Microsoft.MB-210.v2022-02-12.q77

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Exam Name:	Microsoft Dynamics 365 Sales Functional Consultant
Certification Provider:	Microsoft
Free Question Number:	77
Version:	v2022-02-12
# of views:	845
# of Questions views:	20384
https://www.freecram.net/torrent/Microsoft.MB-210.v2022-02-12.q77.html	

NEW QUESTION: 1
You need to increase efficiency and consistency for ticket sales to meet company requirements.
What should you create?
A. a Microsoft Flow workflow
B. a playbook
C. a Lifecycle Services (LCS) package
Answer: B (LEAVE A REPLY)
Enforce repeatable steps to promote and increase efficiency and consistency for ticket sales across all sports and venues.
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/enforce-best-practices-playbooks

NEW QUESTION: 2
You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.
You need to create an interactive dashboard.
Which three entities can you use? Each correct answer presents c complete solution.
NOTE: Each correct selection is worth one point.
A. Queue Item
B. Opportunity
C. Knowledge Article
D. Case
E. Invoice
Answer: (SHOW ANSWER)
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactivedashboards

NEW QUESTION: 3

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 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: Recalculate the forecast.

Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

Reference:

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

NEW QUESTION: 4

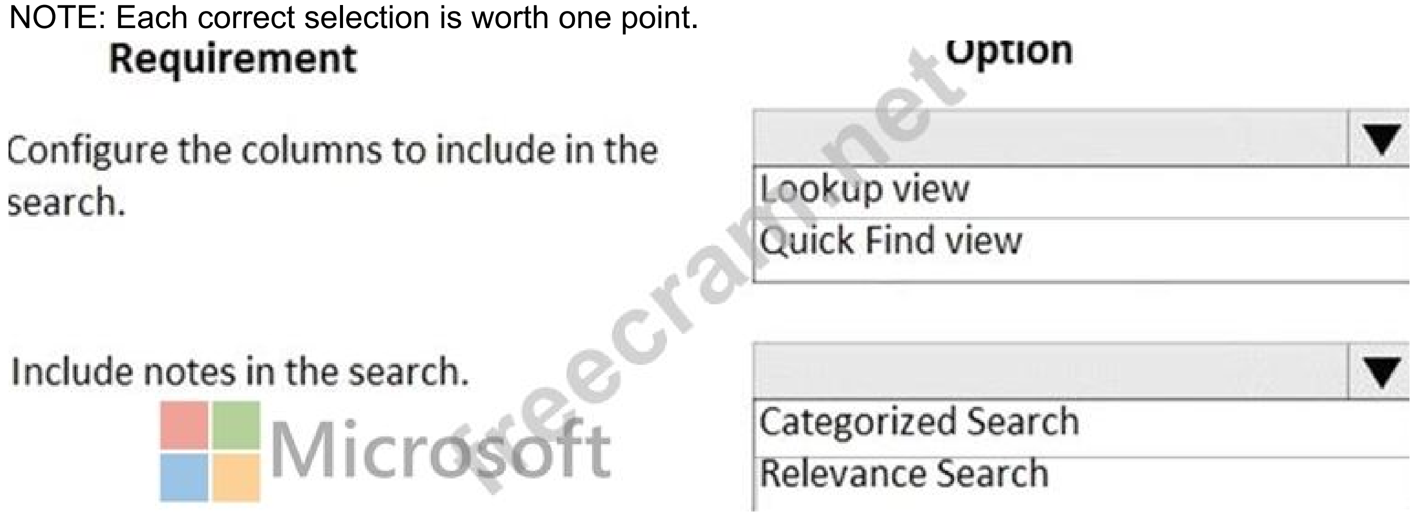
You use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes.

Users report that the results they obtain when using Global Search are not useful.

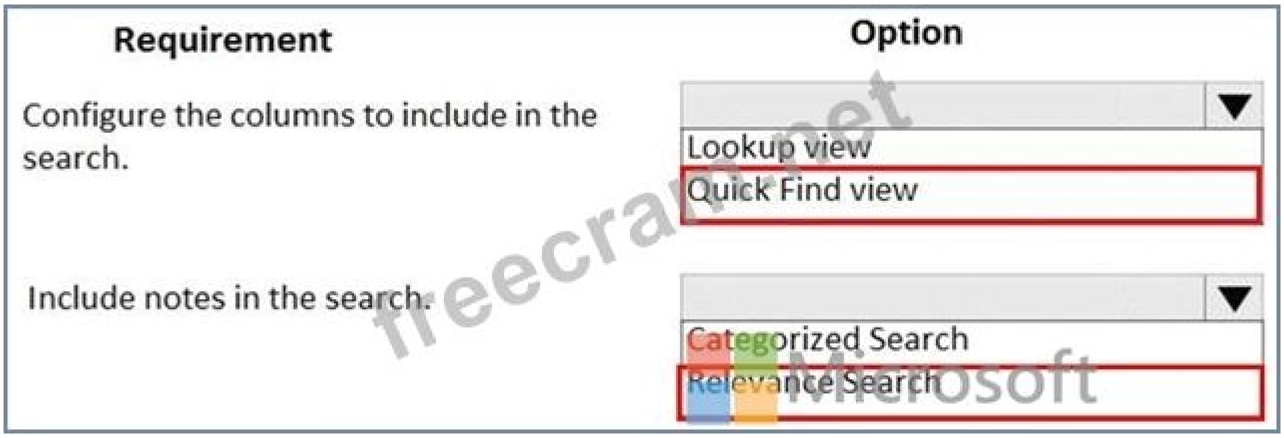
You need to configure Dynamics 365 to enable the users to locate leads.

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

NOTE: Each correct selection is worth one point.



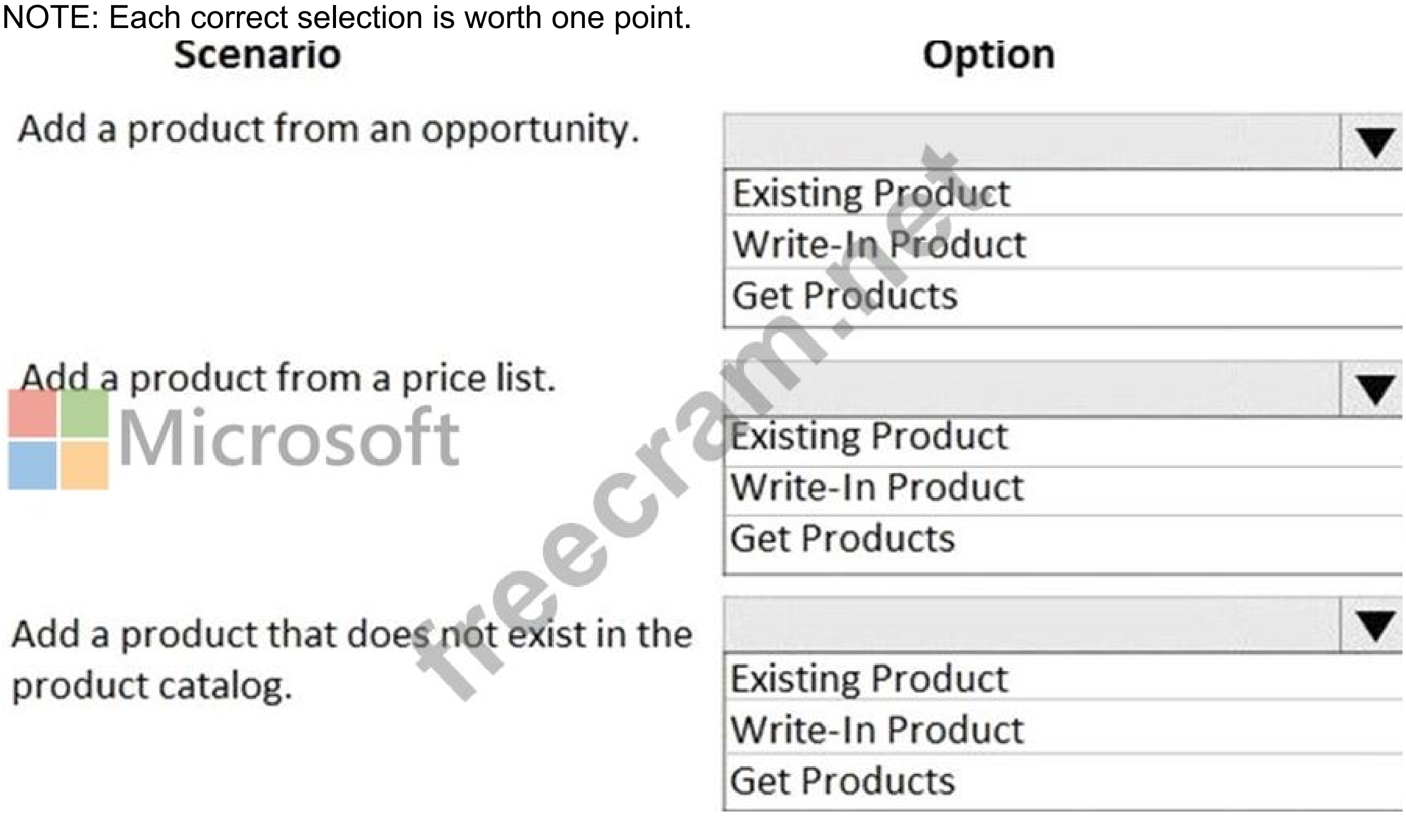
Answer:



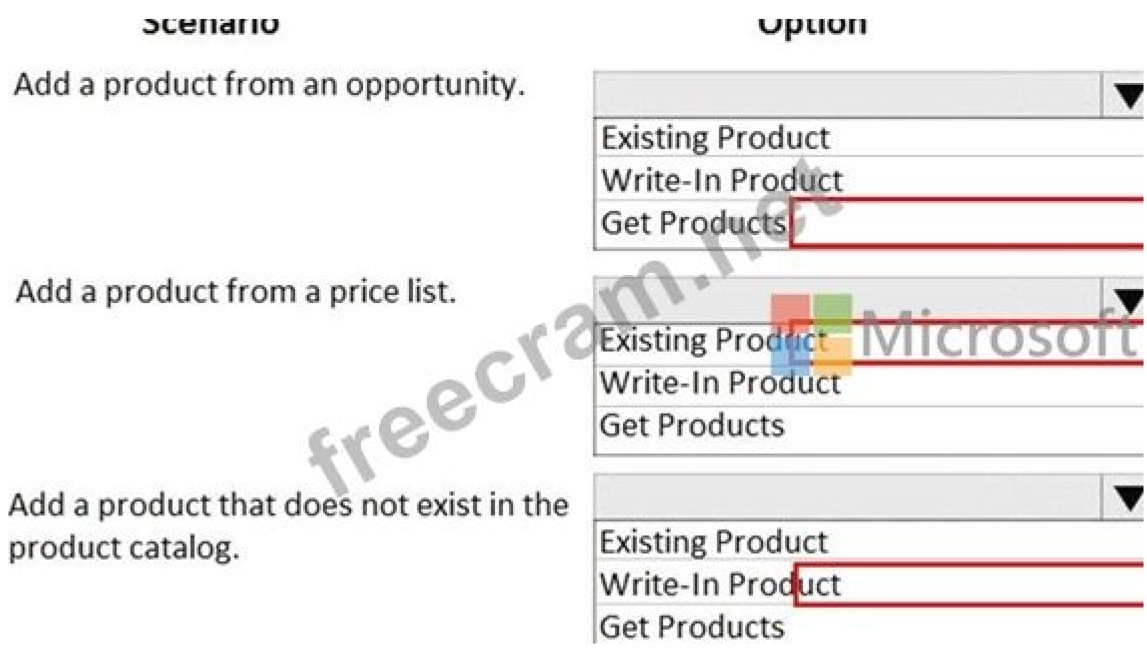
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results

NEW QUESTION: 5

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.



