Microsoft.MB-210.v2022-03-24.q82

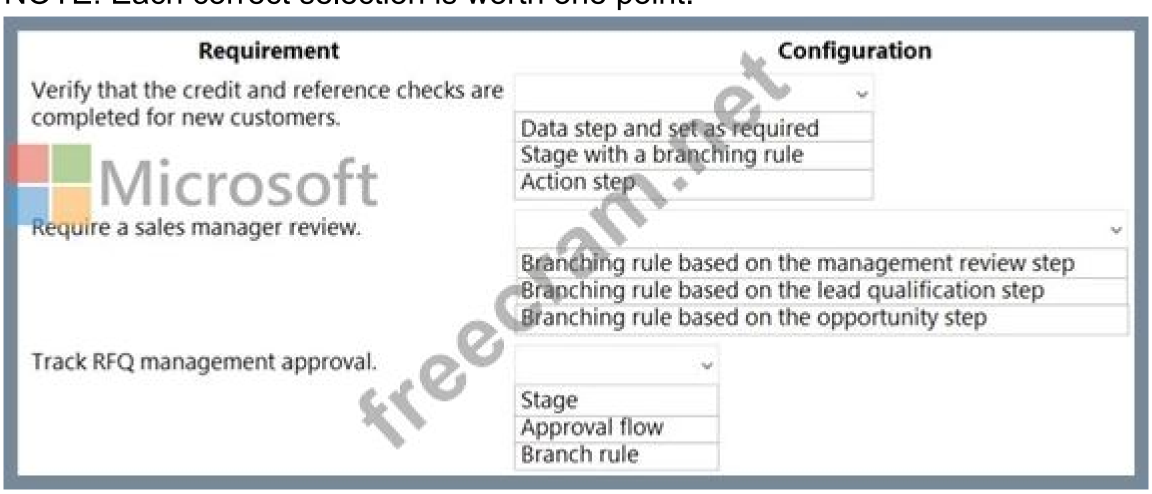
Exam Code:	MB-210
Exam Name:	Microsoft Dynamics 365 Sales Functional Consultant
Certification Provider:	Microsoft
Free Question Number:	82
Version:	v2022-03-24
# of views:	747
# of Questions views:	16948
https://www.freecram.net/torrent/Microsoft.MB-210.v2022-03-24.q82.html	

NEW QUESTION: 1

You need to configure the RFQ process flow.

What should you create to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Requirement	Configuration
Verify that the credit and reference checks are completed for new customers.	Data step and set as required **Stage with a branching rule** Action step
Require a sales manager review.	Branching rule based on the management review step **Branching rule based on the lead qualification step** Branching rule based on the opportunity step
Track RFQ management approval.	Stage **Approval flow** Branch rule

Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1

NEW QUESTION: 2

A company uses Dynamics 365 Sales to manage product lines.

You need to set up a catalog of products.

In which order should you perform the actions? To answer, move all 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.

Actions

- Set up discount lists.
- Set up measurements.
- Set up products.
- Set up pricing.
- Set up price lists and default pricing.

Answer area

1
2
3
4
5

Answer:

Answer Area

- Set up discount lists.
- Set up measurements.
- Set up products.
- Set up pricing.
- Set up price lists and default pricing.

1 - Set up discount lists.

2 - Set up measurements.
3 - Set up products.
4 - Set up pricing.
5 - Set up price lists and default pricing.

NEW QUESTION: 3
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. Custom activity
C. Service activity
D. Email
E. Phone call
Answer: (SHOW ANSWER)

NEW QUESTION: 4
You are a system customizer in Dynamics 365 Sales.
You need to set up product families.
Which option is available?
A. Create a maximum of 10 child product families
B. Set a product bundle as a parent of a product family
C. Add the product to multiple product families
D. Set a product property as an option set
Answer: D (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/use-properties-describe-product

NEW QUESTION: 5
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 of List
B. Percent Markup - Current Cost
C. Percent Margin - Standard Cost
D. Currency Amount
Answer: (SHOW ANSWER)
Reference:

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

NEW QUESTION: 6

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. Sales Manager

B. System Customizer

C. Knowledge Manager

D. Common Data Service

Answer: (SHOW ANSWER)

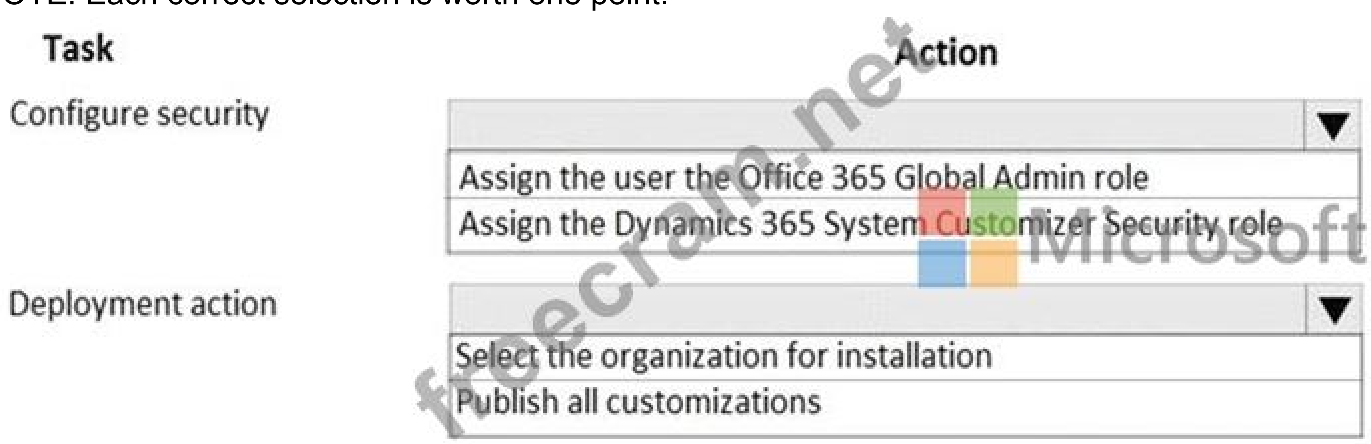
NEW QUESTION: 7

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

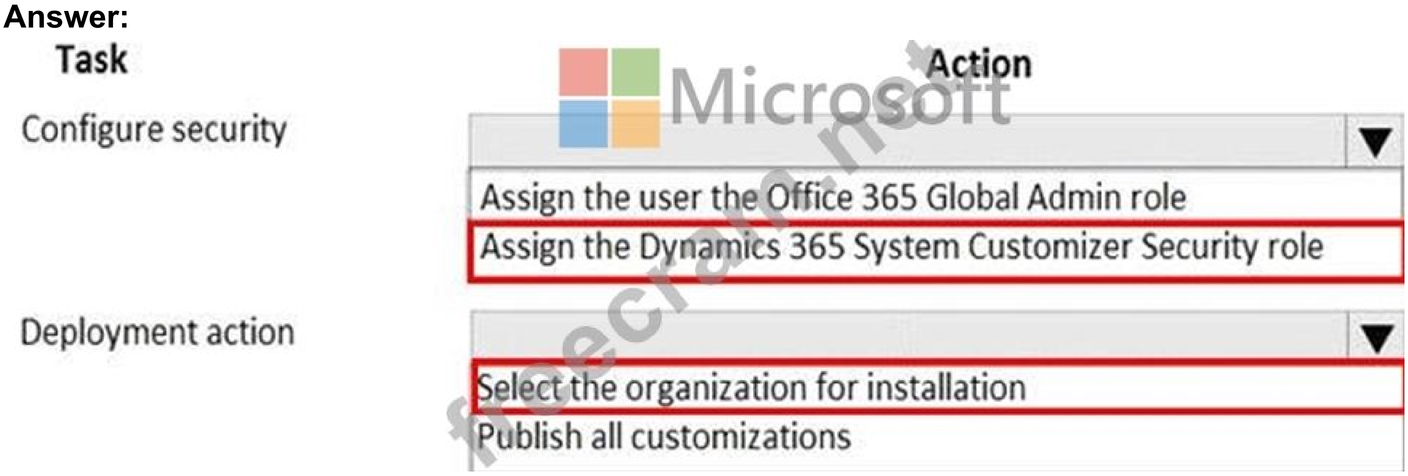
You need to ensure that you can install the business process flows.

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: 8

You use Dynamics 365 for Sales.

You need to add products to an opportunity.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Scenario	Action
Products are associated with a quote record	Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity
Add a product bundle to the opportunity	Add a write-in product Add an existing product Add the product bundle price list

Answer:

Scenario	Action
Products are associated with a quote record	Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity
Add a product bundle to the opportunity	Add a write-in product Add an existing product Add the product bundle price list

NEW QUESTION: 9
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:
* There are three flavors: strawberry, vanilla, and chocolate.
* Each can costs S5.00
* A dozen cans cost S55.O0.
* Each case has four dozen cans and costs $200.00.
* A combination case includes a dozen cans of each flavor and costs $160.00.
* 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.

Answer:

NEW QUESTION: 10

You are creating orders from quotes in Dynamics 365.
In some circumstances, customers no longer require an order. In other circumstances, your company delivers the order.
You need to ensure that closed orders use existing functionality to reflect the circumstances.
Which two methods of closing an order are available out of the box? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Cancel

B. Activate

C. Accept

D. Fulfill

Answer: (SHOW ANSWER)

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-order-sales

NEW QUESTION: 11

You need to configure the credit and reference screening playbook to meet the requirements.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Configuration
Ensure that the finance manager performs the credit screening.	Add a Task activity to the playbook. Add the credit screening to the playbook. Add the finance manager as the publisher of the playbook. Add a custom activity for Perform Credit Check and add it to the playbook.
Ensure that the finance manager has the latest version of the unfavorable screening phone script.	Add the script to the phone call activity. Add a phone script to the playbook template. Add the phone script to the Task activity.
Ensure that playbooks can be initiated from all RFQs.	Associate the playbook with the Lead entity only. Associate the playbook with the Opportunity entity only. Associate the playbook with the Lead and Opportunity entities. Associate the playbook with the Quote entity.
Ensure proper tracking for all tasks associated with playbooks.	Set Track Progress to No. Set Track Progress to Yes. Set the estimated duration of the playbook template. Set the estimated duration of the activity.

Answer:

Requirement	Configuration
Ensure that the finance manager performs the credit screening.	Add a Task activity to the playbook. Add the credit screening to the playbook. Add the finance manager as the publisher of the playbook. Add a custom activity for Perform Credit Check and add it to the playbook.
Ensure that the finance manager has the latest version of the unfavorable screening phone script.	Add the script to the phone call activity. Add a phone script to the playbook template. Add the phone script to the Task activity.
Ensure that playbooks can be initiated from all RFQs.	Associate the playbook with the Lead entity only. Associate the playbook with the Opportunity entity only. Associate the playbook with the Lead and Opportunity entities. Associate the playbook with the Quote entity.
Ensure proper tracking for all tasks associated with playbooks.	Set Track Progress to No. Set Track Progress to Yes. Set the estimated duration of the playbook template. Set the estimated duration of the activity.

Reference:

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

NEW QUESTION: 12

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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 13

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: A (LEAVE A REPLY)

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

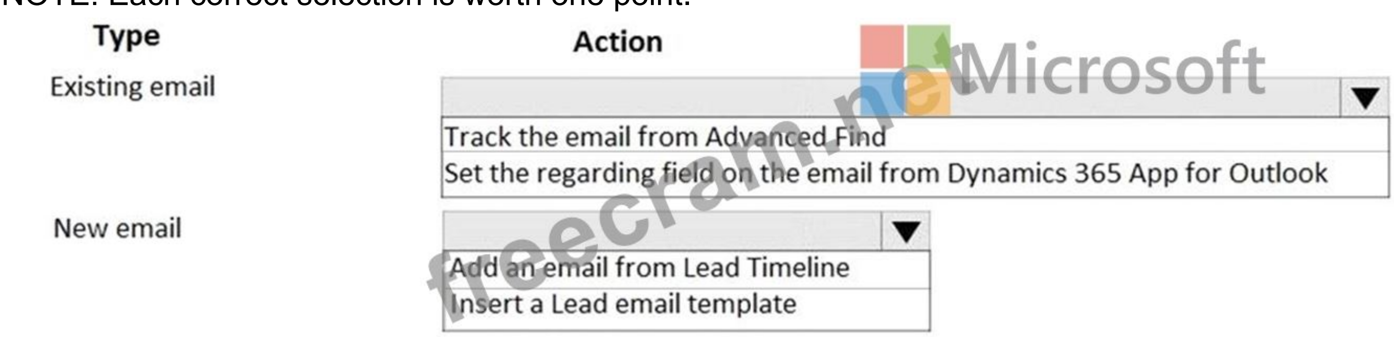
NEW QUESTION: 14

You implement the Dynamics 365 App for Outlook.

