

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

Microsoft Dynamics 365 Sales

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## QUESTION 1

A company based in Mexico is setting up Dynamics 365 Sales. All price lists are in US dollars (USD).

A sales representative sells products to customers in the United Kingdom and Spain.

You need to determine the currency for the quote.

Which currency will the quote use?

- A. Pound sterling
- B. Euro
- C. USD
- D. Peso

Correct Answer: C

Reference:

<https://blog.magnetismsolutions.com/blog/colinmaitland/2019/05/20/dynamics-365-currency-configuration- for-price-list-items>

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## QUESTION 2

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>

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## QUESTION 3

DRAG DROP

You are implementing Dynamics 365 Sales for a company.

The company wants to use features that do the following:

1.

Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365.

2.

Retrieve information from emails about customers in Microsoft Dataverse without manual data entry.

3.

Track read receipts to customers in Dataverse.

You need to configure the correct component.

What should you configure? To answer, drag the appropriate components to the correct requirements. Each component 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:

**Components**

Assistant

Auto capture

Email engagement

Relation analytics

**Answer Area**

**Requirement**

Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365

Retrieve information from emails about customers in Dataverse without manual data entry

Track read receipts to customers in Dataverse

**Component**

[Empty dashed box for component selection]

[Empty dashed box for component selection]

[Empty dashed box for component selection]

Correct Answer:

**Components**

- 
- 
- 
- Relation analytics

**Answer Area**

**Requirement**

Provide a salesperson with up-to-date information on email, meetings, and more in Dynamics 365

Retrieve information from emails about customers in Dataverse without manual data entry

Track read receipts to customers in Dataverse

**Component**

- Assistant
- Auto capture
- Email engagement

Reference: <https://msdynamicsworld.com/story/improve-sales-ai-microsoft-dynamics-365>

**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 in this section, 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: At any stage in the business process flow prior to the final stage, select Finish.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

When pressed Finish, it will calculate the duration for the opportunity. And it will be only available when Close stage is active. So Answer is No.

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## QUESTION 5

An organization uses Dynamics 365 for Sales.

You need to create a quote template in Microsoft Word for use in the organization.

What should you do?

A. Create a flow

B. Enable dynamic content in Microsoft Word

C. Enable the Developer tab in Microsoft Word

D. Enable VBA in Microsoft Word

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/using-word-templates-dynamics-365>

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## QUESTION 6

You manage Dynamics 365 Sales.

A sales representative must identify and track internal support resources. The resources may assume different roles for each opportunity.

You need to display the support resources with the appropriate role in the opportunity. What should you do?

A. Add a new access team.

B. On the System Settings sales tab, add the new custom roles in the Sales Team Roles list.

C. Add a new connection role.

D. On the Opportunity form, select the sales team subgrid, open the properties, and add the new custom roles.

E. Add a new relationship role.

Correct Answer: B

## QUESTION 7

### HOTSPOT

You are a Dynamics 365 Sales administrator for a venue. Customers book series of events in the venue. The series of events are children of a main event.

The sales manager wants to forecast the revenue for each customer's main event by rolling up the forecasts of the children of each main event.

You need to configure the forecast.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area	Step	Configuration
	Configure a relationship definition.	<ul style="list-style-type: none"><li>account</li><li>opportunity</li><li>contact</li><li>product</li></ul>
	Select the top of the hierarchy.	<ul style="list-style-type: none"><li>customer name</li><li>main event record</li><li>parent opportunity field</li><li>opportunity entity</li></ul>

Correct Answer:

Answer Area	Step	Configuration
	Configure a relationship definition.	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="margin-bottom: 5px;">account</div> <div style="margin-bottom: 5px;">opportunity</div> <div style="margin-bottom: 5px;">contact</div> <div style="background-color: #e0f0e0; margin-bottom: 5px;">product</div> </div>
	Select the top of the hierarchy.	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="margin-bottom: 5px;">customer name</div> <div style="margin-bottom: 5px;">main event record</div> <div style="margin-bottom: 5px;">parent opportunity field</div> <div style="background-color: #e0f0e0; margin-bottom: 5px;">opportunity entity</div> </div>

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast-using-custom-rollup-entity>

## QUESTION 8

A company uses Dynamics 365 Sales with Microsoft Exchange and server-side synchronization.

All users have approved mailboxes. Some users report that emails will not send.

You need to resolve the issue.

What should you do?

- A. Disable impersonation mode.
- B. Add the email address to the email profile.
- C. Turn on automatic tracking.
- D. Test and enable the mailboxes.

Correct Answer: D

<https://learn.microsoft.com/en-us/dynamics365/sales/configure-email?tabs=SP>

## QUESTION 9

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast.

You need to show the salesperson how to refresh the forecast.



Proposed solution: Update the roll-up recurrence frequency.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/keep-forecast-data-up-to-date>

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## QUESTION 10

A company uses Dynamics 365 Sales.

You need to implement the Microsoft Relationship Sales solution.

Which add-on should you install?

A. Sales Insights

B. Customer Insights

C. Sales accelerator

D. Sales Navigator

Correct Answer: D

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## QUESTION 11

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

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**QUESTION 12**

## DRAG DROP

You are implementing Dynamics 365 Sales for a beverage company.

The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

1.

There are three flavors: strawberry, vanilla, and chocolate.

2.

Each can costs \$5.00.

3.

A dozen cans cost \$55.00.

4.

Each case has four dozen cans and costs \$200.00.

5.

A combination case includes a dozen cans of each flavor and costs \$160.00.

6.

Purchases of four or more cases get an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, drag the appropriate components to the correct entry descriptions.

Each component 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:

Products	Drink flavors list	Component
Price Lists	Four or more cases	Component
Discount Lists	Combination of flavors	Component
Unit Groups	One can	Component

Correct Answer:

Products	Drink flavors list	Products
Price Lists	Four or more cases	Discount Lists
Discount Lists	Combination of flavors	Products
Unit Groups	One can	Unit Groups

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-discount-list>  
<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-product-bundles-sell-multiple-items-together>

**QUESTION 13**

**HOTSPOT**

You are a Dynamics 365 for Sales environment.

You need to implement the Social Selling Assistant.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

### Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

Correct Answer:

## Answer Area

### Requirement

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

### Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

### QUESTION 14

DRAG DROP

A company wants to use Dynamics 365 Sales with their internal phone system.

You need to configure Dynamics 365 to use the softphone dialer.

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**

**Answer Area**

- Configure the channel provider
- Download and import the Dynamics 365 Channel Integration Framework
- Enable for mobile client
- Set up server-side synchronization
- Navigate to the Channel Integration Framework application
- Enable Microsoft Teams integration



Correct Answer:

**Actions**

**Answer Area**

- 
- 
- Enable for mobile client
- Set up server-side synchronization
- 
- Enable Microsoft Teams integration



- Download and import the Dynamics 365 Channel Integration Framework
- Navigate to the Channel Integration Framework application
- Configure the channel provider



Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/sales/integrate-sample-softphone> <https://docs.microsoft.com/en-us/dynamics365/customer-service/channel-integration-framework/configure-channel-provider-channel-integration-framework>

**QUESTION 15**

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: Change the currency decimal precision and currency display options.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

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