Answer:



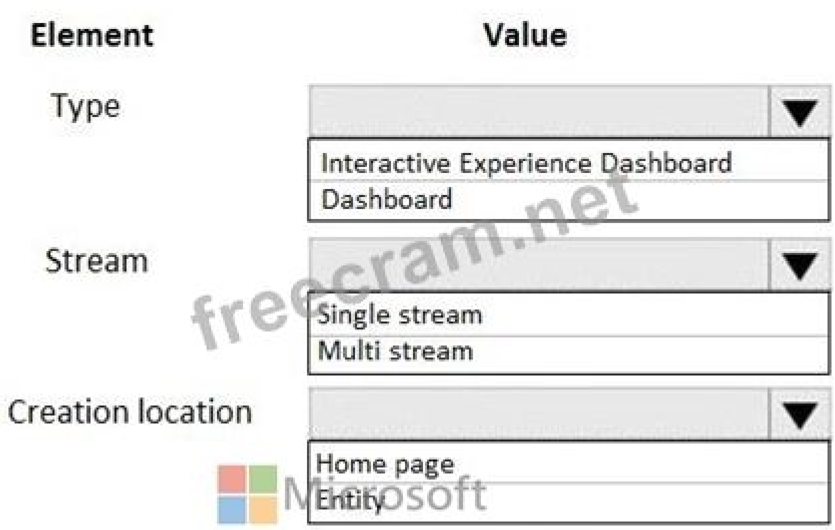
NEW QUESTION: 6

You manage a Dynamics 365 Sales environment.

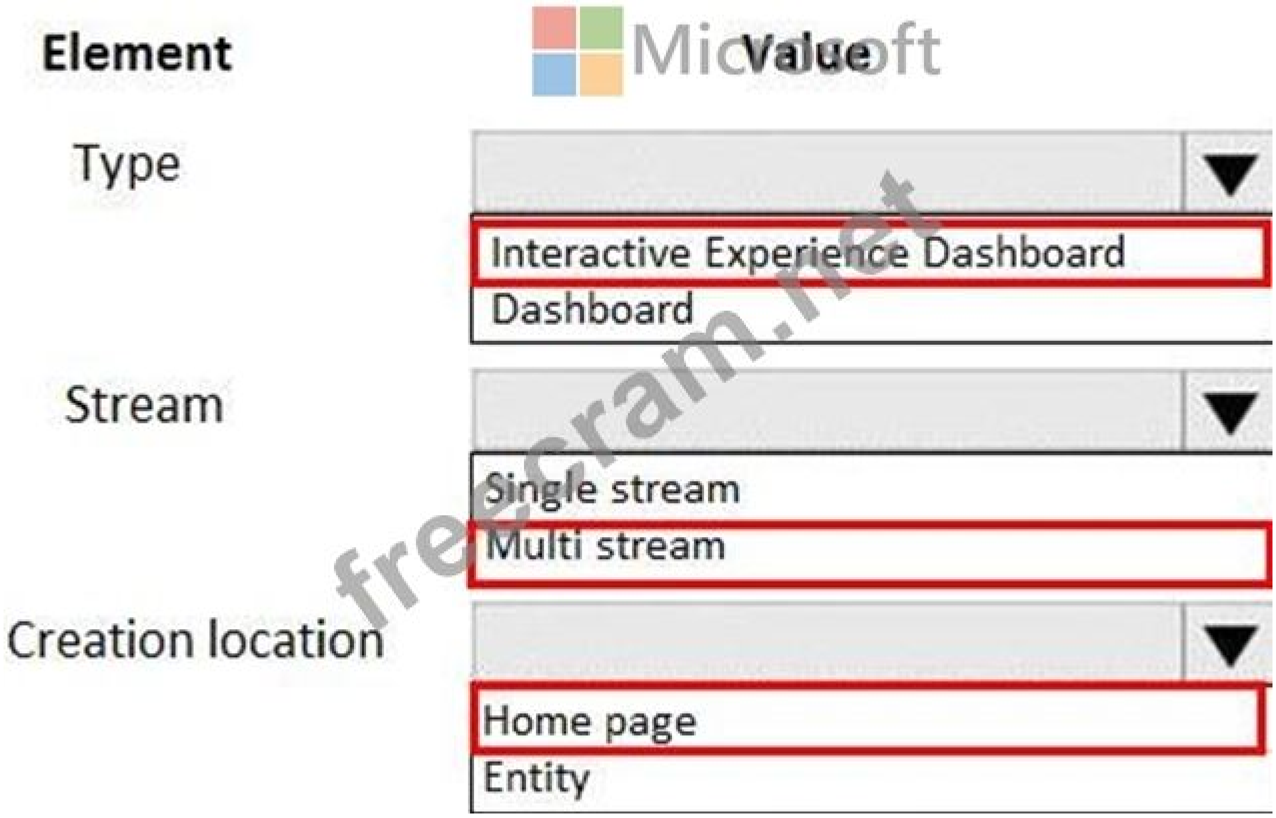
You need to create a dashboard that lists customers and their activities. The dashboard must include tiles that are permanently displayed.

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

NOTE: Each correct selection is worth one point.



Answer:



Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/configure-interactive-experience-dashboards

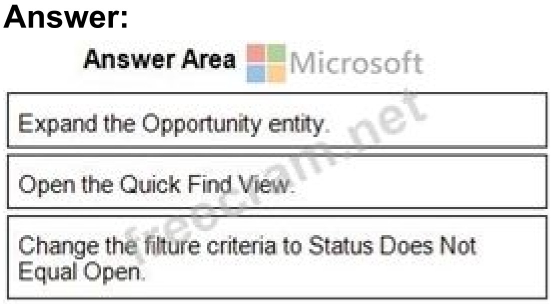
NEW QUESTION: 7
A company uses Dynamics 365 Sales. The default currency for the company is US dollars (USD).
The company does business in the United States, Mexico, and the United Kingdom. The company sells 10 types of products.
Each product requires its own pricing structure.
You need to create price 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
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products

NEW QUESTION: 8
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
Answer: (SHOW ANSWER)
Reference:
https://blog.magnetismsolutions.com/blog/colinmaitland/2019/05/20/dynamics-365-currency-configuration-forprice-list-items

NEW QUESTION: 9
You are a Dynamics 365 Sales system customizer.
Salespeople report that they cannot search for open and closed opportunities using the search tool in the Quick Find View.
You need to configure the search tool to show the open and closed opportunities in the Customize the System area.
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.

Answer:



1 - Expand the Opportunity entity.
2 - Open the Quick Find View.
3 - Change the filture criteria to Status Does Not Equal Open.

NEW QUESTION: 10
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
Answer: (SHOW ANSWER)
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-sales-territories-organize-business-markets-geographical-area

NEW QUESTION: 11
You need to resolve the issue UserA is experiencing.
Where should you add UserA?
A. Business Unit
B. Team
C. Office 365 group
D. Field Security Profile
Answer: (SHOW ANSWER)

NEW QUESTION: 12
You are a Dynamics 365 administrator for a company. The company's fiscal year is April 1 through March 31.
You need to create a system view for all users that displays data for the current fiscal year by default.
What should you do?
A. Use date ranges to create a view from the advanced find
B. Use date ranges to create a view in the default solution
C. Set up fiscal year settings and create a view from the advanced find
D. Set up fiscal year settings and create a view in the default solution
Answer: (SHOW ANSWER)

NEW QUESTION: 13
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
Answer: (SHOW ANSWER)

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

NEW QUESTION: 14
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: Change the opportunity to an inactive state.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)

NEW 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. Determine whether the solution meets 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 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: Recalculate the opportunity.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/keep-forecast-data-up-to-date

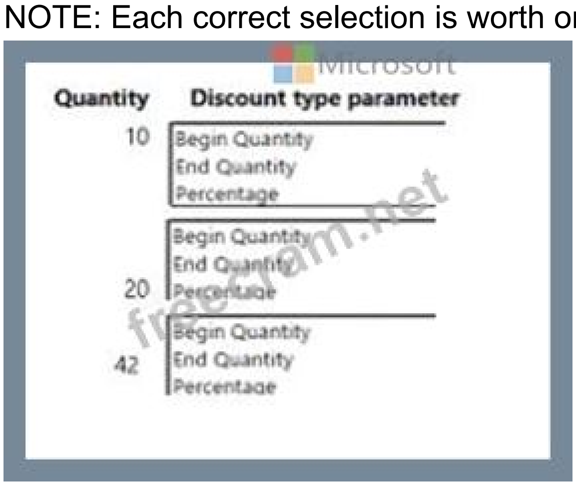
NEW QUESTION: 16
A company uses special pricing for bulk purchases of products.
A sales team member cannot create pricing lists for preferred customers.
You need to set up a discount price list.

What are three possible security roles that can be used? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Sales Team Member
B. Vice President of Sales
C. Sales Manager
D. CEO-Business Manager
E. President of Sales

Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-discount-list

NEW QUESTION: 17
You need to configure group sales discounts for alumni.
Which discount type parameters should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

NEW QUESTION: 18

Sales representatives at an organization have access to the contact records in their business unit. You need to ensure that sales representatives can access contact records in all business units that are subordinate to their business unit. Sales representatives must not have access to other records in the organization.

Which access level should you assign to the Contact entity?

A. User

B. Organization

C. Parent: Child Business Unit

D. Business Unit

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

NEW QUESTION: 19

You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.

You need to create a quote that automatically includes all the products from the opportunity.

What should you do?

A. Convert the opportunity to a quote

B. Create a new quote from the customer

C. Create a new quote from the opportunity

D. Create a new quote with the opportunity price list

Answer: (SHOW ANSWER)

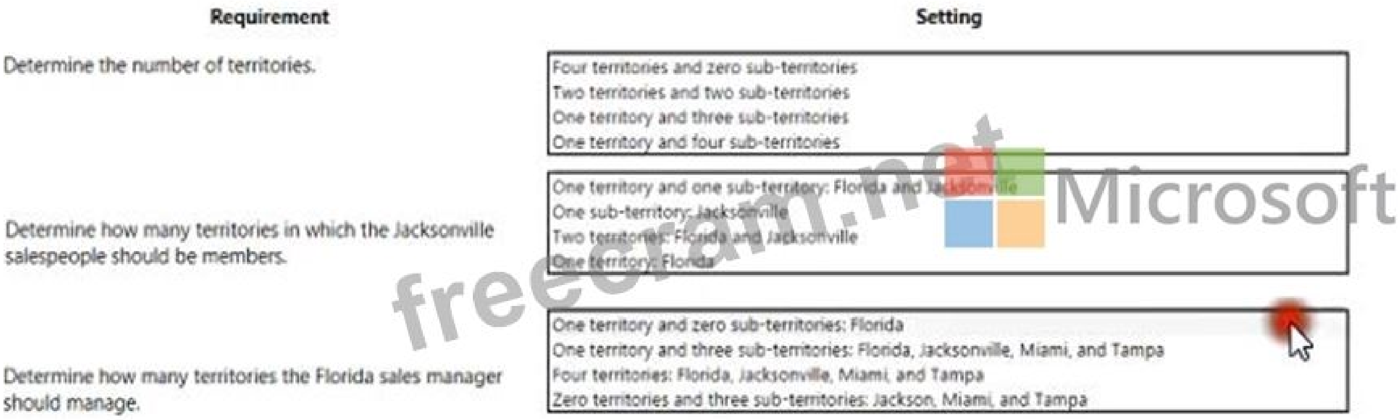
References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quotesales-order-invoice

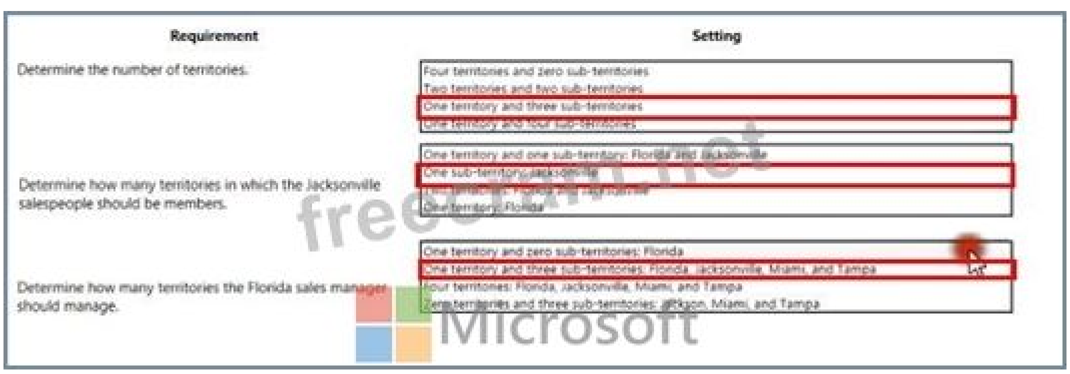
NEW QUESTION: 20

You are Implementing Dynamics 365 Sales for a company that has salespeople in the fallowing cities in the state of Florida: Jacksonville, Miami, and Tamp a. The manager in Florida oversees the salespeople tar all Three cities.