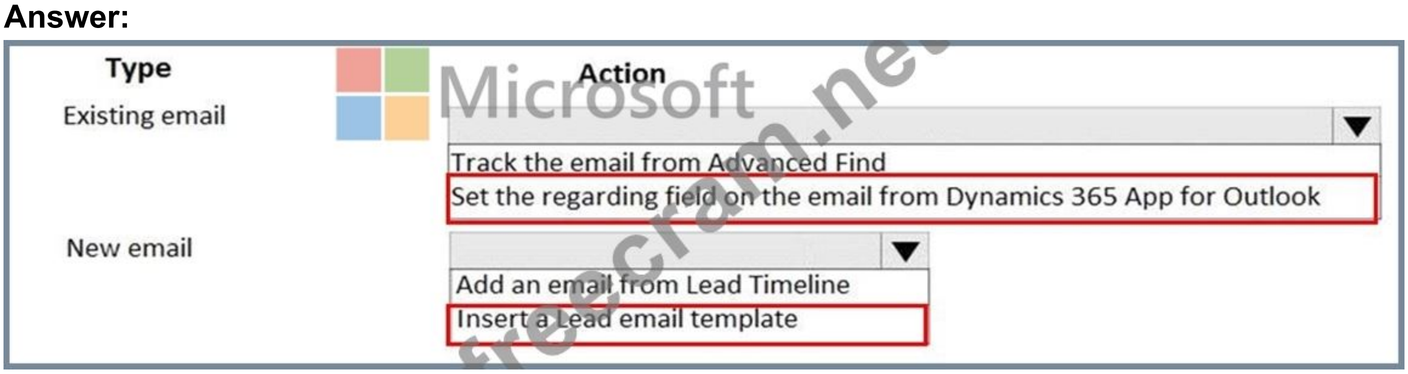
You need to associate emails to lead records.

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

NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 15

You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.

You need to create a product family.

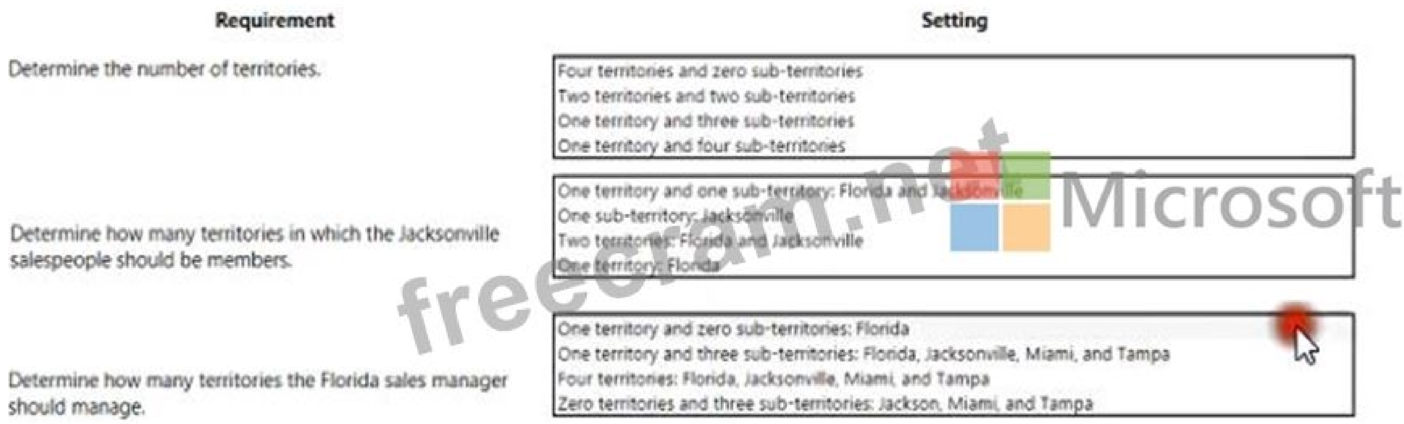
What should you do?
A. Add a new product family to an existing product family
B. Delete the existing price list and create a new one
C. Create a unit group for use with the product family
D. Add a parent product family to an existing product family
Answer: (SHOW ANSWER)
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-family

NEW QUESTION: 16
You manage Dynamics 365 environments for client organizations.
A client suspects they are losing business. The client must be able to capture reasons each time an opportunity is lost.
You need to configure Dynamics 365 to ensure that you can capture the required information.
Which field should you configure?
A. Opportunity status reason
B. Opportunity close status reason
C. Opportunity close status
D. Opportunity status
Answer: A (LEAVE A REPLY)

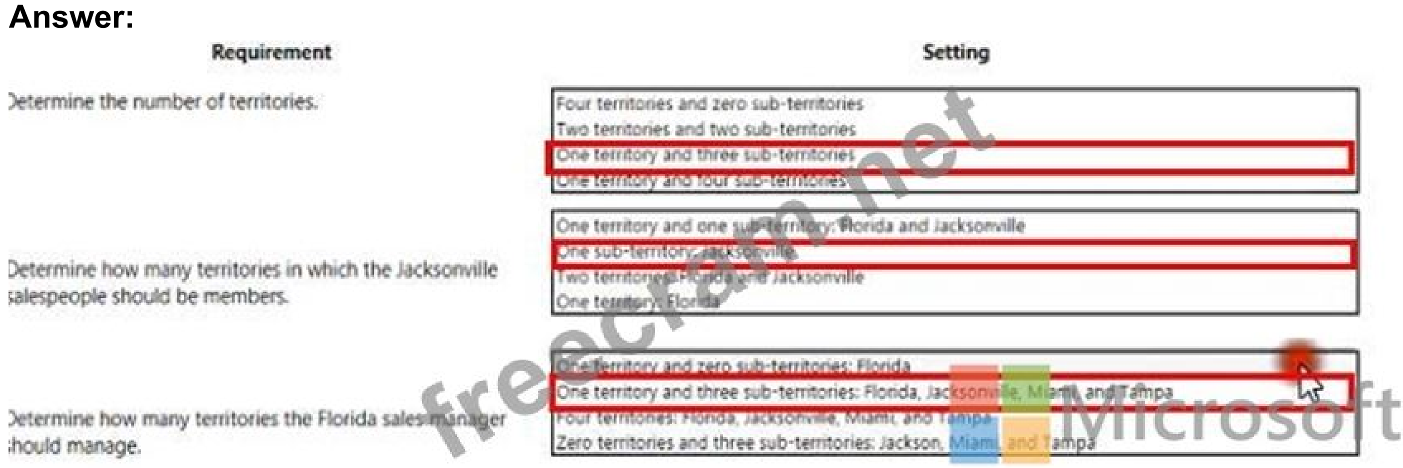
NEW QUESTION: 17
A company uses Dynamics 365 Sales.
You need to change the description field on the quote.
Which state allows you to make the change?
A. Closed
B. Draft
C. Won
D. Active
Answer: (SHOW ANSWER)

NEW QUESTION: 18

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: 19

You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads.
You need to qualify leads and send phone calls to sales representatives.
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	Case Lead
You qualify a lead. For which entity is a record created?	Contact Case

Answer:

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	**Case** Lead
You qualify a lead. For which entity is a record created?	**Contact** Case

:

NEW QUESTION: 20

A company uses Dynamics 365 Sales. You add the Kanban control to the Opportunity entity.

You plan to implement Kanban views in the system. The implementation must accomplish the following:

Set up opportunities so they are visible in Kanban views.

Ensure that the default view displays the opportunities in the sales cycle.

Ensure that users know how to change the status in the Kanban status view without opening the full record.

You need to complete the Kanban setup.

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

NOTE: Each correct selection is worth one point.

Requirement	Action
Set up Kanban.	In App Settings, select the correct setting. On the View menu, select the correct view. In Advanced settings, select the correct setting. On the command bar, select Show As, and then select the correct setting.
View the opportunities in the sales cycle.	Change the Kanban type to Status. Change the view to All Opportunities. Change the view to Partner Opportunities. Change the Kanban type to a business process flow.
Change the status to the same status view.	Drag the opportunity to another column. Create a new opportunity with the correct status. Drag the opportunity to the bottom of the column. Create a lead and quality the lead with the new status.

Answer:

Requirement	Action
Set up Kanban.	In App Settings, select the correct setting. On the View menu, select the correct view. In Advanced settings, select the correct setting. $\boxed{\text{On the command bar, select Show As, and then select the correct setting.}}$
View the opportunities in the sales cycle.	$\boxed{\text{Change the Kanban type to Status.}}$ Change the view to All Opportunities. Change the view to Partner Opportunities. Change the Kanban type to a business process flow.
Change the status to the same status view.	$\boxed{\text{Drag the opportunity to another column.}}$ Create a new opportunity with the correct status. Drag the opportunity to the bottom of the column. Create a lead and quality the lead with the new status.

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

NEW QUESTION: 21

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. Salesperson

C. CEO - Business Manager

D. Marketing Professional

Answer: (SHOW ANSWER)

NEW QUESTION: 22

You need to create a chart for the athletic director.

What should you do?

A. Use purchaser, markup, and margin on the X-axis. Use amount of sales on the Y-axis.

B. Use the ticket type as the X-axis. Use amount of sales on the Y-axis

C. Use the ticket type on the X-axis. Use margins multiplied by cost on Y-axis

D. Use discount price on the X-axis. Use the number of tickets for groups on the Y-axis.

Answer: (SHOW ANSWER)

The school's athletic director needs a fiscal year report that includes specific formatting based on a defined template. The report must contain a chart that displays the type of ticket purchaser (alumni, non-alumni, and student).

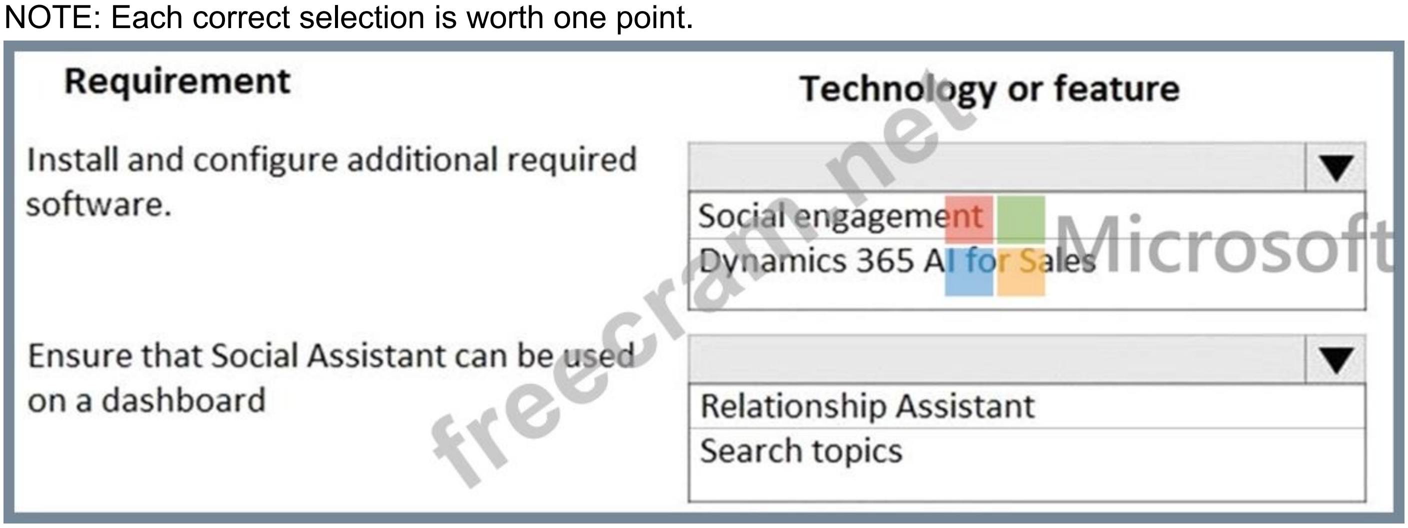
NEW QUESTION: 23

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.



Answer:

:

NEW QUESTION: 24

A company sends PDF quotes to customers.

A salesperson wants to revise the look of a quote after selecting the Export to PDF button.

You need to modify the template for the PDF.

Where should you modify the template?

