

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

Microsoft Dynamics 365 Sales

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**QUESTION 1**

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

Correct Answer: A

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**QUESTION 2****HOTSPOT**

You are a sales representative and use Dynamics 365 Sales.

You are working with the following lead record:

The screenshot shows a CRM interface for a lead named Jim Glynn. The lead is in the 'Qualify (1 Min)' stage and is active for 1 minute. A pop-up window titled 'Qualify (1 Min)' is open, displaying a checklist of questions to be answered. The questions and their current status are:

- Existing Contact?  Jim Glynn (san)
- Existing Account? ---
- Purchase Timeframe ---
- Estimated Budget ---
- Purchase Process ---
- Identify Decision Maker  completed
- Capture Summary ---

At the bottom of the pop-up is a blue button labeled 'Next Stage >'. The background shows the lead's contact information, including name, job title (CEO), and various phone numbers.

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>

### QUESTION 3

You need to resolve the missing credit card order.

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

NOTE: Each correct selection is worth one point.

- A. Convert the email.
- B. Qualify a lead.
- C. Create the order.
- D. Create a contact.

Correct Answer: AD

## QUESTION 4

DRAG DROP

You use products with properties for your opportunities in Dynamics 365.

You are adding a new product to your product catalog.

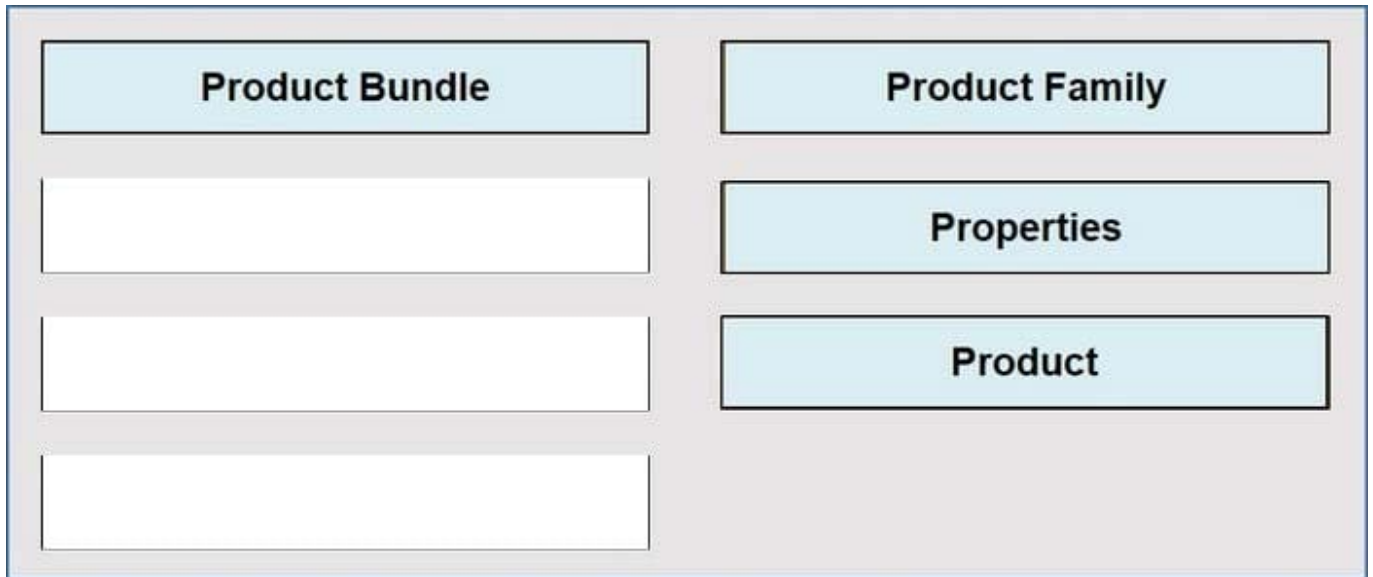
You need to create the product with a new set of properties.

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:



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

## QUESTION 5

### HOTSPOT

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?

What must you do to close the opportunity?

### Action

	▼
Close a qualified	
Close as won	

	▼
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	

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