You must set up territories by states. Each state must be a parent territory and have a different manager.
Sales information must be shown by city and then by state.
You need to set up territories for Florida.
Which settings should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



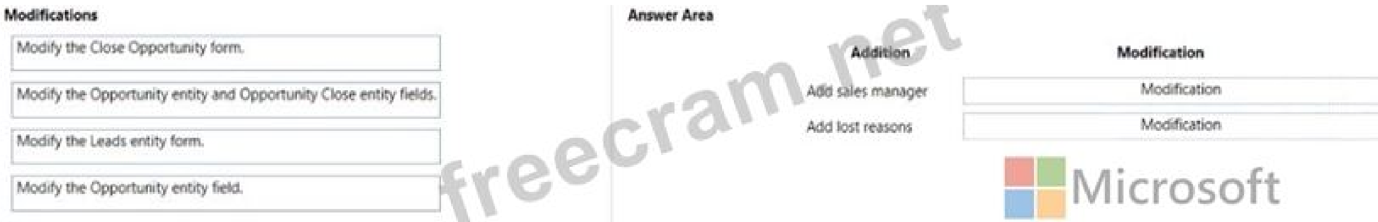
Answer:



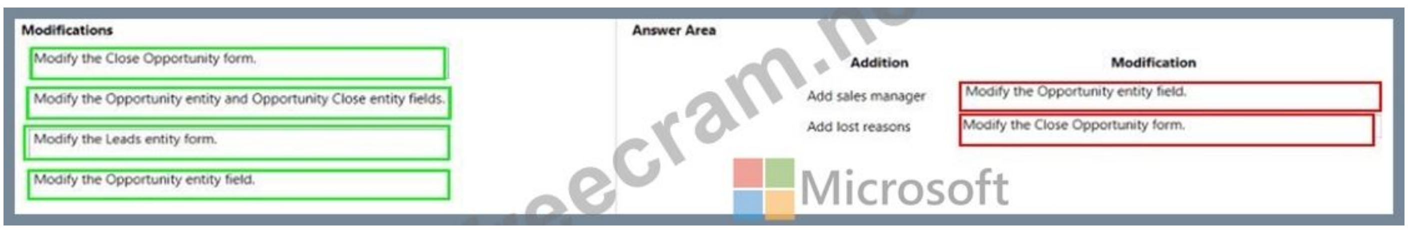
NEW QUESTION: 21
You are a salesperson using Dynamics 365 Sales.
You need to add a product line item in an opportunity.
What should you do first in the opportunity?
A. Configure units.
B. Add a price list.
C. Add a product name.
D. Specify revenue.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-professional/add-products-opportunity-sp

NEW QUESTION: 22
You need to determine which configuration changes to make to address closed and lost opportunities.

Which modifications should you complete? To answer, drag the appropriate modifications to the correct additions. Each modification 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.



Answer:



NEW QUESTION: 23

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 24

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
Answer: (SHOW ANSWER)

NEW QUESTION: 25
You need to configure pricing for the Contoso, Ltd. invoice.
What should you do?
A. Configure an end date for the price list
B. Set the Invoice Product to Override Price
C. Set the Invoice Product to Use Default
Answer: (SHOW ANSWER)

NEW QUESTION: 26
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 are configuring Dynamics 365 Sales for a US-based company as follows:
* Utah to California is the West territory,
* Illinois to Colorado is the Central territory.
* Maine to Indiana is the East territory.
The company wants the territories set up as follows:
* Salespersons 1 and 2 sell in the West territory.
* Salespersons 5 and 6 sell in the Central territory.
* Salespersons 3 and 4 sell in the East territory.
* Postal code for each state used as the location.
You need to set up the territories-Solution:
* Create the West territory, add the manager, and save.
* Add members for each territory.
* Repeat for the Central and East territories.
Does the solution meet the goal?
A. No
B. Yes
Answer: (SHOW ANSWER)

NEW QUESTION: 27

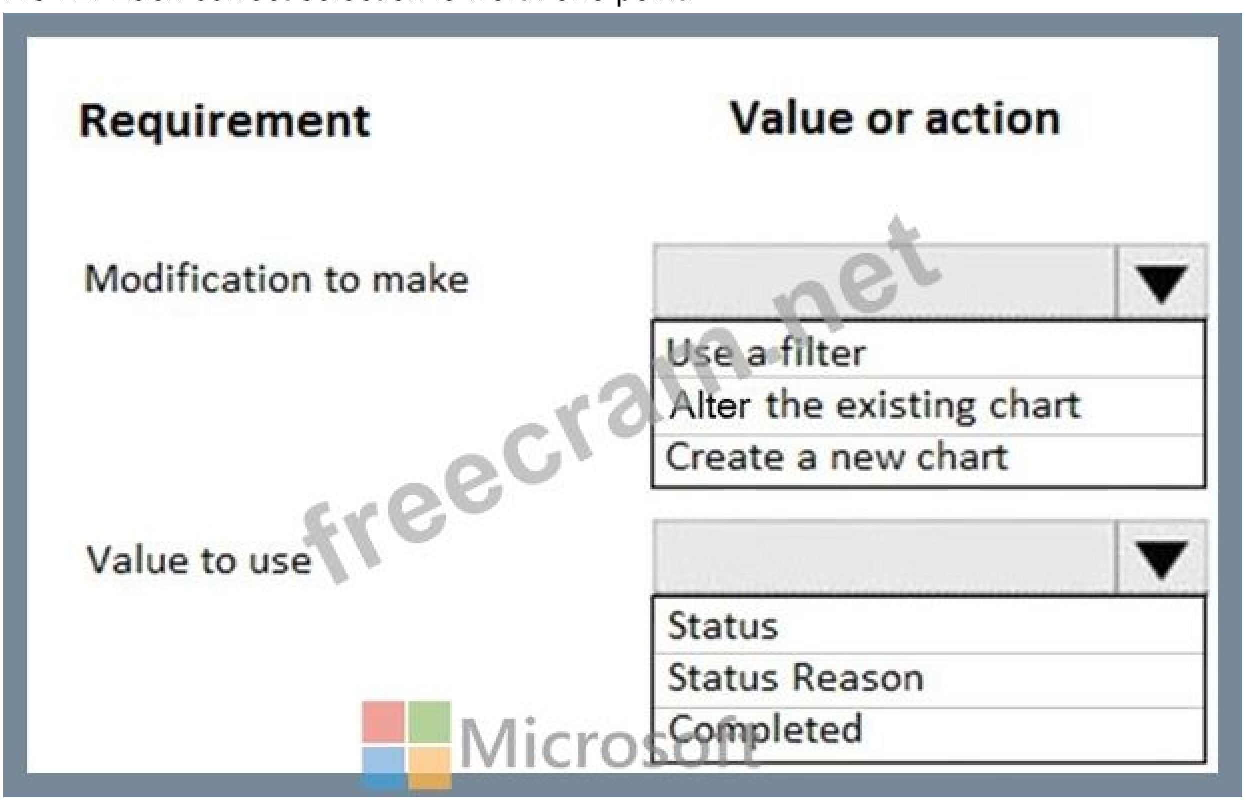
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Create a subscription to Microsoft Relationship Sales, enable JavaScript, and disable pop-up blockers.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)

NEW QUESTION: 28
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 are a Dynamics 365 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Remove any subscriptions associated with Microsoft Relationship Sales and disable JavaScript.
Does the solution meet the goal?
A. No
B. Yes
Answer: (SHOW ANSWER)

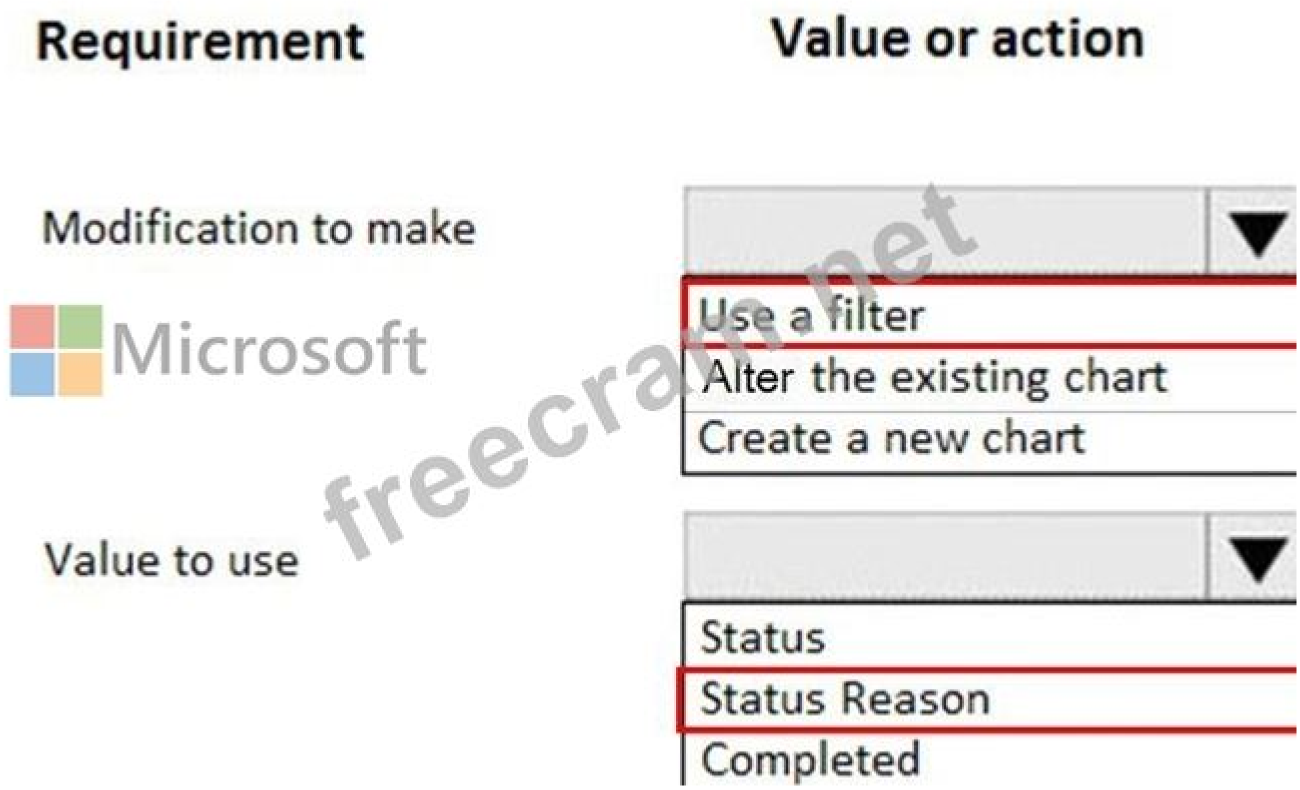
NEW QUESTION: 29
You manage a Dynamics 365 environment. A user named User1 begins work on an opportunity. User1 asks a user named User2 to assist with the opportunity while she is on vacation.
You need to ensure that User2 can access the opportunity and that User1 retains ownership of the opportunity.
What should you do?
A. Share the record with User2
B. Grant User2 the stakeholder role
C. Grant User2 the security role
D. Instruct User2 to follow the record

Answer: (SHOW ANSWER)
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-recordbased-security-control-access-records#sharing-records

NEW QUESTION: 30
You have a dashboard that shows the number of completed calls and cancelled calls in a chart.
Sales Representatives mark completed calls by using one of the following values: Wrong Number, Left Message, or Connected.
You need to update the dashboard to display wrong phone numbers.
How should you make the modification? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 31

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

B. Add a new relationship role.

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

D. Add a new connection role.

E. Add a new access team.

Answer: (SHOW ANSWER)

NEW QUESTION: 32

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 are a Dynamics 36S Sales system administrator.