A. Microsoft Excel

B. a report

C. Microsoft Word

D. the PDF document

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-quote-pdf-sales-professional

NEW QUESTION: 25

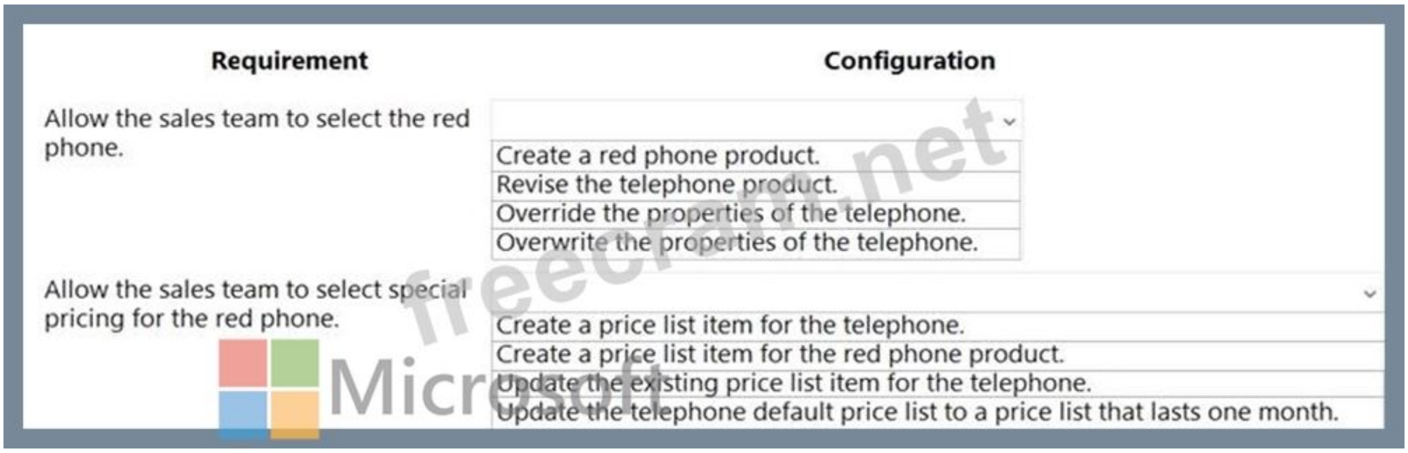
A company sells telephones. The company has a list of telephone colors that customers can choose.

For one month, the company wants to sell a red phone at a special price.

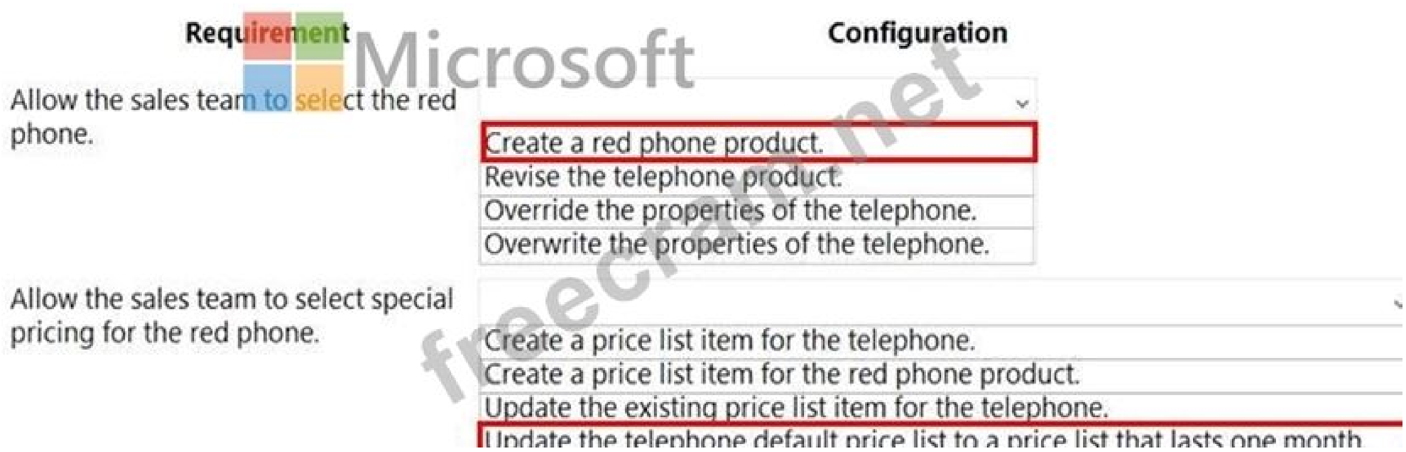
You need to set up the red phone for the sales team.

How should you configure the product and price list items? 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/create-price-lists-price-list-items-define-pricing-products

NEW QUESTION: 26

You need to resolve the issue UserA is experiencing.

Where should you add UserA?

A. Office 365 group

B. Field Security Profile

C. Business Unit

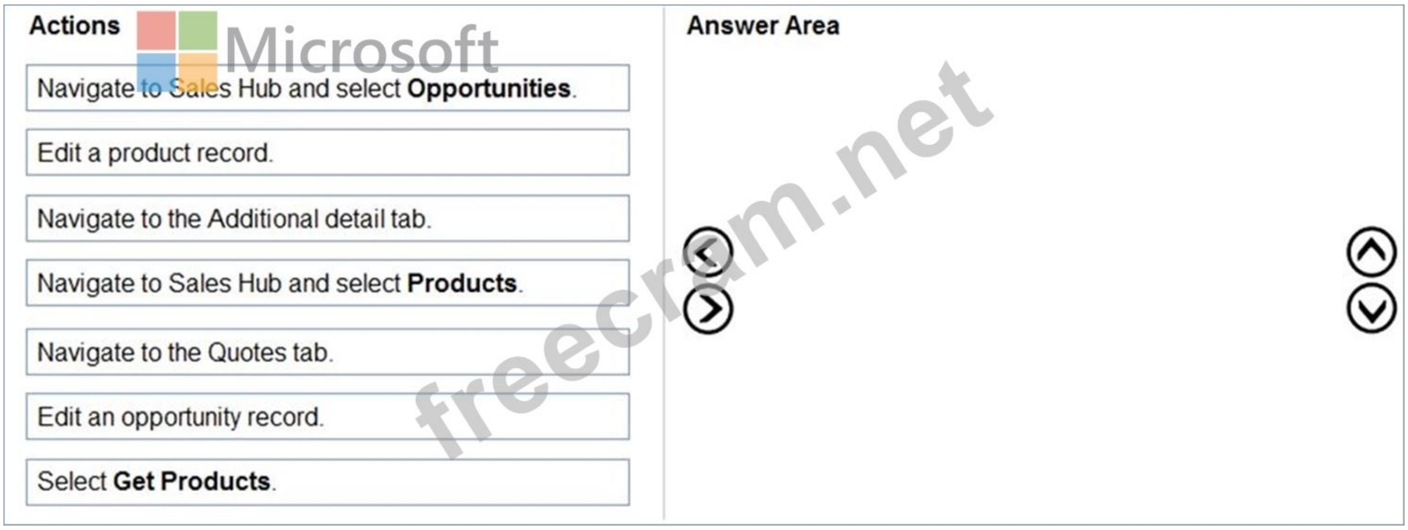
D. Team

Answer: (SHOW ANSWER)

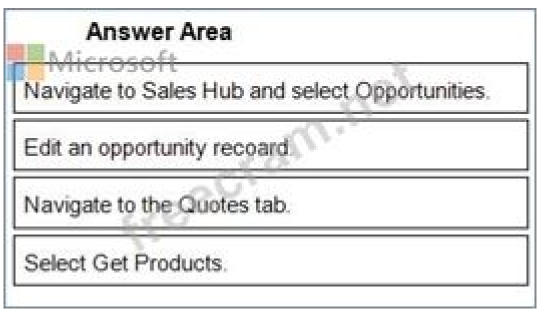
NEW QUESTION: 27

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 recoard.
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: 28

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.

Parameter	Option
Entity	Lead Quote Opportunity Invoice
Date field	Actual Close Date Created on Date Final Decision Date
Revenue field	Total Amount Budget Amount Actual Revenue

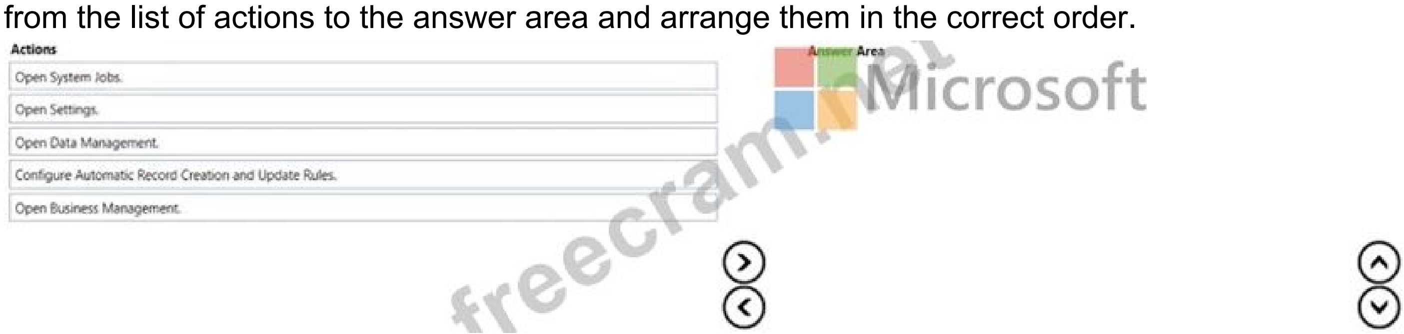
Answer:

NEW QUESTION: 29

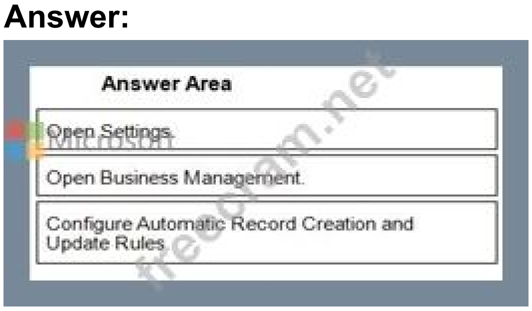
You manage a Dynamics 365 Sales environment.

You need to email the sales manager when salespeople update their 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 Business Management.
3 - Configure Automatic Record Creation and Update Rules.

NEW QUESTION: 30

You need to enter information about VendorZ into the system.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Update the contact preference for VendorZ.
B. Create a sub-contact record for the vendor for CompanyD.
C. Create a new connection type.
D. Update the contact preference for CompanyD.
E. Create an account record for VendorZ.
Answer: (SHOW ANSWER)

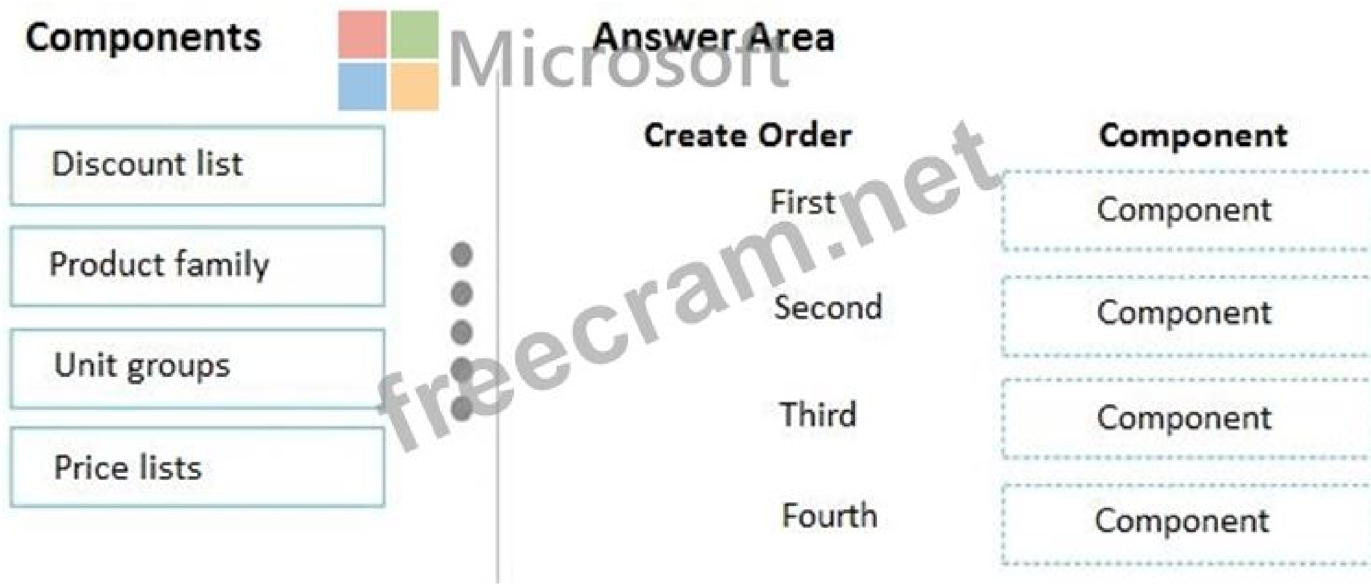
NEW QUESTION: 31

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: Close the opportunity as won.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quotesales- order-invoice

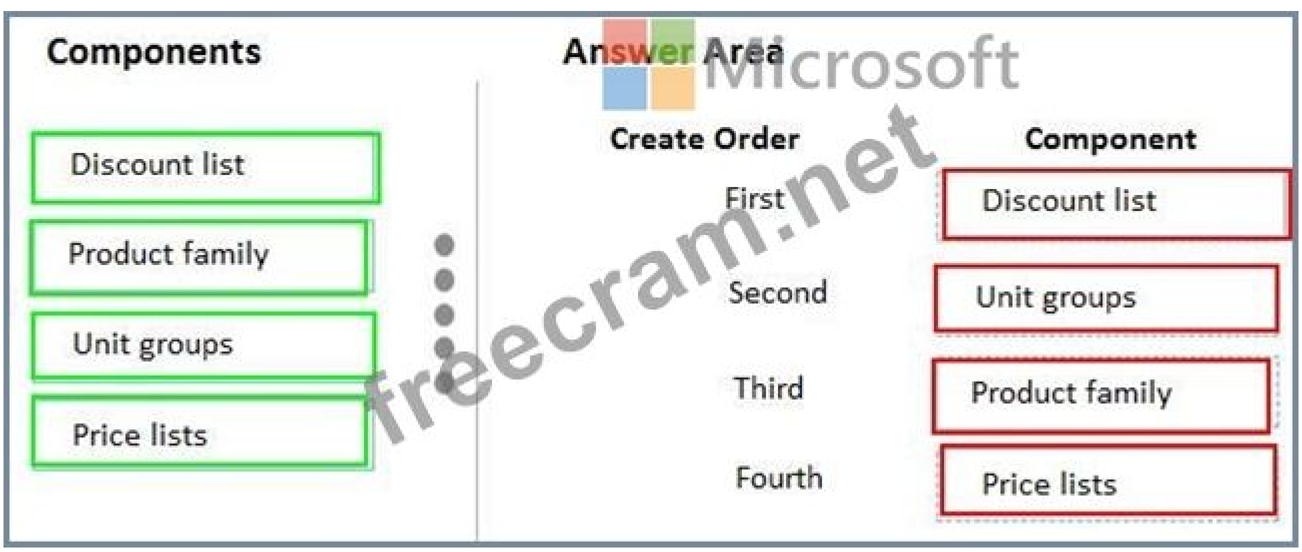
NEW QUESTION: 32

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.



