



# MB-210<sup>Q&As</sup>

Microsoft Dynamics 365 Sales

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### QUESTION 1

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

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### QUESTION 2

A company uses Dynamics 365 for Sales.

You must track a competitor to help your company win a sale.

You need to associate the competitor with a Dynamics 365 entity.

To which type of entity can you associate the competitor?

- A. Opportunity
- B. Lead
- C. Account
- D. Contacts

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-competitor-record-sales>

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### QUESTION 3

An organization uses sales dashboards in Dynamics 365.

You need to configure a single a dashboard that includes the following data:

both complex key performance indicators that are derived from external data and custom visuals



real-time data on sales performance that is based on Dynamics 365 data.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
- B. Create all visuals in a Microsoft Power BI dashboard. Embed the dashboard in Dynamics 365.
- C. Create tiles and a dashboard in Microsoft Power BI.
- D. Create charts with required data in Dynamics 365.
- E. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

Correct Answer: ABE

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#### QUESTION 4

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.

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol.

Solution: Add a new currency and configure the currency precision and symbol.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

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#### QUESTION 5

You are a salesperson working with Dynamics 365. Your role includes working with opportunities.

You need to close opportunities.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Hot Area:

## Answer Area

### Question

What must you do when you close a successful sale?

### Action

	▼
Close a qualified	
Close as won	

What must you do to close the opportunity?

	▼
Fill out the competitor	
Fill out the actual revenue	
Fill out the description	

Correct Answer:

## Answer Area

### Question

What must you do when you close a successful sale?

### Action

	▼
Close a qualified	
Close as won	

What must you do to close the opportunity?

	▼
Fill out the competitor	
Fill out the actual revenue	
Fill out the description	

### QUESTION 6

You use price lists in Dynamics 365 for Sales. Some price lists have expired.

Users need to be able to continue to manage their opportunities.

Which option is possible?

A. Users can add the expired price list to opportunities created prior to the expire date.



- B. Users can add the expired price list to an opportunity but will see a warning.
- C. Opportunities that use the expired price list can continue through their lifecycle.
- D. Opportunities that use the expired price list will display a warning that prices must be replaced.

Correct Answer: D

### QUESTION 7

You use opportunities with business process flows in Dynamics 365.

You do not have insight into the amount of time spent per process and when the last stage became active.

You need to create views and charts that give you this insight and that allow you to track by the owner of the opportunity.

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.

Select and Place:

#### Actions

- Create a view of the business process flow entity and include duration and Active Stage Started On
- Add the owner field from the opportunity to the view
- Add the duration and active stage started on the view of the opportunity
- Create a chart on the business process flow entity and add the new view to include the needed fields
- Create a new of the opportunity entity and include the owner field
- Create a chart on the opportunity entity and use the new view to include the necessary fields

#### Answer Area



Correct Answer:



### Actions

Add the duration and active stage started on the view of the opportunity
Create a chart on the business process flow entity and add the new view to include the needed fields
Create a new of the opportunity entity and include the owner field

### Answer Area

	Create a view of the business process flow entity and include duration and Active Stage Started On
	Create a chart on the opportunity entity and use the new view to include the necessary fields
	Add the owner field from the opportunity to the view



### QUESTION 8

A customer places an order that includes all of the products from a previous order.

You need to add products from the previous order to the new order.

From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



# Answer Area

Source entity	Source										
Quote	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Lead</td><td></td></tr><tr><td>Opportunity</td><td></td></tr><tr><td>Quote</td><td></td></tr><tr><td>Order</td><td></td></tr></table>		▼	Lead		Opportunity		Quote		Order	
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Correct Answer:





# Answer Area

Source entity	Source										
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## QUESTION 9

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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A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol.

Solution: Change the currency decimal precision and currency display options.

Does the solution meet the goal?





A. Yes

B. No

Correct Answer: A

### QUESTION 10

You use Dynamics 365 for Sales.

You need to add products to an invoice.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Scenario	Option								
Add a product from an opportunity.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Existing Product</td></tr><tr><td colspan="2">Write-In Product</td></tr><tr><td colspan="2">Get Products</td></tr></table>		▼	Existing Product		Write-In Product		Get Products	
	▼								
Existing Product									
Write-In Product									
Get Products									
Add a product from a price list.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Existing Product</td></tr><tr><td colspan="2">Write-In Product</td></tr><tr><td colspan="2">Get Products</td></tr></table>		▼	Existing Product		Write-In Product		Get Products	
	▼								
Existing Product									
Write-In Product									
Get Products									
Add a product that does not exist in the product catalog.	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Existing Product</td></tr><tr><td colspan="2">Write-In Product</td></tr><tr><td colspan="2">Get Products</td></tr></table>		▼	Existing Product		Write-In Product		Get Products	
	▼								
Existing Product									
Write-In Product									
Get Products									

Correct Answer:



## Answer Area

Scenario	Option			
Add a product from an opportunity.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				
Add a product from a price list.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				
Add a product that does not exist in the product catalog.	<table border="1"><tr><td>Existing Product</td></tr><tr><td>Write-In Product</td></tr><tr><td>Get Products</td></tr></table>	Existing Product	Write-In Product	Get Products
Existing Product				
Write-In Product				
Get Products				

### QUESTION 11

A company uses Dynamics 365 for Sales. The company has not made changes to any of the default security roles.

You need to ensure that users can assign salespeople to sales territories.

Which security role can you use?

- A. Marketing Professional
- B. Sales Person
- C. Delegate
- D. CEO ?Business Manager

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area>

### QUESTION 12

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.

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase.

The customer is now ready to complete the purchase.

You need to create a quote from the opportunity.

Solution: Qualify the opportunity.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice>

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