The sales team warns to use automated conversation starters.

You need to ensure that the controls are available to developers.

Solution: Disable JavaScript and disable pop-up blockers.

Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

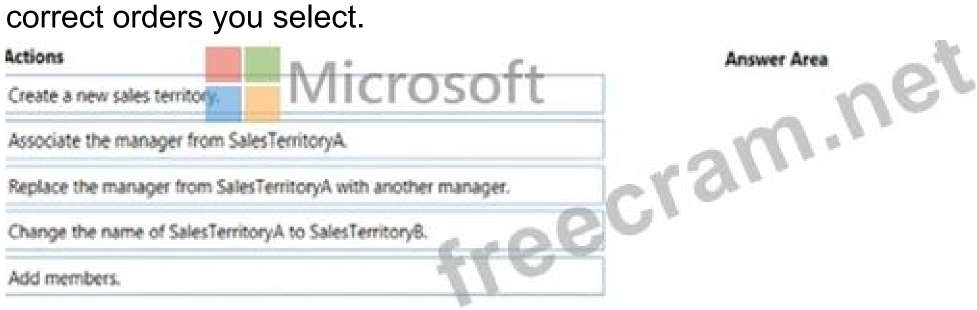
NEW QUESTION: 33

You manage Dynamics 365 Sales. You have a sales territory named SalesTerritoryA which has an associated manager.

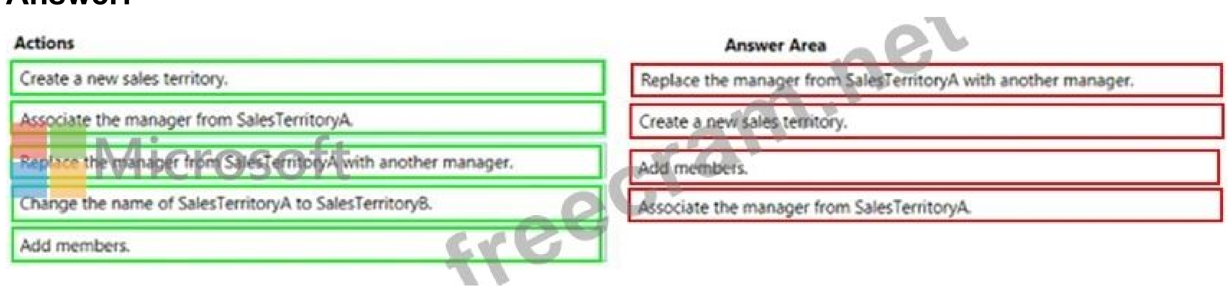
You need to create a new sales territory named SalesTerritoyB and assign the SalesTerritoryA manager to SalesTerritoryB.

Which four 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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.



Answer:



NEW QUESTION: 34

You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource.

You need to ensure that a user can install the business process flows.

What should you do?

A. Assign the Dynamics 365 System Customizer role to the user

B. Assign the Common Data Service User role to the user

C. In the Power Apps Admin center, assign Environment Maker permissions to the user

D. In the Office 365 Admin center, assign Application proxy permissions to the user

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/add-ready-use-business-processes

NEW QUESTION: 35

You need to set up the required sales tracking for multinational customers.

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

NOTE: Each correct selection is worth one point.

A. Create a primary account for the customer and contacts for each country of operation.

B. Create each country sales territory as a sub-territory of the global territory.

C. Associate the customer accounts for each country with the primary account.

D. Create a primary account for the customer and assign it to the global territory.

E. Associate the accounts in each country with the country sales territory in which it is located.

Answer: (SHOW ANSWER)

Reference:

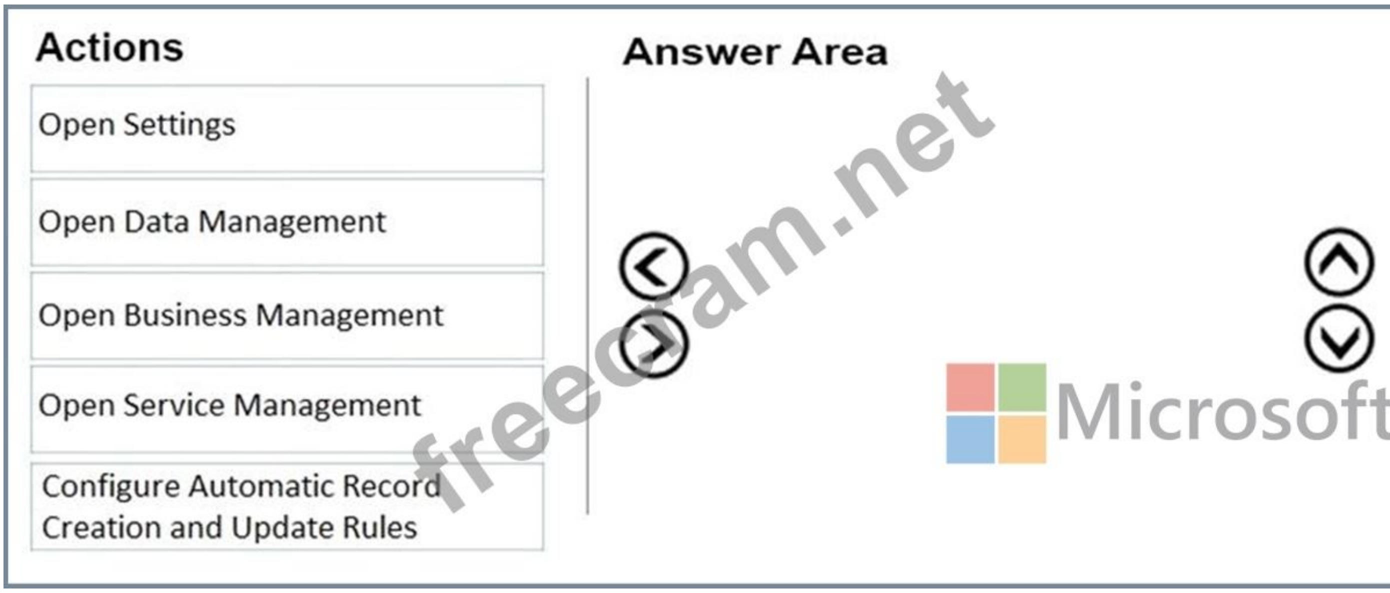
https://docs.microsoft.com/en-us/power-platform/admin/set-up-sales-territories-organize-business-markets-geographical-area

NEW QUESTION: 36

You manage a Dynamics 365 for Sales environment.

You need to automatically create records for salespeople when they complete phone call activities.

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.



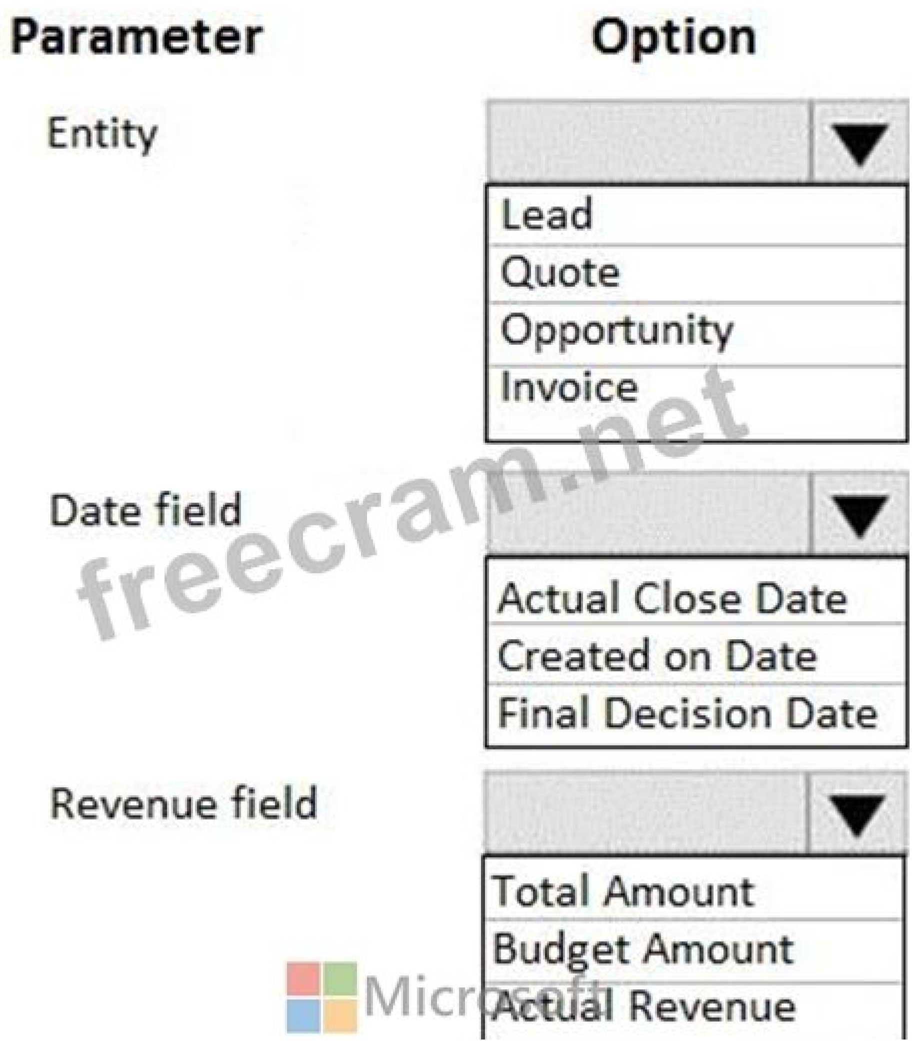
Answer:

1 - Open Settings
2 - Open Service Management
3 - Configure Automatic Record Creation and Update Rules

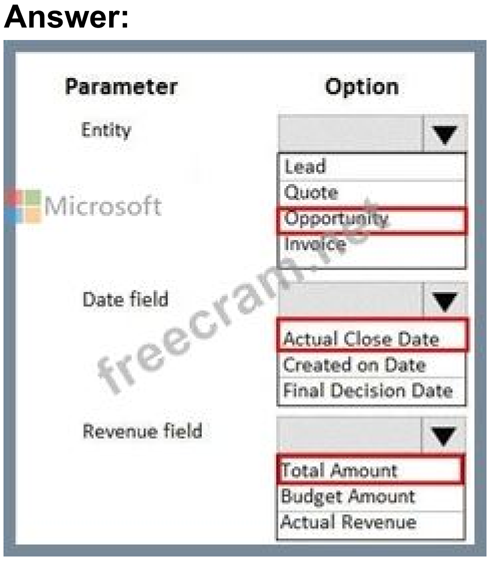
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-rules-toautomatically-create-or-update-records

NEW QUESTION: 37

A sales manager needs to set up goals in Dynamics 365 Sales for salespeople.
The measurement of goals must be based on the total deal amount upon closing an opportunity.
The fiscal year for the goals must be based on the calendar year.
You need to create the rollup query for the goal metrics.
Which options should you select? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 38

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

B. Opportunity Line

C. Opportunity Close

D. Competitor

Answer: (SHOW ANSWER)

NEW QUESTION: 39

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

A. Common Data Service

B. Sales Manager

C. System Customizer

D. Knowledge Manager

Answer: (SHOW ANSWER)

NEW QUESTION: 40

A company uses Dynamics 365 Sales.

You need to change the description field on the quote.

Which state allows you to make the change?

A. Won

B. Draft

C. Closed

D. Active

Answer: (SHOW ANSWER)

NEW QUESTION: 41

You need to determine the cause of the issue with desktop users and business cards.

What is the cause of the issue?

A. A business rule needs to be set up to show the field.

B. The AI Builder Business Card control needs to be configured for the field on the form.

C. The field needs to be added to the form.

D. The users do not have the appropriate permissions.

E. Show image on the form is not selected in Form Properties.

Answer: (SHOW ANSWER)

NEW QUESTION: 42

You need to implement the time study.

What should you create?