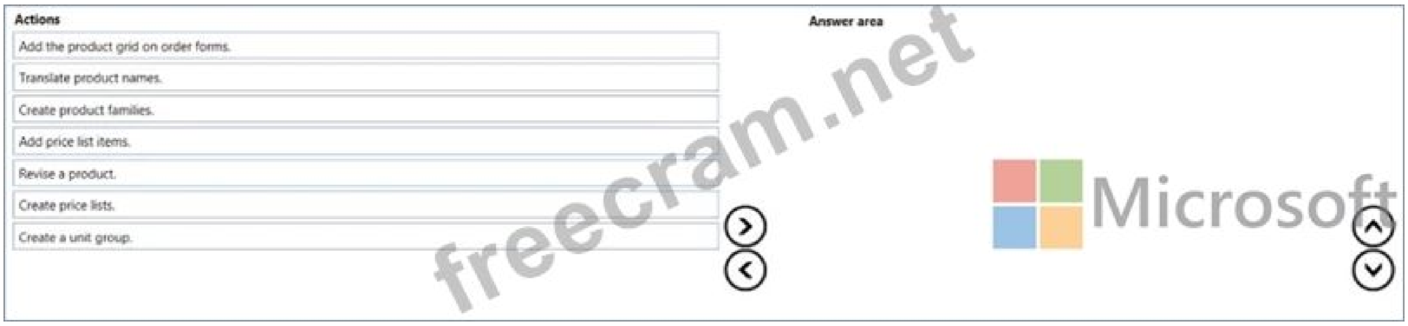
Answer:



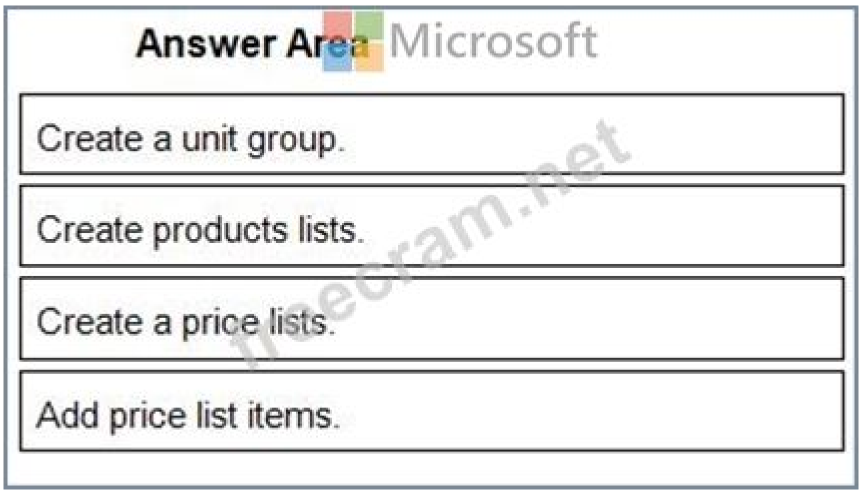
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-product-catalog-walkthrough

NEW QUESTION: 33

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 products lists.
3 - Create a price lists.
4 - Add price list items.

NEW QUESTION: 34

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. Add a new connection role.
C. Add a new relationship role.
D. On the System Settings sales tab, add the new custom roles in the Sales Team Roles list.
E. On the Opportunity form, select the sales team subgrid, open the properties, and add the new custom roles.

Answer: (SHOW ANSWER)

NEW QUESTION: 35

You are Dynamics 365 for Sales administrator.

Sales representatives must enter estimated revenue only as an exception.

You need to ensure that estimated revenue for opportunities is automatically calculated.

What should you do?

A. In the System Settings sales tab, change the default revenue type to System Calculated

B. In Personalization settings for each user, change the default revenue type to System Calculated

C. In custom controls, change the default revenue setting to System Calculated

D. In Opportunities, change the default value of the revenue type to System Calculated

Answer: (SHOW ANSWER)

NEW QUESTION: 36

You need to manage existing RFQs.

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

NOTE: Each correct selection is worth one point.

Requirement	Action
Provide CompanyB with pricing.	Create a quote for each country. Create a quote for each opportunity. Create a quote for each product bundle.
Update the quotes with discontinued products.	Revise the quote and activate it. Revise the product catalog and activate the quote. Convert the quote to an order.
Update the quote for CompanyC.	Create a new quote. Revise the quote and change the currency to CAD. Convert the quote to an order.

Answer:

Requirement	Action
Provide CompanyB with pricing.	Create a quote for each country. **Create a quote for each opportunity.** Create a quote for each product bundle.
Update the quotes with discontinued products.	**Revise the quote and activate it.** Revise the product catalog and activate the quote. Convert the quote to an order.
Update the quote for CompanyC.	**Create a new quote.** Revise the quote and change the currency to CAD. Convert the quote to an order.

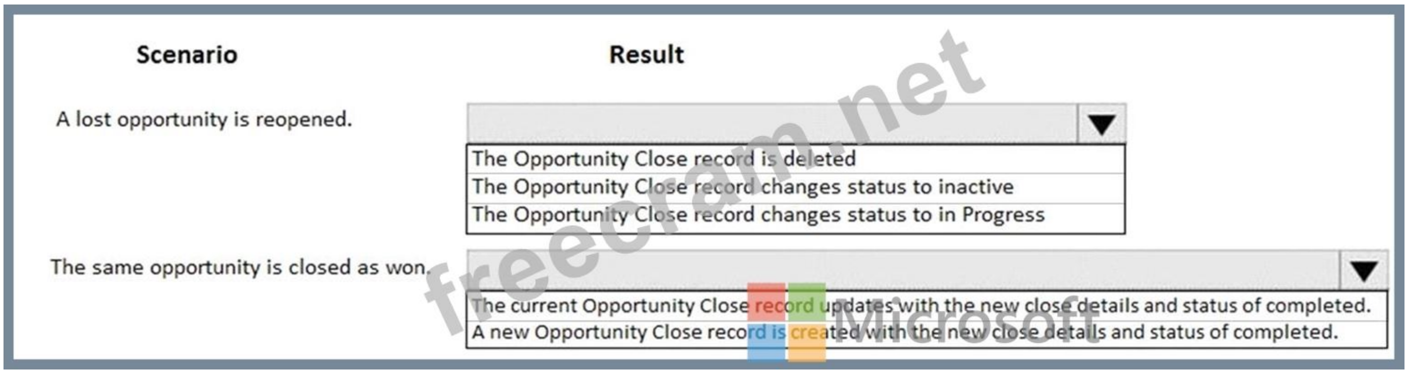
Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/ts-currency-pricelist

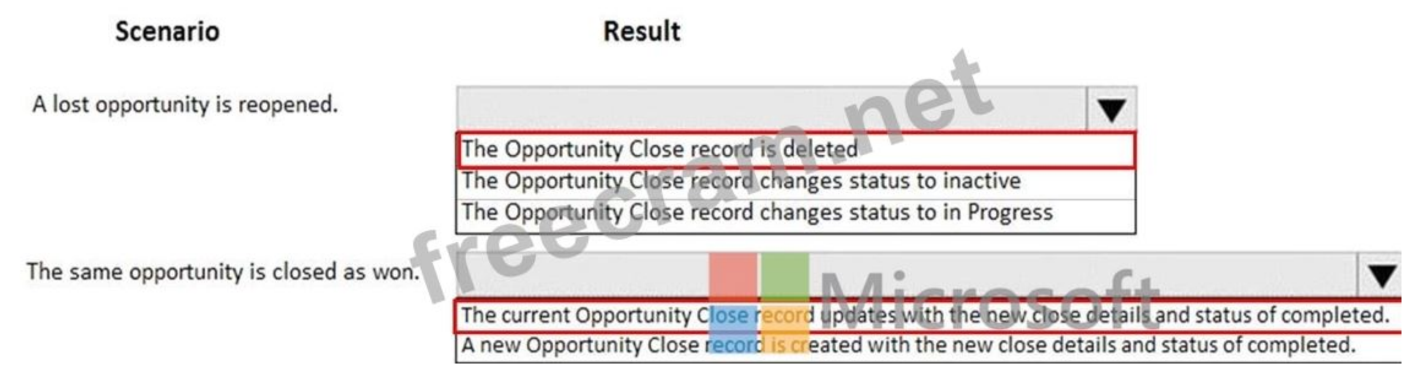
NEW QUESTION: 37

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.



Answer:



NEW QUESTION: 38

You close a lost opportunity. The company you lost the opportunity to is a competitor with whom you do business. The company is already set up with an account and competitor record in the system.
You want to track the lost opportunity without having to reopen the opportunity.
You need to track the company to the opportunity.
What should you do?
A. Add the account to the opportunity.
B. Add the competitor to the opportunity.
C. Add the opportunity to the competitor.
D. Add the opportunity to the account.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-competitor-record-sales

NEW QUESTION: 39

An organization attends a tradeshow and identifies several leads.
One specific lead wants to make a purchase in the next week.

You need to create an invoice.

At which stage can you create the invoice?

A. Opportunity

B. Lead

C. Order

D. Quote

Answer: (SHOW ANSWER)

NEW QUESTION: 40

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: C,D (LEAVE A REPLY)

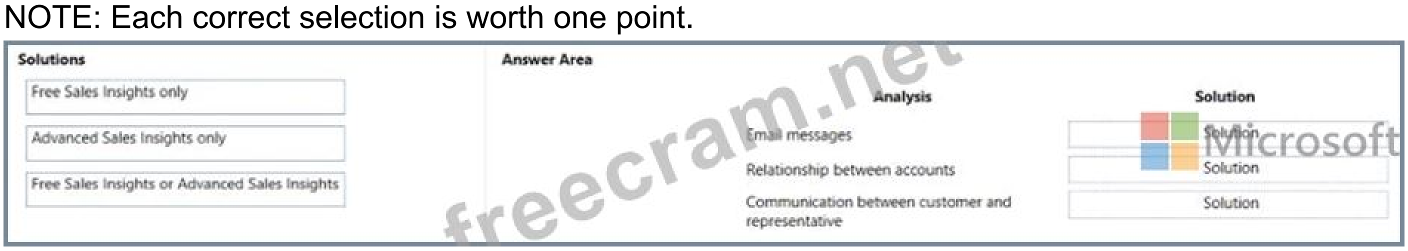
https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8)

NEW QUESTION: 41

You need to choose which product's solution fits the analysis needed.

Which solutions should you use? To answer, drag the appropriate solutions to the correct analyses. Each solution 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: 42

You need to create orders for large quantity purchases.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution NOTE: Each correct selection is worth one point.

A. Create an invoice from the order record.

B. Make a copy of the quote and save it as won.

C. Select Won when prompted.

D. Select a Create order from the Quote record.

E. Select Convert to work order from the Opportunity record.

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-orders-sp

NEW QUESTION: 43

You are a Dynamics 365 Sales administrator for a company. All sales representatives at the company have smart phones.

You need to recommend a solution that allows sales representatives to take photos of the opportunity notes and use the photo as input for new opportunities in Dynamics 365.

Which two options will achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct answer is worth one point.

