uses Dynamics 365 for Sales to analyze their competitive wins and losses data.

Sales staff close lost opportunities and enter the Actual Revenue, Closed Date, Competitor, and the reason for the loss.

You need to create a dashboard that provides information related to the last 30 days of opportunities closed as lost.

Which entity should you use?

- A. Opportunity Close
- B. Opportunity
- C. Competitor
- D. Opportunity Line

Correct Answer: B

QUESTION 8

DRAG DROP

You need to ensure that new managers receive the information they need.

What should you do? To answer, drag the appropriate actions to the correct information. Each action 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.

Select and Place:

Actions

- Create a playbook template
- Export the list to a file
- Add the manager's user ID to the correct business unit
- Add the security role to the manager's user ID

Answer Area

Information	Action
Price lists	Action
Competitor list	Action

Correct Answer:



Actions

Create a playbook template

Add the security role to the manager's user ID

Answer Area

Information

Price lists

Competitor list

Action

Add the manager's user ID to the correct business unit

Export the list to a file

QUESTION 9

A company uses Dynamics 365 Sales. The company does not use any custom views or forms.

You select a customer and create an appointment for the next day.

You need to find the appointment.

Which two places will display the appointment? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. My Activities view
- B. Account Files tab
- C. Account Timeline feed
- D. My Active Accounts view
- E. Contact Timeline feed

Correct Answer: AC

QUESTION 10

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

Correct Answer: C

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

QUESTION 11

You are a Dynamics 365 Sales administrator for a car dealership. You create a custom Service entity.

Salespeople must be able to see all related appointments in the timeline. A salesperson creates an appointment but is unable to see any Service records available in the Regarding field. Salespeople have permission to view service record.

You need to ensure that the salesperson is able to connect the appointment to the service.

What should you do?

- A. Create a connection to the Service record.
- B. Add a timeline to the Service form.
- C. Enable activities on the Service entity.
- D. Assign privileges to Activities.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/outlook-app/enable-a-custom-entity-to-appear-in-the-regarding-lookup>

QUESTION 12

DRAG DROP

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.

Select and Place:



Product Bundle	
Product Family	
Product	
Properties	

Correct Answer:

Product Bundle	Product Family
	Properties
	Product

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-product-family>

QUESTION 13

HOTSPOT

You need to create visualizations for managers.

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

NOTE: Each correct selection is worth one point.

Hot Area:



All leads by requirement in the last 30 days

	▼
Dashboard	
Views	
Graphs	

Leads converted in the last 30 days

	▼
Graph	
Report	
Export to Microsoft Excel	

Correct Answer:

All leads by requirement in the last 30 days

	▼
Dashboard	
Views	
Graphs	

Leads converted in the last 30 days

	▼
Graph	
Report	
Export to Microsoft Excel	

QUESTION 14

A salesperson is viewing a My Activities list as a calendar.

The salesperson wants to change the status of a phone call by dragging an activity to a new status.

You need to ensure that the salesperson can switch their view type.



What should you do?

- A. Select Show As in the ribbon.
- B. Select Create View in the ribbon.
- C. Remove the Calendar control, and then add the Kanban control to the view.
- D. Add the Kanban control to the view.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/activity-kanban-view>

QUESTION 15

You are an administrator for Dynamics 365 for Sales.

You need to ensure that a user can install and configure the Social Selling Assistant.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Grant the user the sales manager role
- B. Assign the user a license for Microsoft Dynamics 365 (online) or Microsoft Social Engagement
- C. Assign the user a license for both Microsoft Dynamics 365 (online) and Microsoft Social Engagement
- D. Grant the user the system administrator or system customizer role

Correct Answer: CD

Reference: [https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319\(v=crm.8\)](https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8))

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