A. business rule

B. insight cards with Sales Insights
C. custom activity type
D. new data step in the business process flow
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/work-with-activities?view=op-9-1

NEW QUESTION: 43
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 uses Dynamics 365 Sales.
You create a playbook to send documents to new sales managers.
You need to configure the system to record all activity associated with each playbook.
Solution: Create a Power Automate flow to track the activities.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)
Activity tracking is enabled in the Playbook template.
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/track-playbook-activities

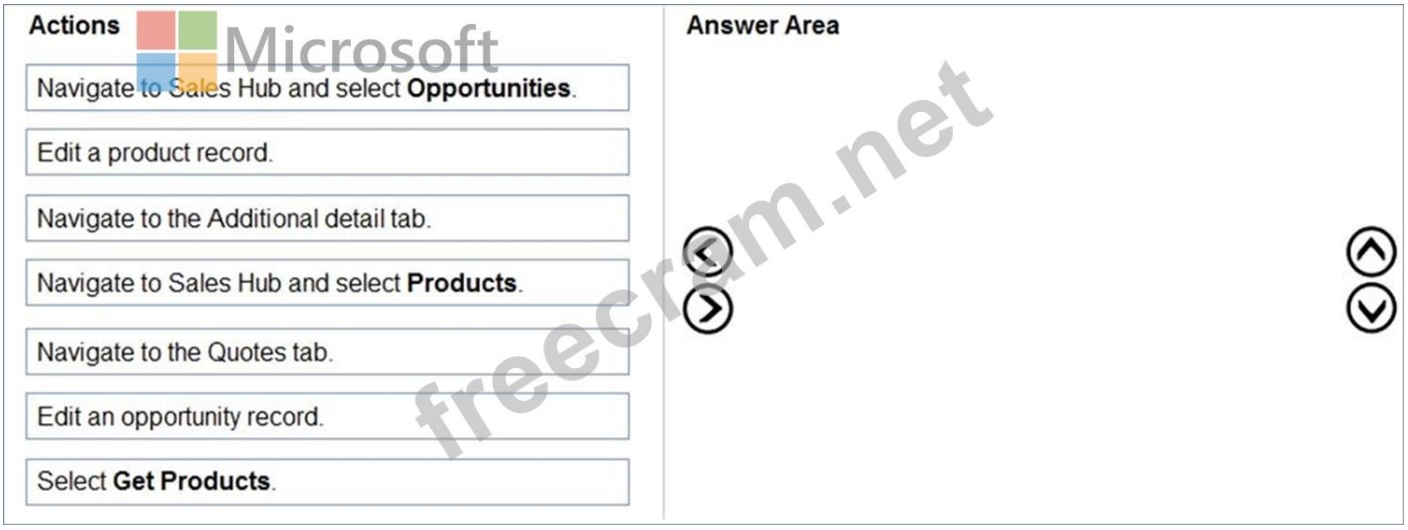
NEW QUESTION: 44
You manage a Dynamics 365 environment. Salespeople use a template from the Sales Hub to create quotes.
A member of the sales team requests that you change the order in which columns display in customer quotes.
You need to modify the quote template.
What should you use?
A. template editor
B. mail merge template
C. Microsoft Word template
D. Report Wizard
Answer: (SHOW ANSWER)

NEW QUESTION: 45
A company uses Dynamics 365 Sales to create and manage opportunities, quotes and orders.

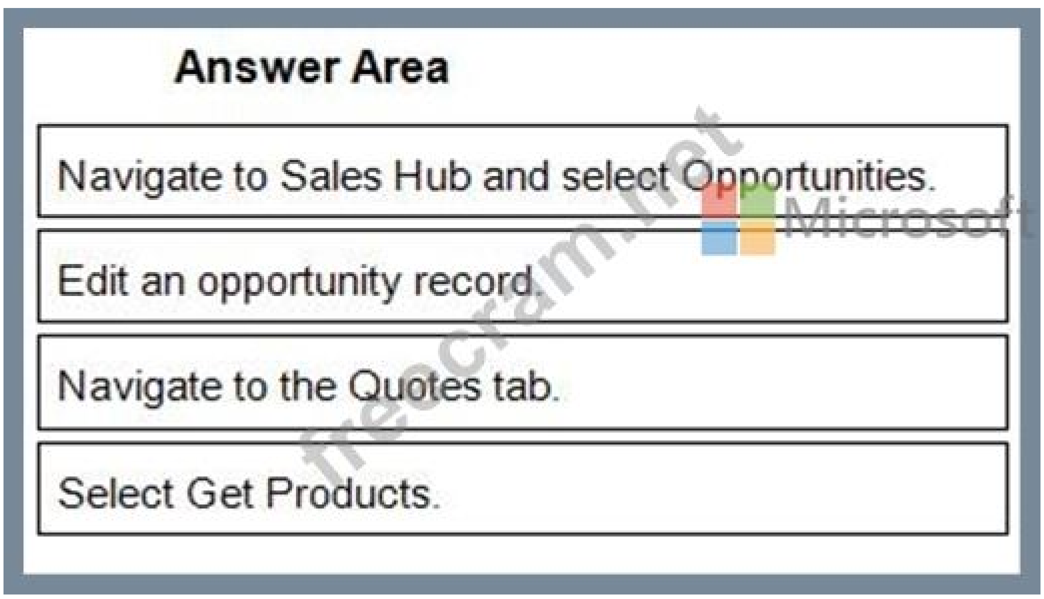
You need to ensure that the Actual Revenue field in an opportunity is automatically updated with the total amount from the quote.
What should you do?
A. Convert the quote to an order. Set the value of the Calculate actual revenue from quotes option to Yes.
B. Close the opportunity as won.
C. Convert the quote to an order. Set the value of the Close Opportunity option to Yes.
D. Convert the quote to an order. Set the value of the Close Opportunity option to No.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/close-opportunity-won-lost-sales

NEW QUESTION: 46
You need to add the unfavorable credit and reference check reasons to the RFQ close process.
What should you do?
A. Create custom activities for the credit and reference checks.
B. Add a stage to the business process flow.
C. Convert the credit and reference activities lo an opportunity.
D. Delete the RFQ Lead record.
E. Create custom status reasons.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/customize-opportunity-close-experience

NEW QUESTION: 47
You need to handle large quantity opportunities.
Which four 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.



Answer:



1 - Navigate to Sales Hub and select Opportunities.

2 - Edit an opportunity record.

3 - Navigate to the Quotes tab.

4 - Select Get Products.

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-quote-sales

NEW QUESTION: 48

You need to implement dashboards.

Which URL should you use?

A. https://bellowscollege.dynamics.com

B. http://bellowscollege.crm.dynamics.com

C. https://bellowscollege.crm.dynamics.com

D. https://crm.bellowscollege.dynamics.com

Answer: (SHOW ANSWER)

NEW QUESTION: 49

A company uses Dynamics 365 Sales to manage sales orders.
You need to demonstrate the process of going from a lead to an order.
Which stage applies to each task? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/nurture-sales-from-lead-order-sales

NEW QUESTION: 50

A company releases a new catalog.
The company requires salespeople to do the following:
* Contact customers about the new catalog.
* Set up appointments with the customers to deliver the catalog.
You need to set up playbooks to track the activities.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/enforce-best-practices-playbooks

NEW QUESTION: 51

You need to choose where to enter the other show names in the system.
Where should you add the shows?

A. Product
B. Accounts
C. Competitor
D. Contacts

Answer: (SHOW ANSWER)

NEW QUESTION: 52

You need to configure the RFQ Won/Loss chart.
How should you configure the chart? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Chart requirement	Configuration
Type of chart	Column Pie Funnel
Horizontal Category Axis label	Actual Close Date Status Created on Est. Close Date
Won data series value	Actual Revenue Est. Revenue Predictive Score Goal target
Lost data series value	Actual Revenue Est. Revenue Predictive Score Goal target

Answer:

Chart requirement	Configuration
Type of chart	Column Pie Funnel
Horizontal Category Axis label	Actual Close Date Status Created on Est. Close Date
Won data series value	Actual Revenue Est. Revenue Predictive Score Goal target
Lost data series value	Actual Revenue Est. Revenue Predictive Score Goal target

NEW QUESTION: 53

You create an invoice with products and services for a customer.

You need to add pricing for a product that is not available in the product catalog.

What should you do?

A. Add the product to the order and use Get Products

B. Add a write-in product

C. Add an existing product and change the name and price

D. Add the product to the quote and use Get Products

Answer: (SHOW ANSWER)

References:

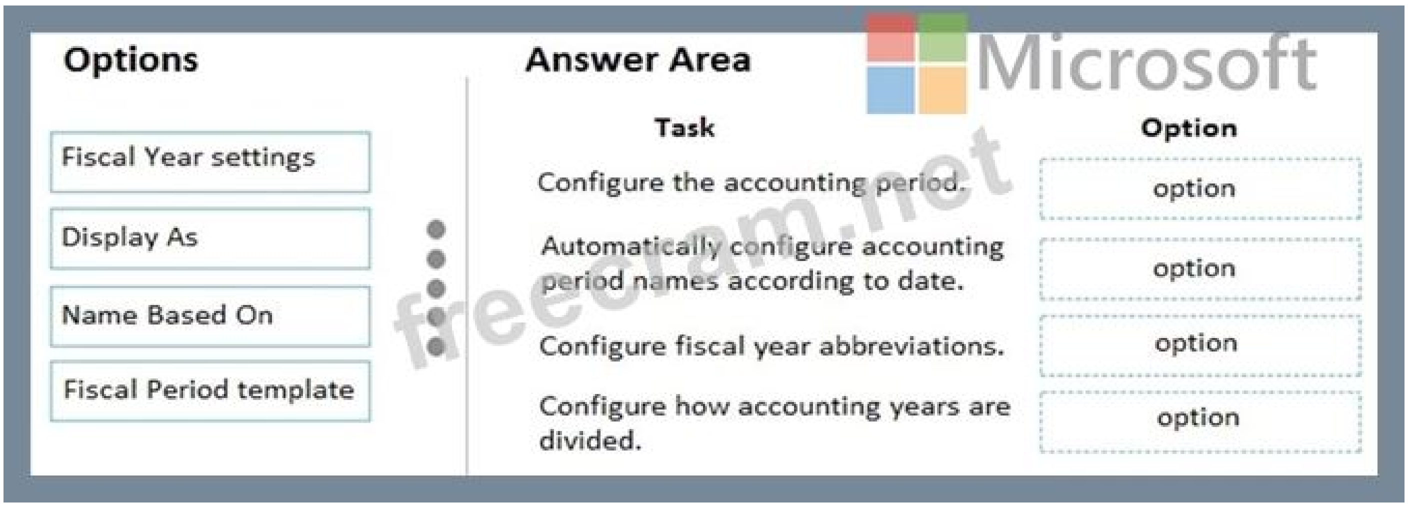
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quoteorder-invoice

NEW QUESTION: 54

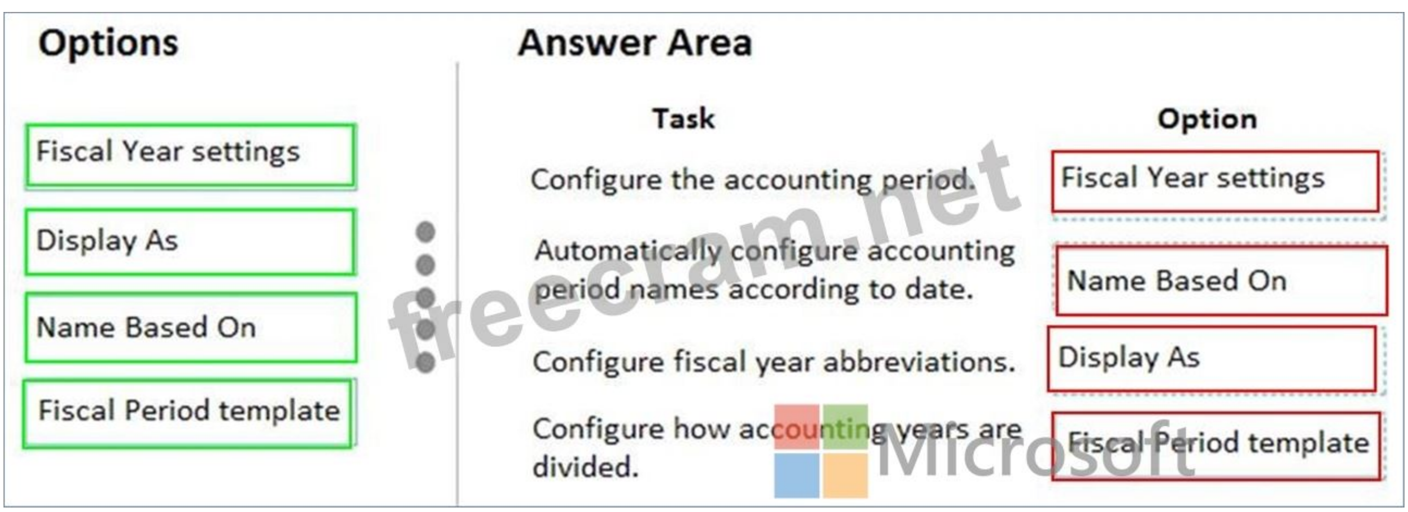
You need to configure accounting options.