A. Dynamics 365 for phones only

B. AI Builder with Dynamics 365 for phones

C. Canvas App with a flow button

D. AI Builder with Power Automate instant flow

Answer: (SHOW ANSWER)

NEW QUESTION: 44

A company uses Dynamics 365 Sales. The company does not use any customizations.

The system must create activity records for every interaction a salesperson has with customers and contacts.

You need to configure the system by using minimal customizations.

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

NOTE: Each correct selection is worth one point.

Activity	Action
isplay activities for each ontact in the account record.	Use the default configuration. Create a custom relationship between the activity and the contact. Add the activity to both the account and contact. Create a Power Automate flow to copy the activity from the contact to the account.
nsure the creation date nd the completion date of the ctivity are recorded separately.	Use the default configuration. Create a custom column for the creation date. Create a custom column for the completion date. Create a custom control.
iew activities in Kanban view.	Use the default configuration. Add a custom control. Add a custom view. Add a Power Automate flow.

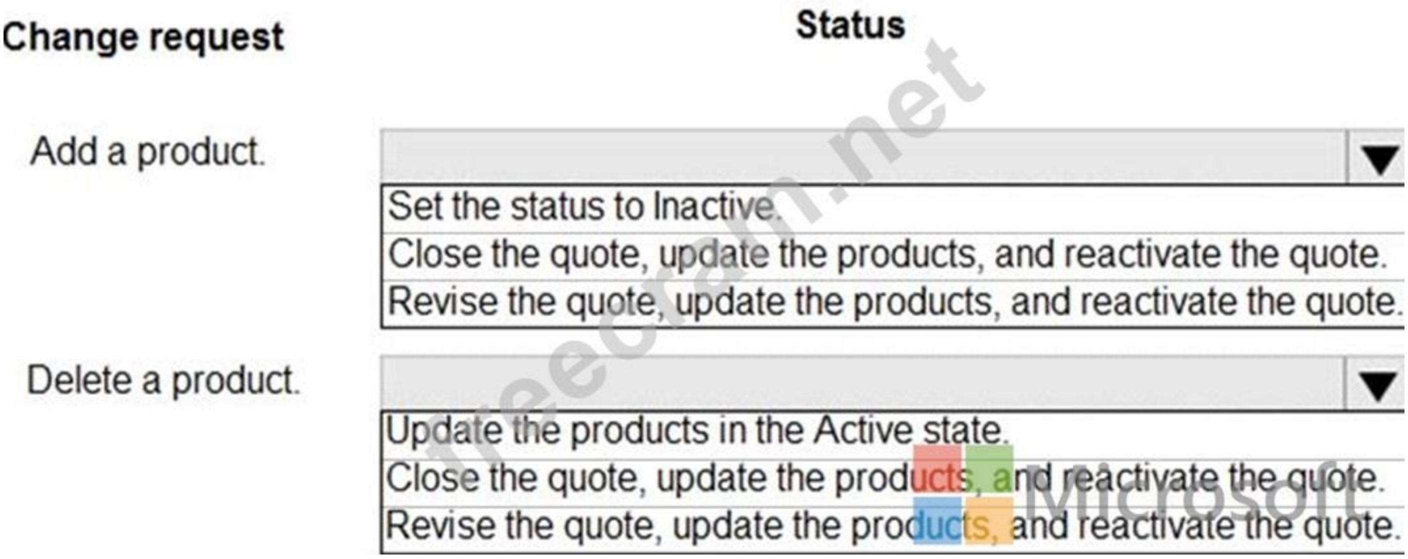
Answer:

Activity	Action
Display activities for each contact in the account record.	**Use the default configuration.** Create a custom relationship between the activity and the contact. Add the activity to both the account and contact. Create a Power Automate flow to copy the activity from the contact to the account.
Ensure the creation date and the completion date of the activity are recorded separately.	Use the default configuration. Create a custom column for the creation date. **Create a custom column for the completion date.** Create a custom control.
View activities in Kanban view.	Use the default configuration. **Add a custom control.** Add a custom view. Add a Power Automate flow.

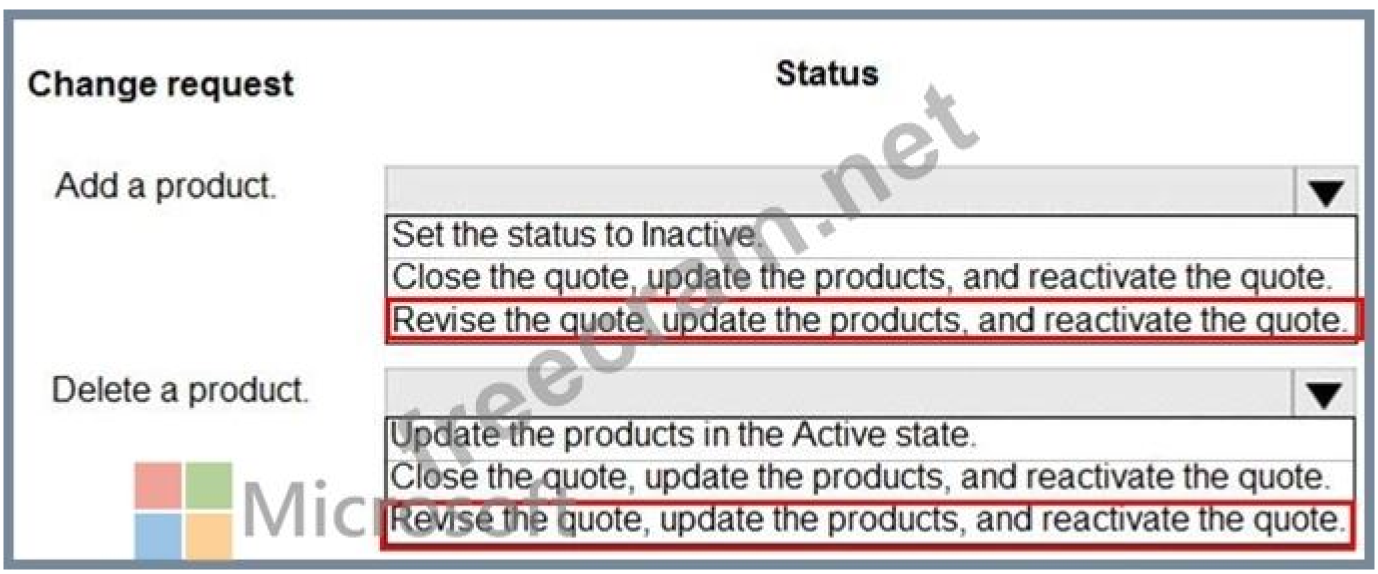
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/activity-kanban-view

NEW QUESTION: 45
A salesperson has an active quote for a customer.
The customer wants to add one product to the quote and remove one product from the quote.
You need to make the changes.
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://neilparkhurst.com/2019/06/27/mb-210-microsoft-dynamics-365-for-sales-quotes/

NEW QUESTION: 46

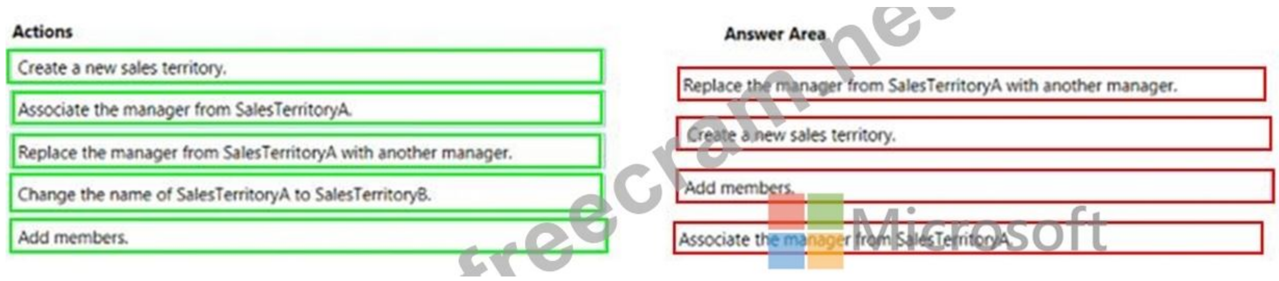
You manage Dynamics 365 Sales. You have a sales territory named SalesTerritoryA which has an associated manager.

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: 47

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: 48

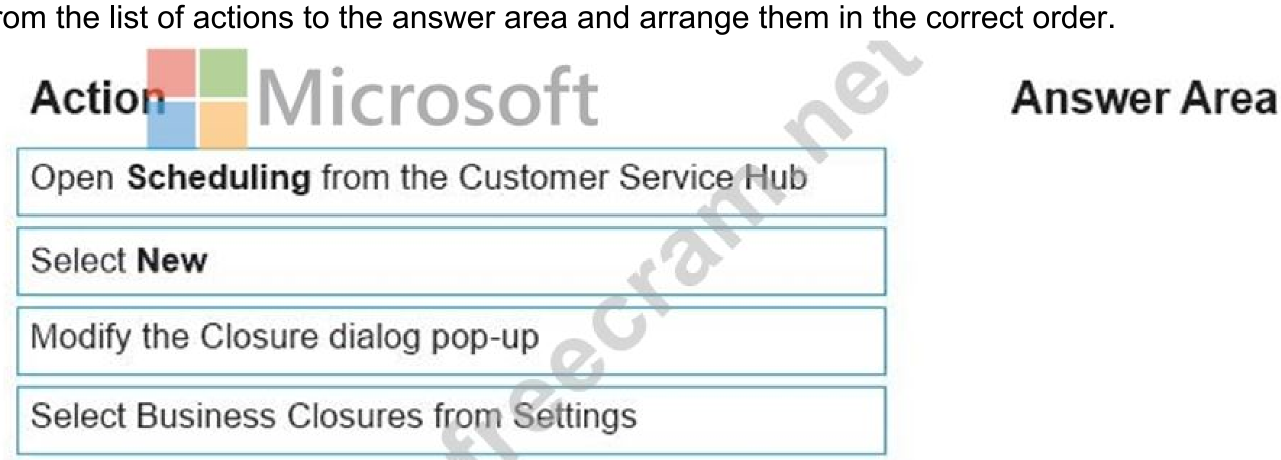
A company uses Dynamics 565 Sales Professional.

A new enterprise sales team must be created. The sales manager will be responsible for adding members and removing members from the team.

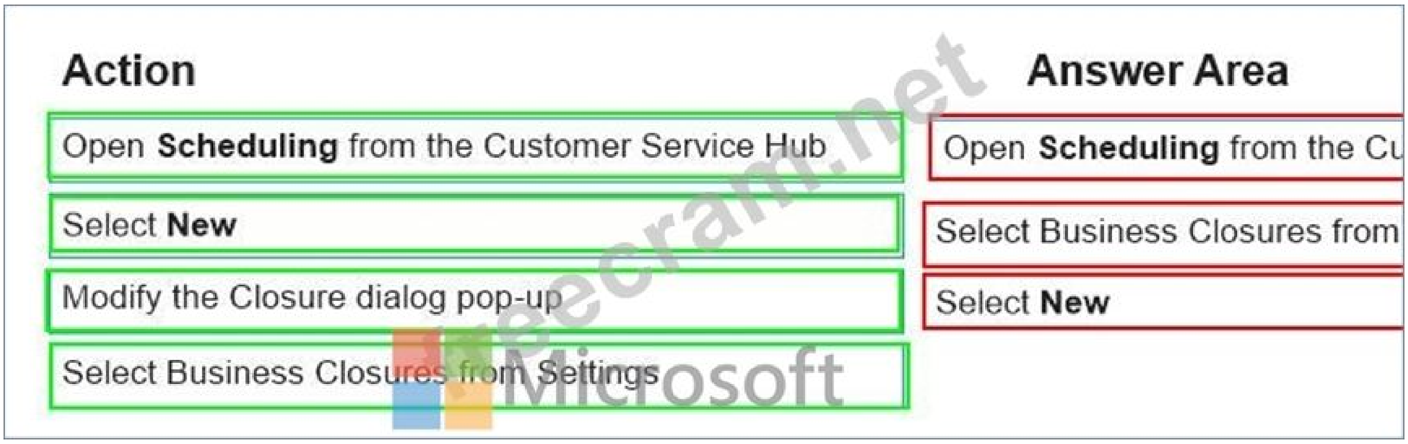
You need to create the new sales team.
Which two values must you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Team channel name
B. Team name
C. Team description
D. Team administrator
E. Business unit name
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-teams

NEW QUESTION: 49
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 code and symbol so that both are displayed.
Does the solution meet the goal?
A. Yes
B. No
Answer: (SHOW ANSWER)

NEW QUESTION: 50
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: 51

You are a salesperson using Dynamics 365 for Sales.

You need to be able to modify the product price on an active invoice that uses current pricing.

What should you do?