Which options should you use? To answer, drag the appropriate options to the correct tasks. Each option 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.



Answer:



Reference:

https://docs.microsoft.com/en-us/power-platform/admin/work-fiscal-year-settings

NEW QUESTION: 55

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.

Requirement	Technology or feature
Install and configure additional required software.	Social engagement Dynamics 365 AI for Sales
Ensure that Social Assistant can be used on a dashboard	Relationship Assistant Search topics

Answer:

Requirement	Technology or feature
Install and configure additional required software.	$\boxed{\text{Social engagement}}$ Dynamics 365 AI for Sales
Ensure that Social Assistant can be used on a dashboard	Relationship Assistant $\boxed{\text{Search topics}}$

NEW QUESTION: 56

You are setting up a product catalog in Dynamics 365 Sales.

You need to set up the catalog using the least amount of effort.

In which order should you set up the catalog? To answer, drag the appropriate components to the correct order position. 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.

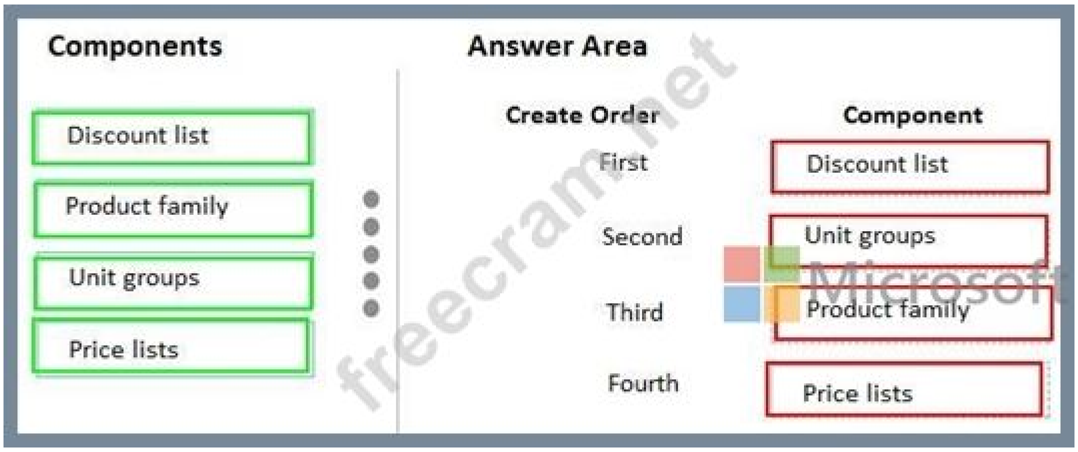
Components

- Discount list
- Product family
- Unit groups
- Price lists

Answer Area

Create Order	Component
First	Component
Second	Component
Third	Component
Fourth	Component

Answer:



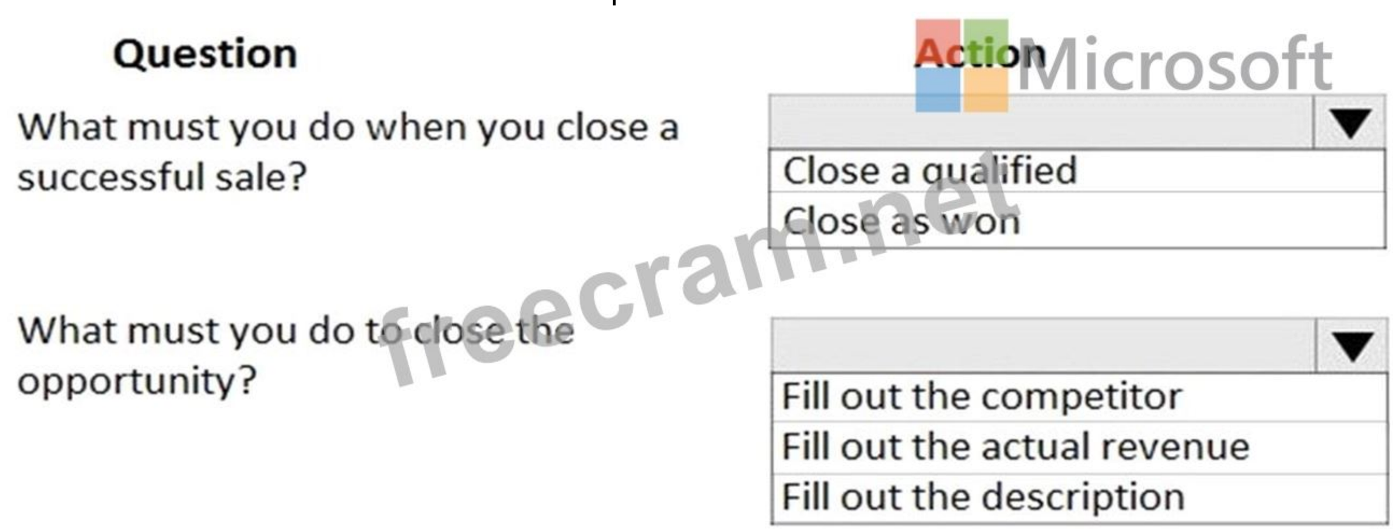
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-product-catalog-walkthrough

NEW QUESTION: 57

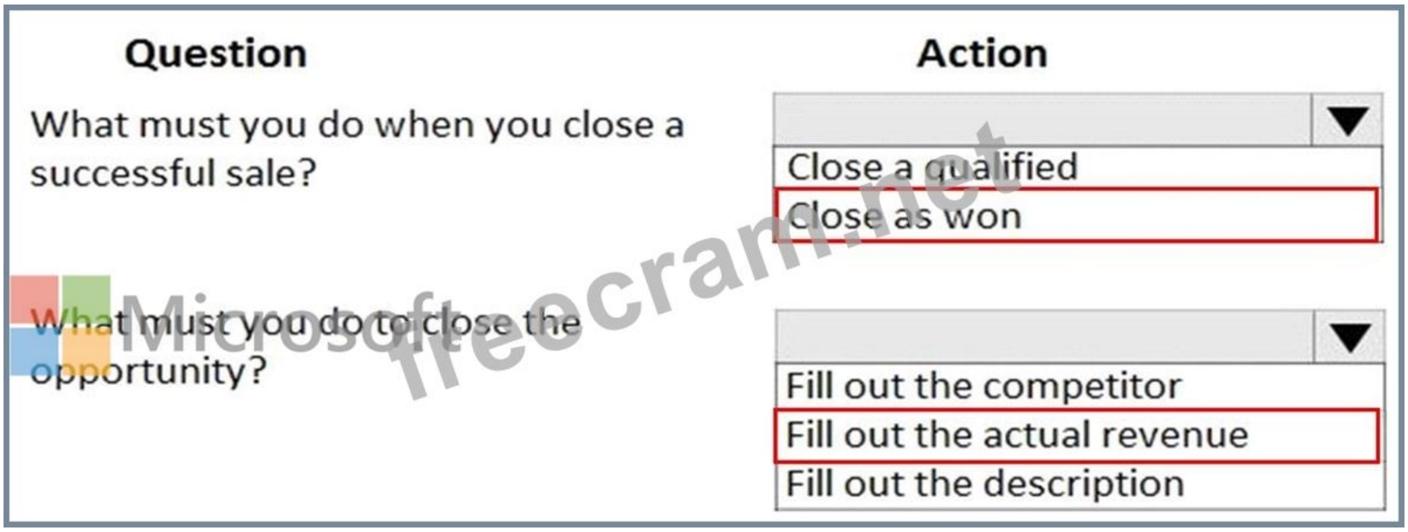
You are a salesperson working with Dynamics 365. Your role includes working with opportunities. You need to close opportunities.

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

NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 58

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 default currency.

Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

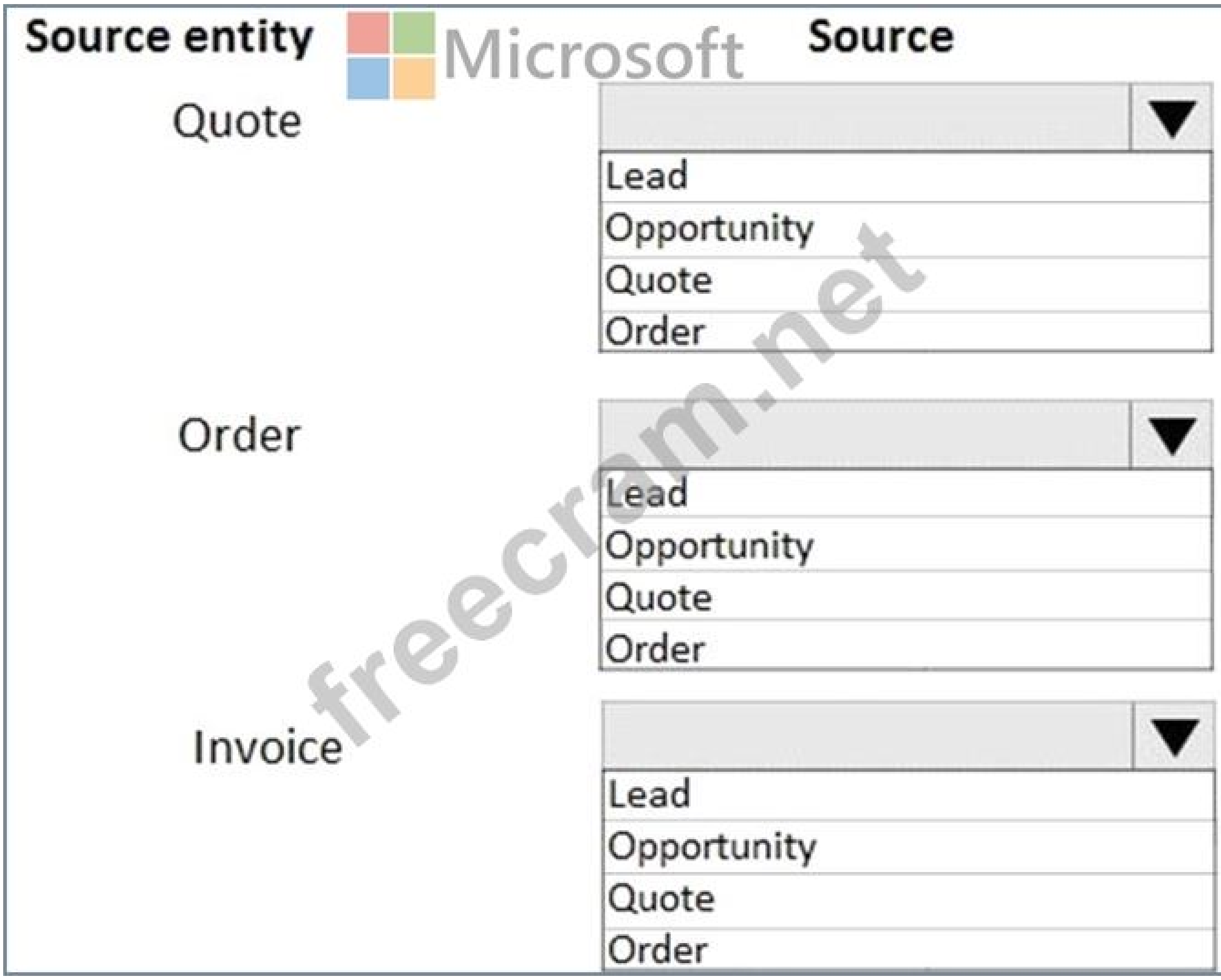
NEW QUESTION: 59

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

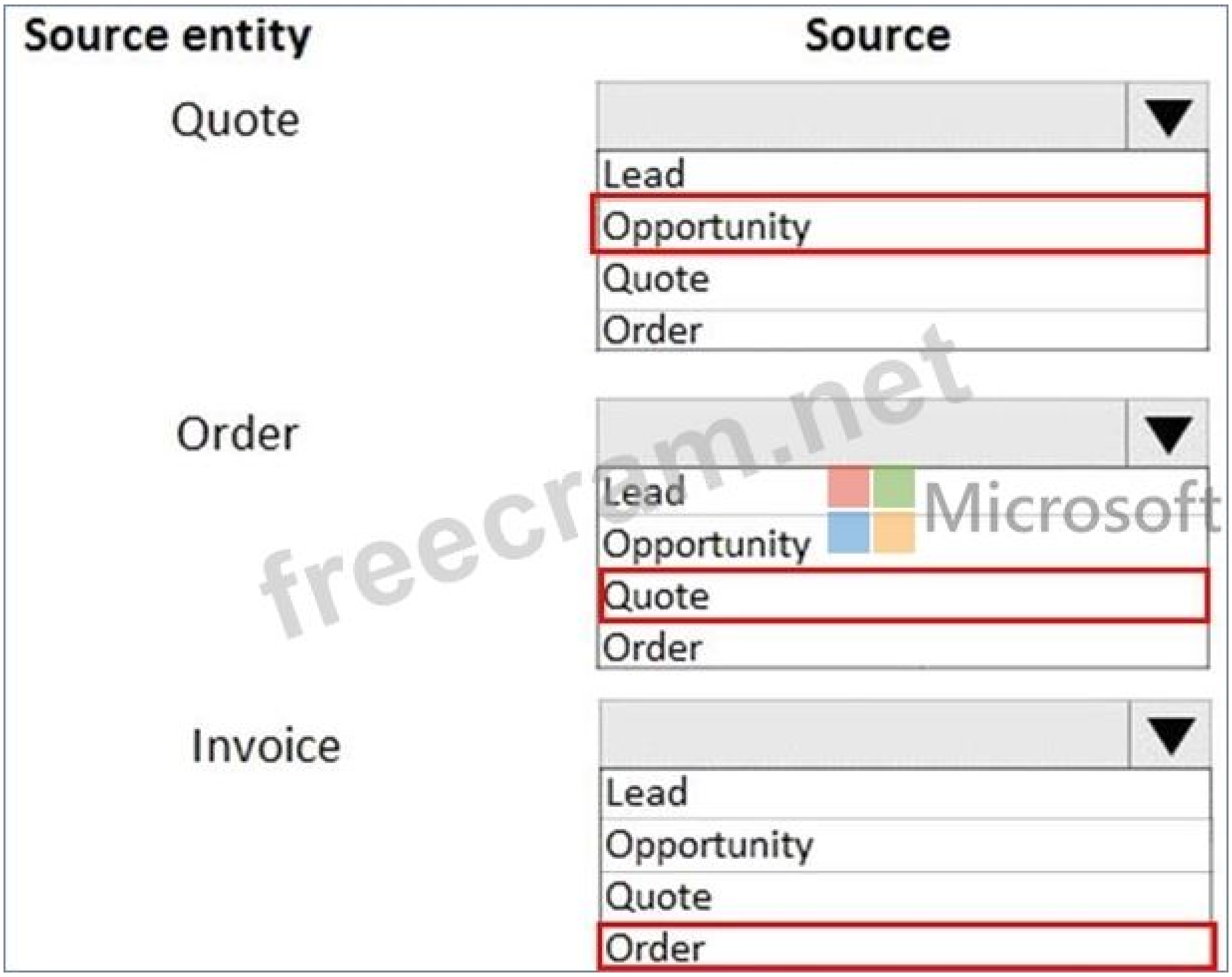
You need to add products from the previous order to the new order.

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.


Source entity
Source
Quote
Lead
Opportunity
Quote
Order
Order
Lead
Opportunity
Quote
Order
Invoice
Lead
Opportunity
Quote
Order

Answer:



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NEW QUESTION: 60

A company is implementing Dynamics 365 Sales.

You need to determine which tool or service to recommend for the company's requirements.

Which tool or service should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Tool or service
Provide basic self-service customer support for frequently asked questions.	AI Builder Power Virtual Agents Sales Insights Assistant Relationship Sales
Provide actionable list of follow-up tasks for a customer based on prior buying history.	AI Builder Power Virtual Agents Sales Insights
Provide routing of new product inquiries to product sales experts or product team members.	AI Builder Power Virtual Agents Sales Insights

Answer:

Requirement	Tool or service
Provide basic self-service customer support for frequently asked questions.	AI Builder $\boxed{\text{Power Virtual Agents}}$ Sales Insights Assistant Relationship Sales
Provide actionable list of follow-up tasks for a customer based on prior buying history.	AI Builder Power Virtual Agents $\boxed{\text{Sales Insights}}$
Provide routing of new product inquiries to product sales experts or product team members.	AI Builder $\boxed{\text{Power Virtual Agents}}$ Sales Insights

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents
https://docs.microsoft.com/en-us/dynamics365/ai/sales/overview
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

NEW QUESTION: 61

You manage a Dynamics 365 Sales environment.

You need to ensure that all possible activities are automatically converted to leads by using the record creation rule.

Which three activities can you convert to leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

A. Task

B. Service activity

C. Email

D. Phone call

E. Custom activity

Answer: (SHOW ANSWER)

NEW QUESTION: 62

You are updating a price list item in Dynamics 365 Sales.

You need to manually enter. The price of a product for a price list item.

Which pricing method should you use?

A. Percent Markup - Current Cost

B. Currency Amount

C. Percent of List

Answer: (SHOW ANSWER)

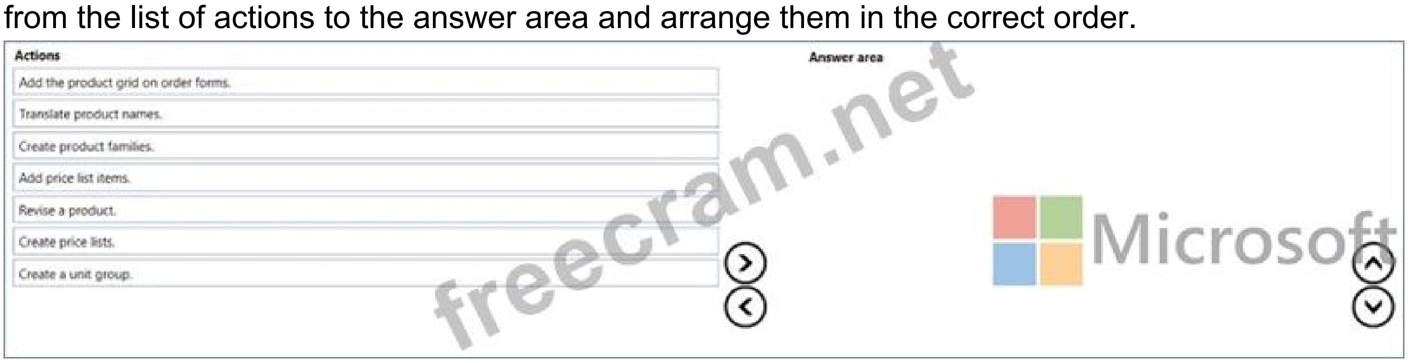
Percent Margin - Standard Cost

NEW QUESTION: 63

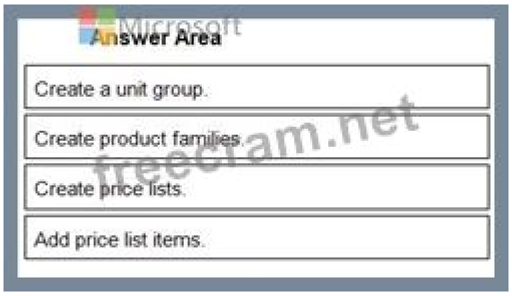
You are a sales manager at an international company using Dynamics 365 Sales.

You need to set up the product catalog.

Which four 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.

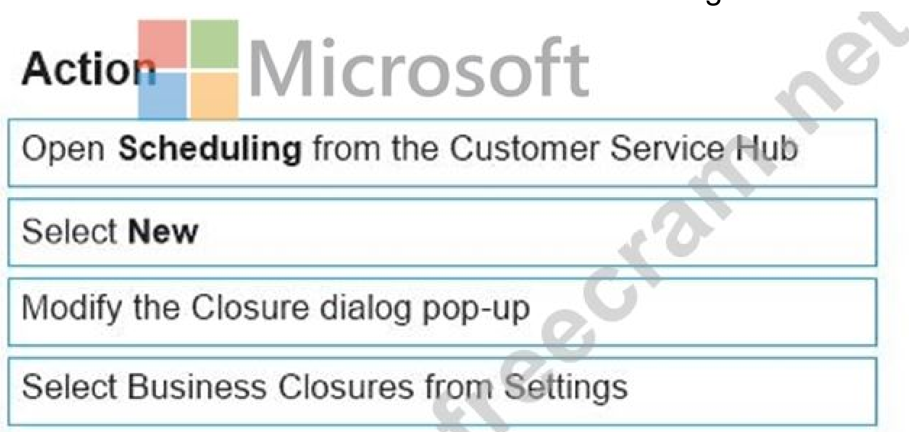


Answer:

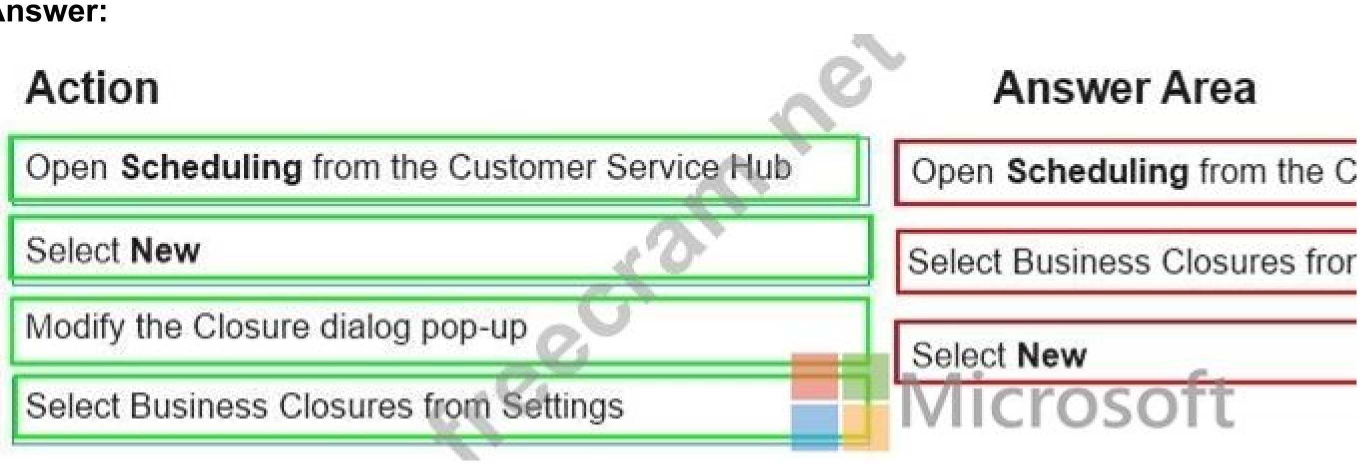


1 - Create a unit group.
2 - Create product families.
3 - Create price lists.
4 - Add price list items.

NEW QUESTION: 64
A sates manager needs to add a new business closure.
You need to configure a new business closure schedule.
Which four 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.



Answer:



NEW QUESTION: 65
A salesperson must complete an opportunity by verifying the existing products and adding a new product from the product list. The product list has standard pricing. The salesperson observes the following issues with the products:
The price per unit for each item in the product list is $0.00.