A. Set an End Date for the Price List to ensure the Price List is expired

B. Set the Invoice Product to Override Price

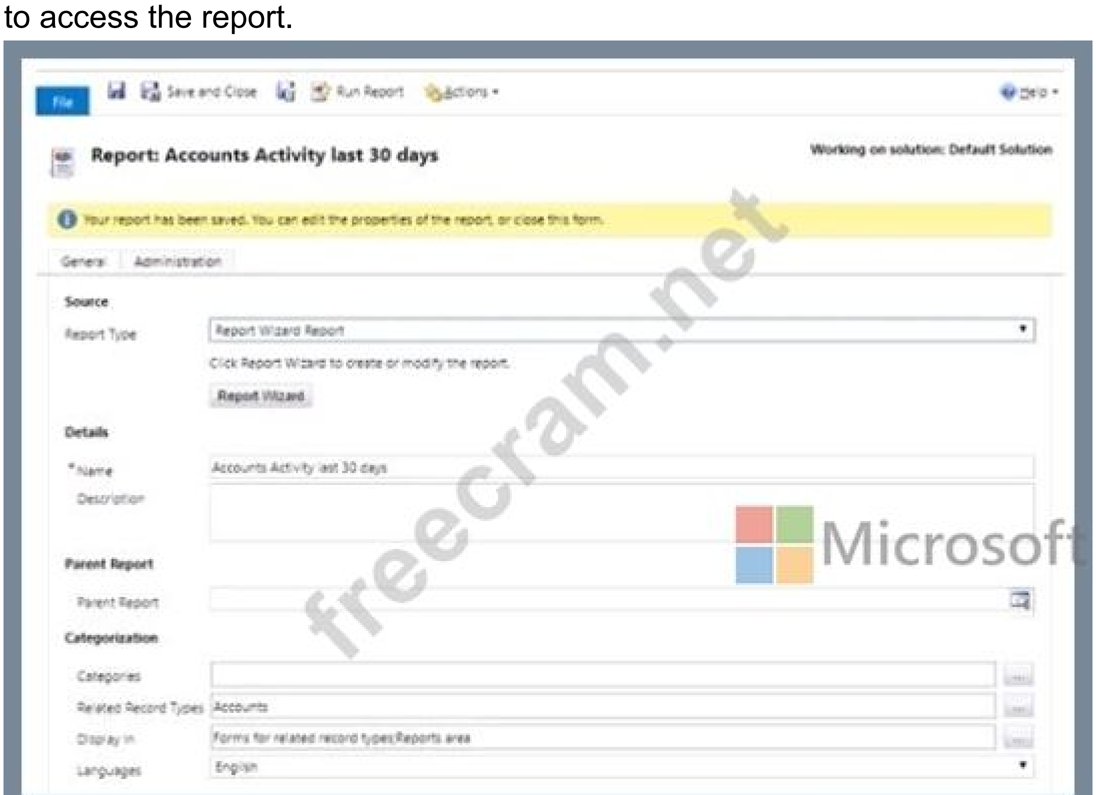
C. Set an End Date for the Price List to ensure the Price List is not expired

D. Set the Invoice Product to Use Default

Answer: (SHOW ANSWER)

NEW QUESTION: 52

You have a sales report that shows activities for Accounts in the last 30 days. When you run an advanced find query for Accounts with the custom field Heat Level equal to Hot, you are not able to access the report.



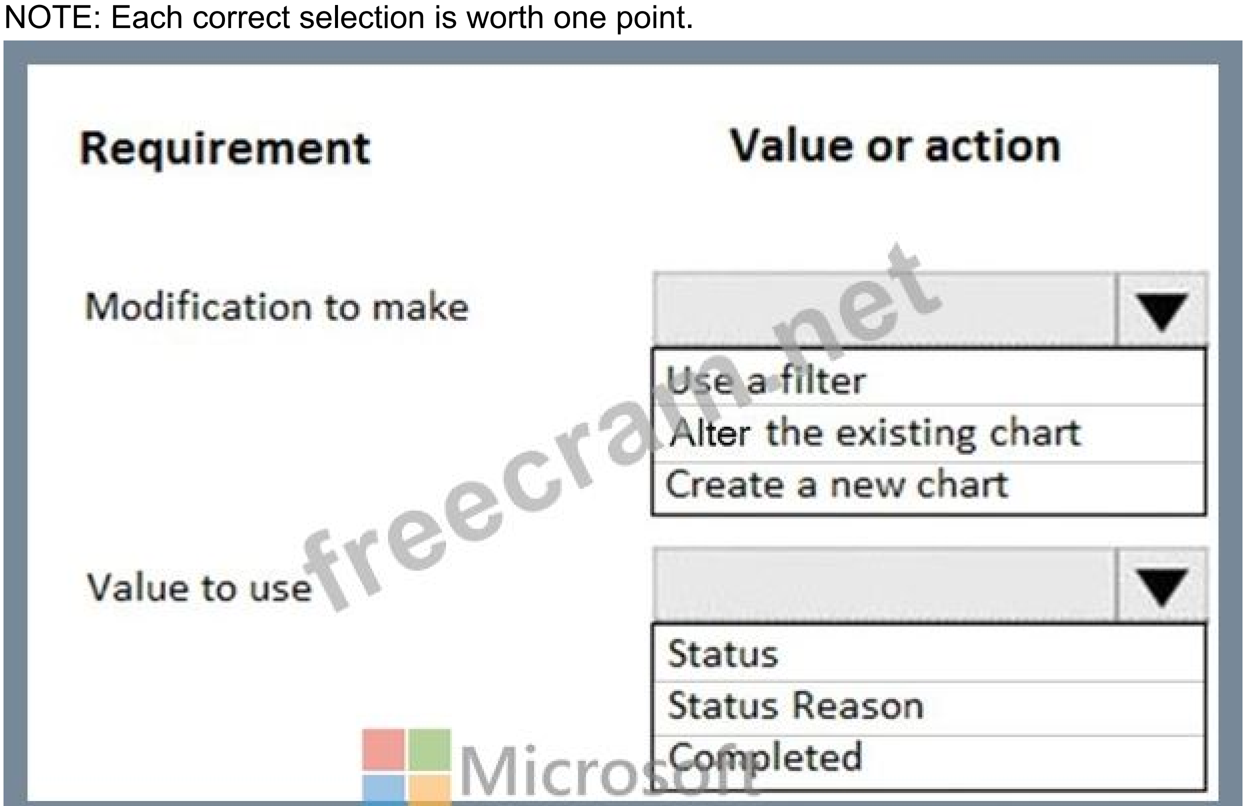
A Form: Report: Account Activity last 30 Days.

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.

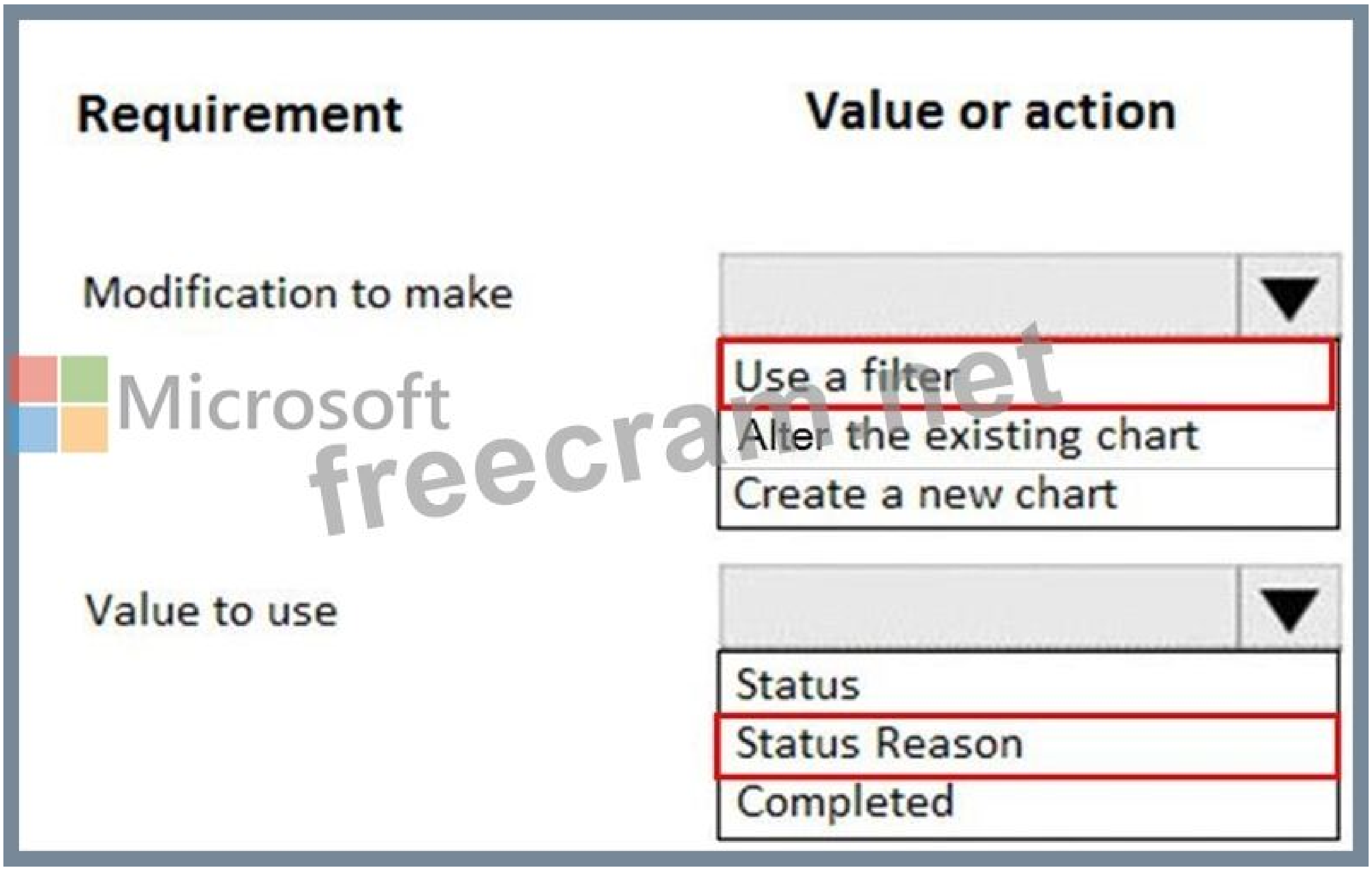
Answer:

NEW QUESTION: 53

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: 54

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)

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

NEW QUESTION: 55

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.

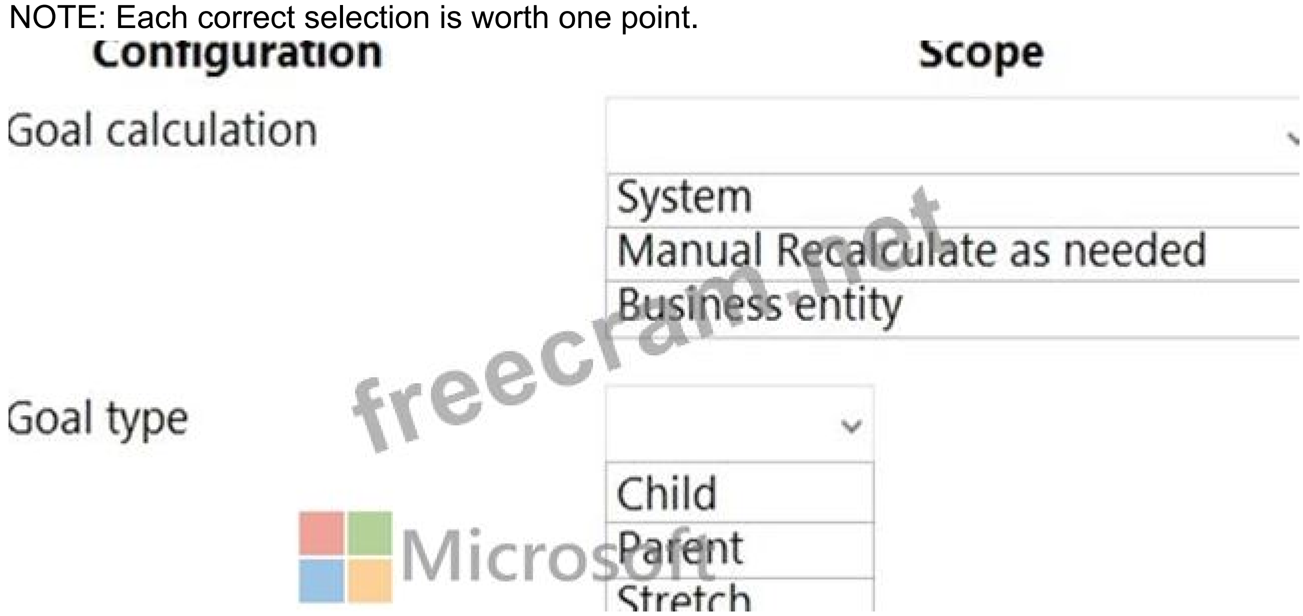
After you answer a question, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: 56
You need to set up goals for the salespeople.
How should you set up the configurations? 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/goals-overview