Some of the existing product lines use a default price and have an incorrect price per unit.
You need to complete the opportunity.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Action
Add a price per unit to products.	Activate the product. Add a price list to the product. Add a price list to the opportunity. Make the product a write-in product.
Correct prices for product lines.	Revise the product. Activate the product. Add a price list to the product. Add a price list to the opportunity.

Answer:

Requirement	Action
Add a price per unit to products.	Activate the product. Add a price list to the product. $\boxed{\text{Add a price list to the opportunity.}}$ Make the product a write-in product.
Correct prices for product lines.	Revise the product. Activate the product. $\boxed{\text{Add a price list to the product.}}$ Add a price list to the opportunity.

Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products

NEW QUESTION: 66
You need to determine which fields are required when opportunities are marked as lost.
Which fields are required?
A. Status and Stakeholders
B. Status Reason and Description
C. Status Reason and Competitor

D. Status and Contact
Answer: C (LEAVE A REPLY)

NEW QUESTION: 67
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
Answer: A (LEAVE A REPLY)

NEW QUESTION: 68
You are a Dynamics 365 for Sales system customizer.
You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form.
Solution: Add the LinkedIn Sales Navigator Contact (member profile) control.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controlsforms

NEW QUESTION: 69
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.
A company uses Dynamics 365 Sales.
You create a playbook to send documents to new sales managers.
You need to configure the system to record all activity associated with each playbook.
Solution: Edit the playbook template and set the value of the Track Progress option to yes.
Does the solution meet the goal?

A. Yes
B. No
Answer: (SHOW ANSWER)
Activity tracking is enabled in the Playbook template.
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/track-playbook-activities

NEW QUESTION: 70

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 are configuring Dynamics 365 Sales for a US-based company as follows:
Utah to California is the West territory,
Illinois to Colorado is the Central territory.
Maine to Indiana is the East territory.
The company wants the territories set up as follows:
Salespersons 1 and 2 sell in the West territory.
Salespersons 5 and 6 sell in the Central territory.
Salespersons 3 and 4 sell in the East territory.
Postal code for each state used as the location.
You need to set up the territories. Solution:
Create the West territory, add the manager, and save.
Repeat for the Central and East territories.
Add members for each territory.
Select Related under each territory and select the postal codes applicable for each terriority.
Does the solution meet the goal?

A. No
B. Yes
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/admin/set-up-sales-territories-organize-business-markets-geographical-area?view=op-9-1
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-territories

NEW QUESTION: 71

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: When closing an opportunity, use the Close as Won dialog.
Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

NEW QUESTION: 72

You need to identify new customer pending sales.
What should you do?

A. Create status reasons in the solution and associate them with Open status

B. Add statuses for all the pending sales stages

C. Set all new leads to a default status of Qualified

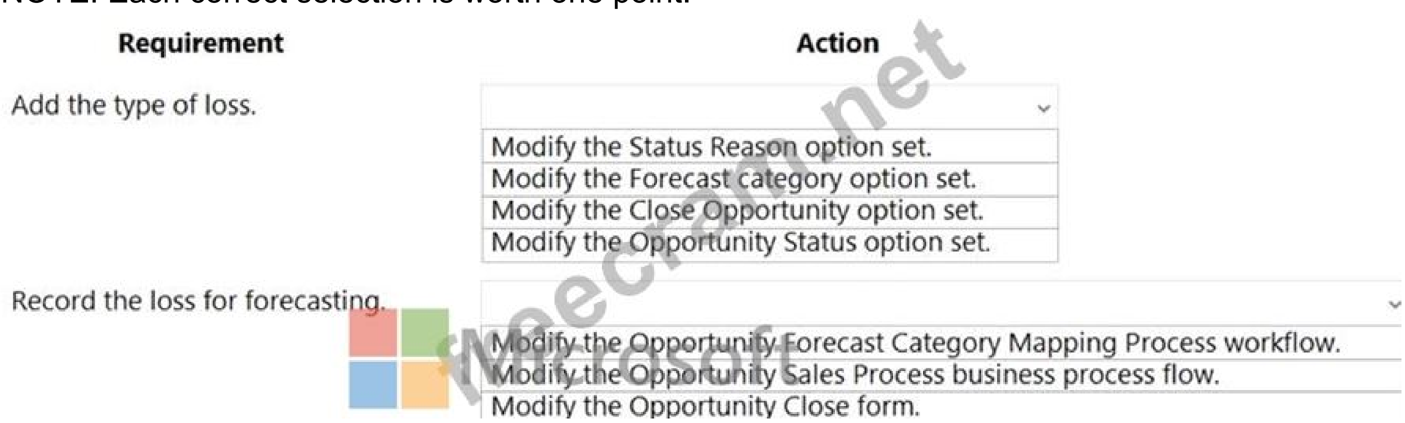
D. Configure the solution to automatically convert leads to opportunities

Answer: (SHOW ANSWER)

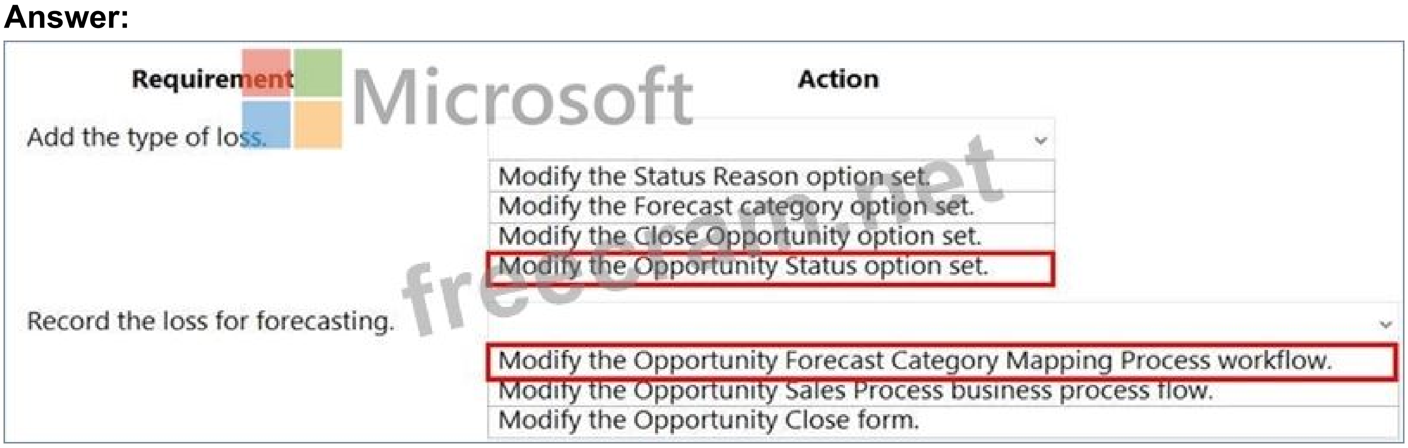
To support reporting, pending new customer sales will go through a verification process using the stages New, Pending Approval, Approved.

NEW QUESTION: 73

You need to implement sales lost to competitors.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



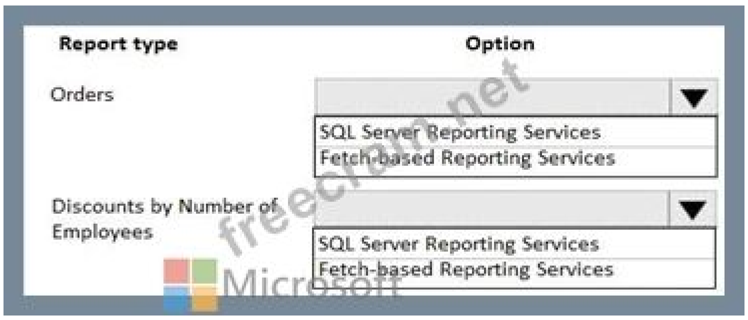
Answer:



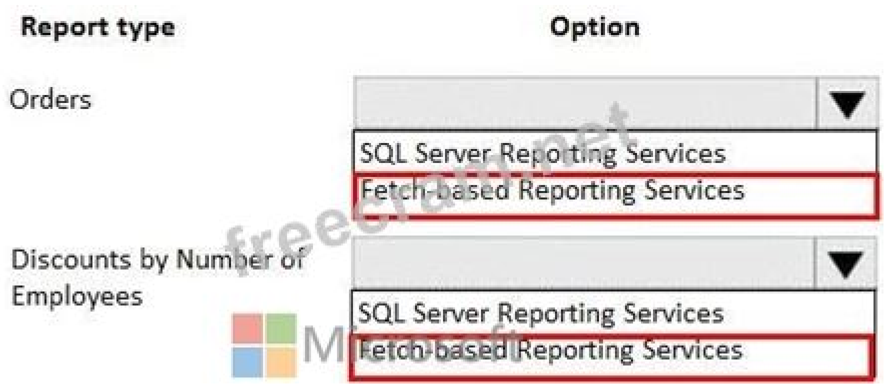
Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-forecast

NEW QUESTION: 74
You need to create and configure access to the Orders report and the Discounts by Number of Employees report.
What should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

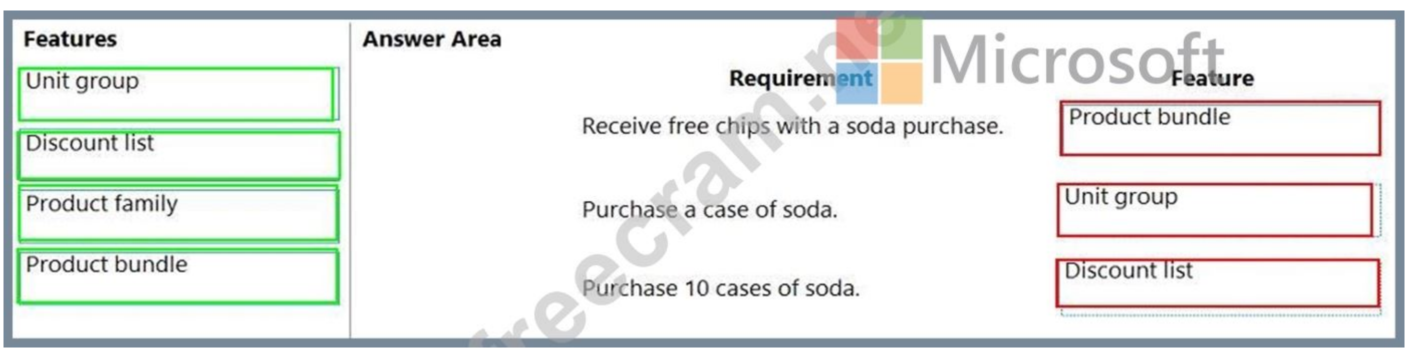


NEW QUESTION: 75
You are a Dynamics 365 Sales administrator. You create a discount list.
The sales team needs to use the discount list for opportunities.
You need to ensure that the discount list is available and that products ate discounted as expected.
To what should you associate the discount list?
A. Price list
B. Product
C. Price list item
D. Product family
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products

NEW QUESTION: 76
You are setting up a product catalog in Dynamics 365 Sales.

You must set up the following promotions in the product catalog:
Customers receive a free bag of chips when they purchase one can of soda.
Soda has different prices based on whether customers buy a can, a six-pack, or a case.
Customers receive an additional 10 percent off a purchase of 10 case of soda.
You need to set up the promotions.
Which feature should you configure? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Answer:



NEW QUESTION: 77
You use opportunities in Dynamics 365 Sales.
Opportunities that were closed as lost frequently come back and are eventually won.
You need to be able to track these occurrences and have insight into the process.
What happens during the reopen and close process? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Scenario	Result
A lost opportunity is reopened.	The Opportunity Close record is deleted The Opportunity Close record changes status to inactive The Opportunity Close record changes status to in Progress
The same opportunity is closed as won.	The current Opportunity Close record updates with the new close details and status of completed. A new Opportunity Close record is created with the new close details and status of completed.

Answer:

Scenario	Result
A lost opportunity is reopened.	The Opportunity Close record is deleted The Opportunity Close record changes status to inactive The Opportunity Close record changes status to in Progress
The same opportunity is closed as won.	The current Opportunity Close record updates with the new close details and status of completed. A new Opportunity Close record is created with the new close details and status of completed.