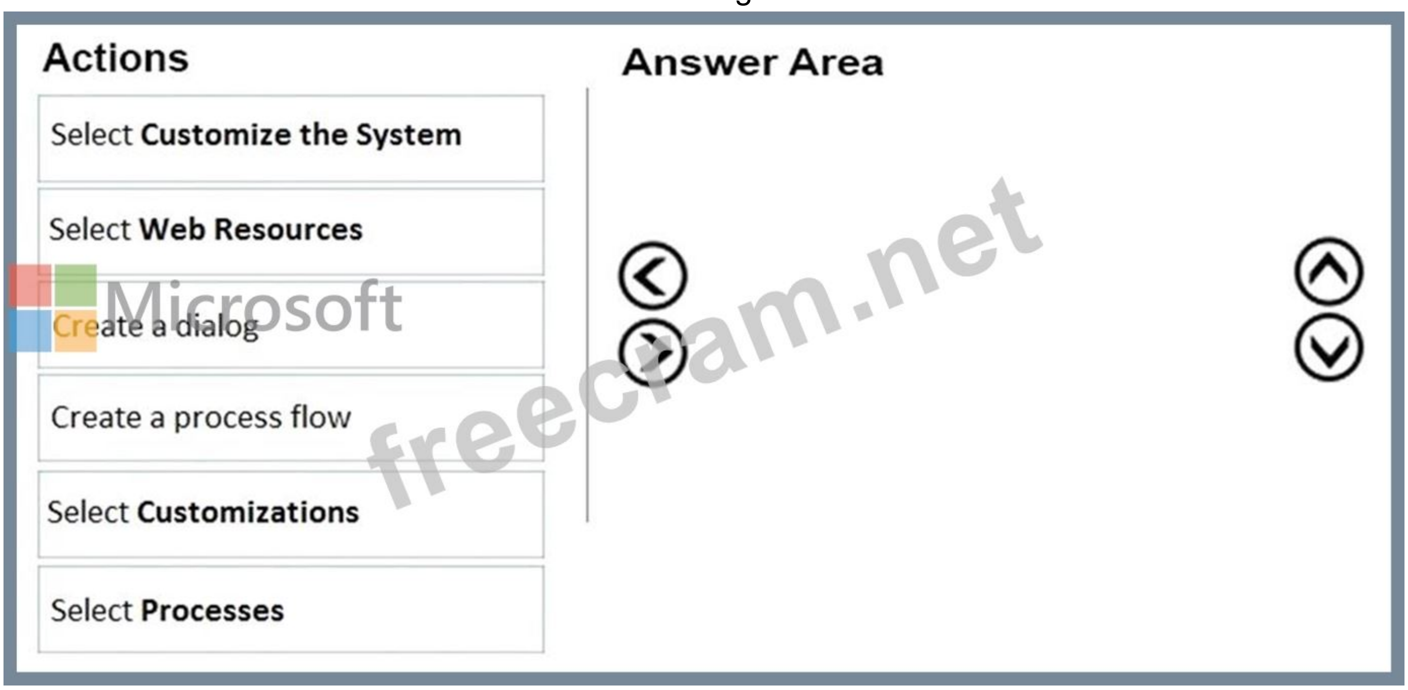
NEW QUESTION: 57
A company uses Dynamics 365 Sales. The default currency for the company is US dollars (USD). The company does business in the United States, Mexico, and the United Kingdom. The company sells 10 types of products.
Each product requires its own pricing structure.
You need to create price 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: 58
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: A (LEAVE A REPLY)

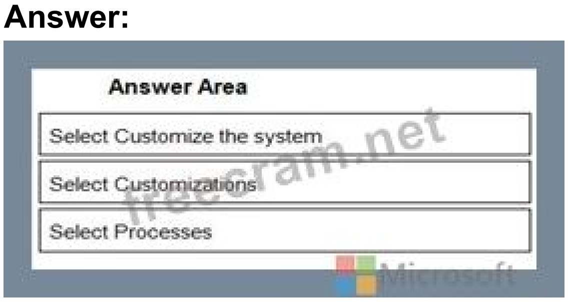
NEW QUESTION: 59
You are a Dynamics 365 administrator for a dental office.
You need to create a process in Sales Hub to ensure that team members perform the following actions:
Call patients to remind them about upcoming appointments.
Update patient contact information.
What should you create?
A. a business rule
B. a task flow

C. a calendar
D. an on-demand workflow
Answer: (SHOW ANSWER)

NEW QUESTION: 60
You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.
You need to ensure that salespeople can move through the sales process and view progress.
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 - Select Customize the system
2 - Select Customizations
3 - Select Processes

NEW QUESTION: 61
A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually.
You need to add a unit named Each.

A. Create the unit Each with Box as the base unit.
B. Update the unit Box with Each as the base unit.
C. Set Each as the primary unit.
D. Make Each the base unit for all units.

Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-unit-group-add-units

NEW QUESTION: 62
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)
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-recordbased-security-control-access-records#sharing-records

NEW QUESTION: 63
An order uses quote and order functionality in Dynamics 365 for Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often.
You need to create a process that meets the following requirements:
Create an order from a quote.
Close the associated opportunity as won.
Update the actual values to reflect values from the quote.

Which two opportunities can you close as won? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. The opportunity has other quotes in the won status.
B. The opportunity has other quotes in the draft status.
C. The opportunity has other quotes in the active status.
D. The opportunity has other quotes in the revised status reason.

Answer: (SHOW ANSWER)

- If there is any draft or active quote associated with opportunity and you close the opportunity as won then the below error message is display in alert: "Opportunity cannot be closed There are still active or draft quotes associated with this opportunity. These must be closed before the opportunity can be closed. If you contact support, please provide the technical details.

NEW QUESTION: 64

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?

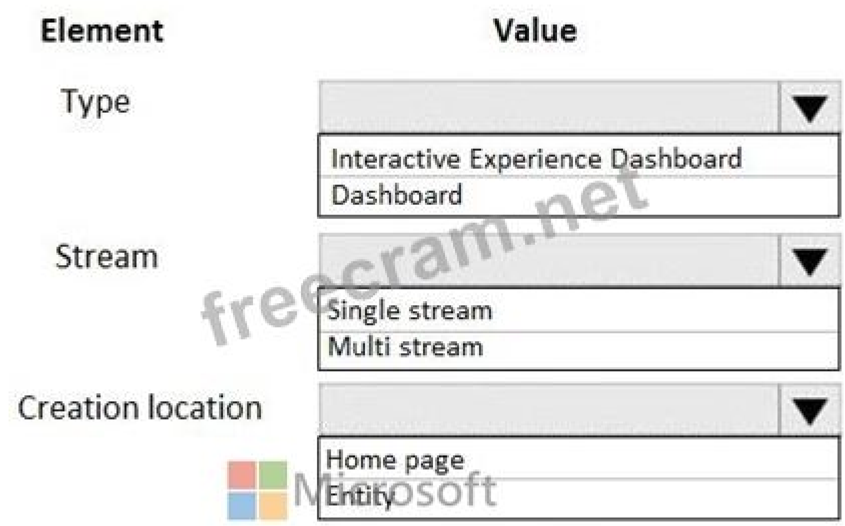
A. Yes
B. No

Answer: (SHOW ANSWER)

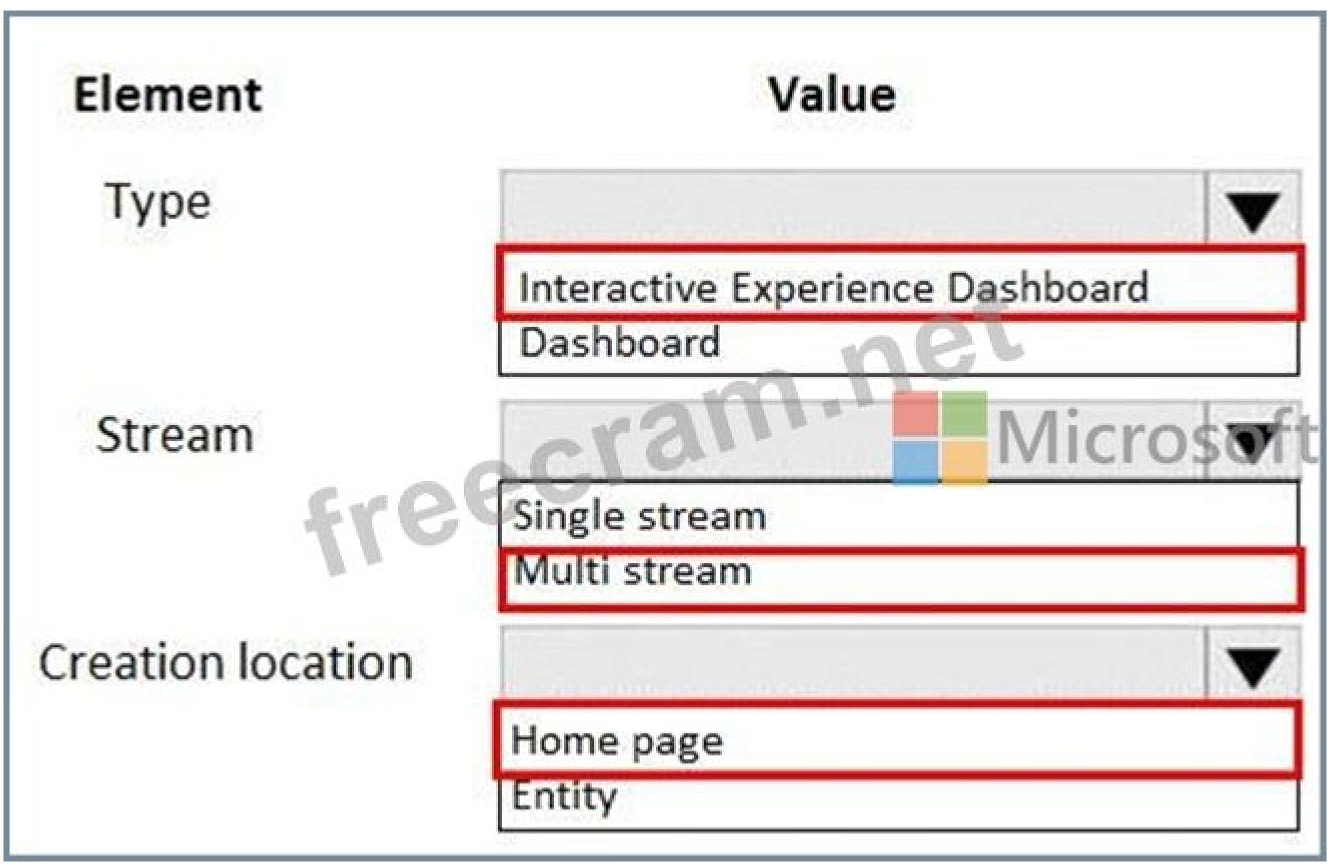
Activity tracking is enabled in the Playbook template.
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/track-playbook-activities

NEW QUESTION: 65

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: 66

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: 67

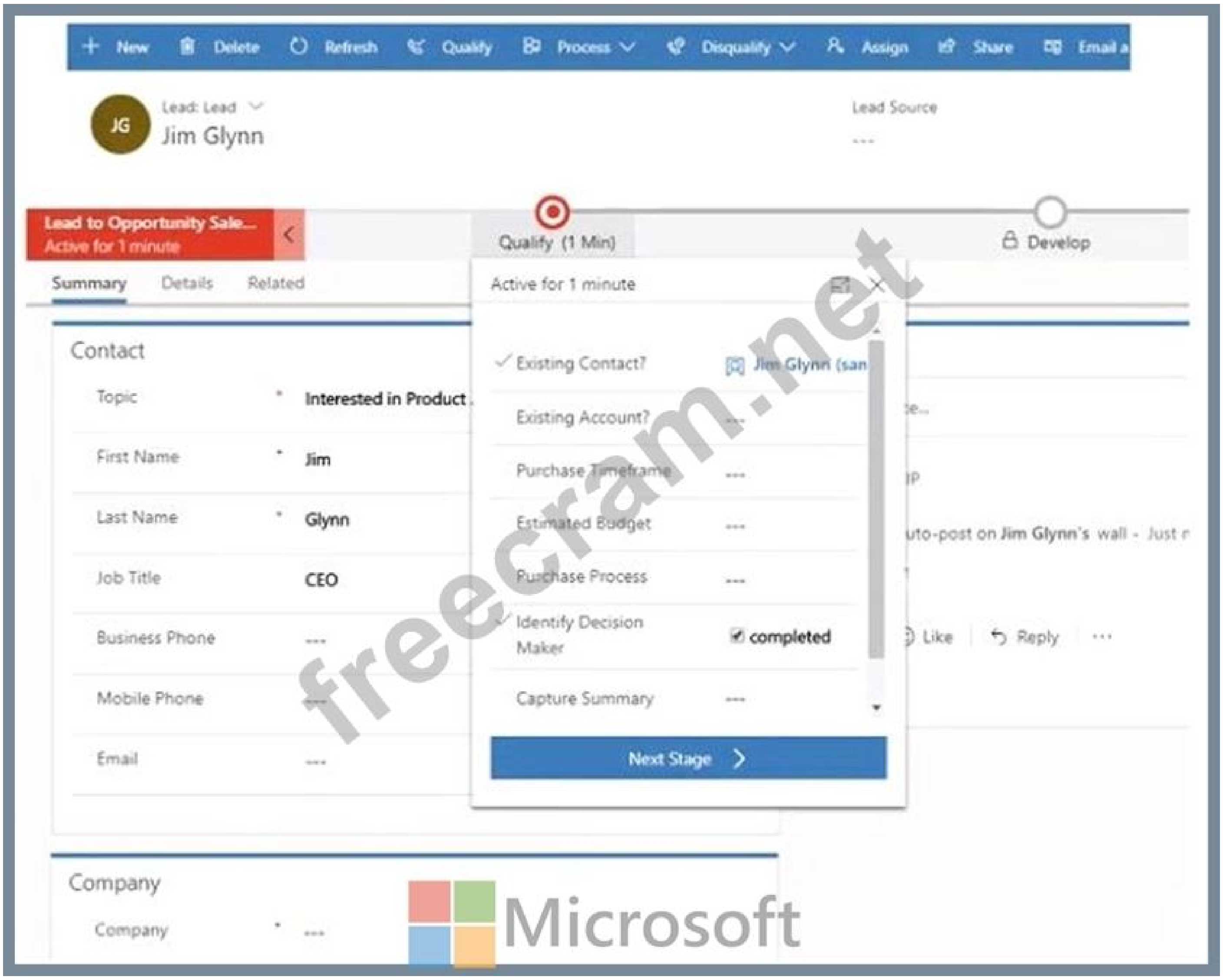
You are a salesperson using Dynamics 365 Sales.
You need to add a product line item in an opportunity.
What should you do first in the opportunity?

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: 68

You are a sales representative and use Dynamics 565 Sales.
You are working with the following lead record:



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.

Question	Answer Choice
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

Answer:

Question	Answer Choice
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

NEW QUESTION: 69

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: (SHOW ANSWER)

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: 70

You have opportunities that have values in multiple currencies. The currency exchange rate automatically updates.

You need to ensure that currency values are accurately reported.

When is the new currency exchange rate applied to the opportunity records?

A. when a change is made to a currency field

B. when the calculate rollup field system job for the msdyn_projectteam entity runs

C. when a user manually recalculates opportunity

D. when a user opens the opportunity record

Answer: (SHOW ANSWER)

NEW QUESTION: 71

You are a Dynamics 365 Sales administrator.

You need to review an interactive dashboard for Accounts in the Sales Hub.

For each scenario, which finer type should you use? To answer, drag the appropriate filter type to the correct scenario. Each source 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.

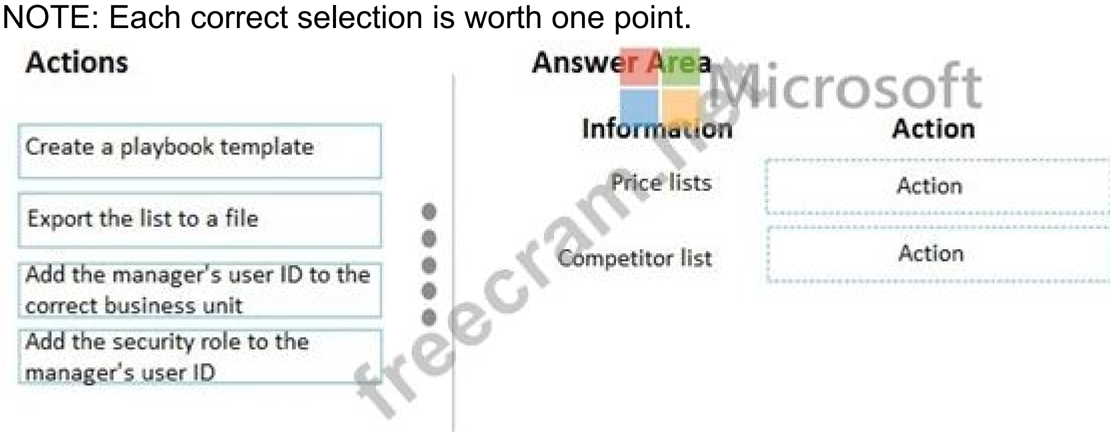
Answer:

NEW QUESTION: 72

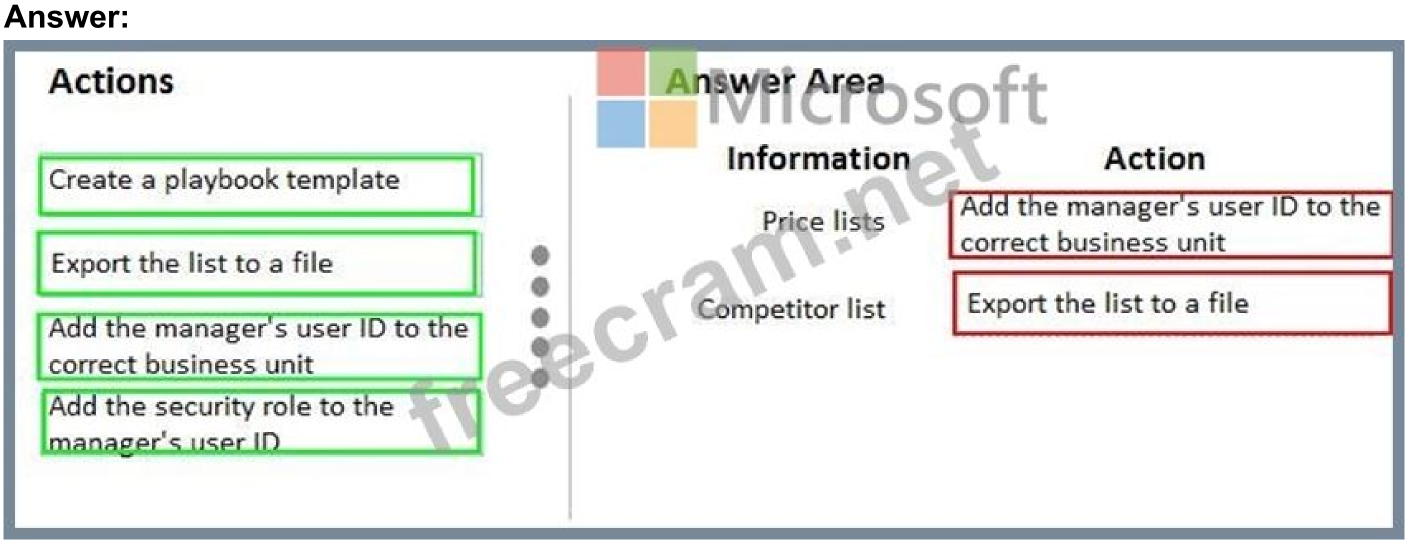
You cancel an order in Dynamics 365 Sales by mistake.

You need to mark the order status as fulfilled instead of cancelled.
What should you do?
A. Change the order status fulfilled.
B. Activate the order and change the order status to fulfilled.
C. Recreate the order.
D. Add the products back in to the original order.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-orders-sp

NEW QUESTION: 73
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.

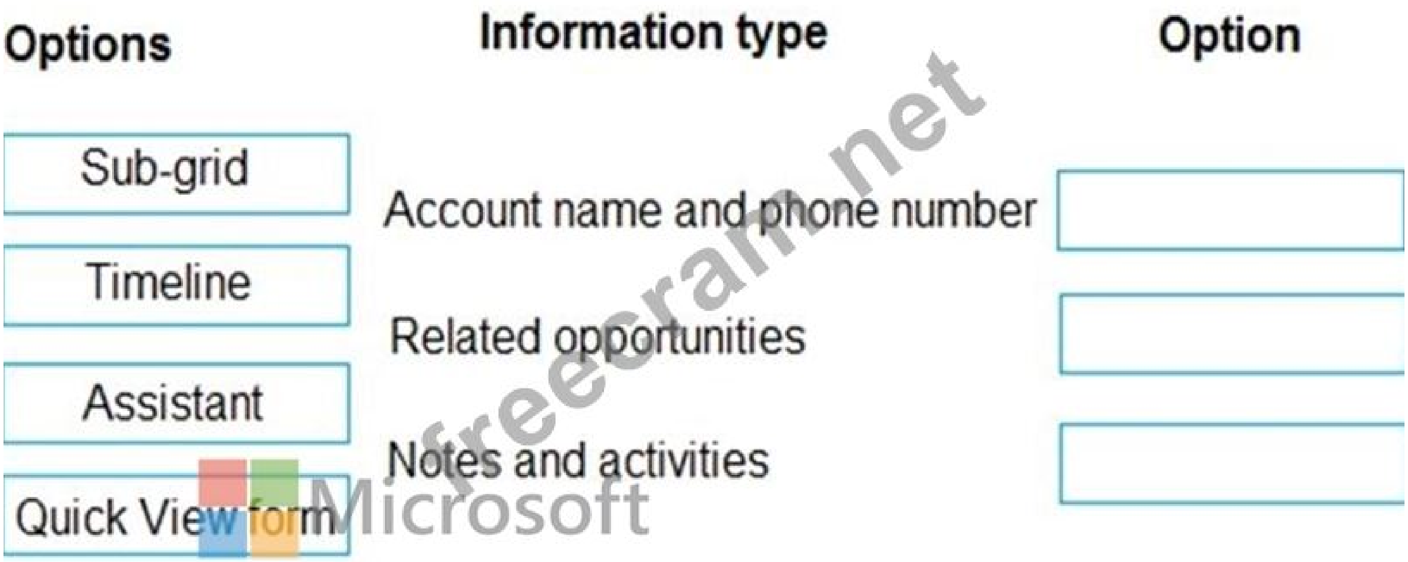


Answer:

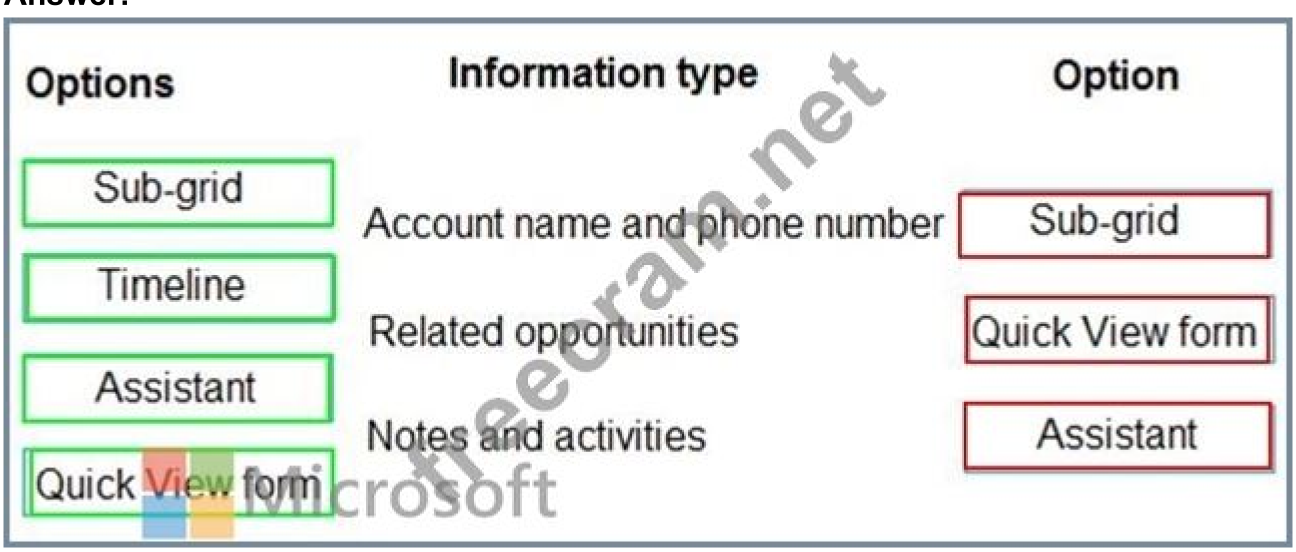


NEW QUESTION: 74
You are a Dynamics 365 Sales consultant.
A customer asks you to create a main form for contacts. The form must include the following information:

account name and phone number
related opportunities
notes and activities
You need to configure the form.
Which options should you use? To answer, drag the appropriate options to the correct information. 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/powerapps/maker/model-driven-apps/quick-view-control-properties-legacy
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/set-up-timeline-control

NEW QUESTION: 75
You are converting a lead for the manufacturing manager from Contoso, Ltd. Neither the company nor the manufacturing manager are in your Dynamics 365 system.
You need to ensure that the lead record a correctly convened.

Which values should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 76

You manage a Dynamics 365 Sales environment.
You need to configure the default status for each lead.
Which status reason should you associate to each scenario? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 77

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

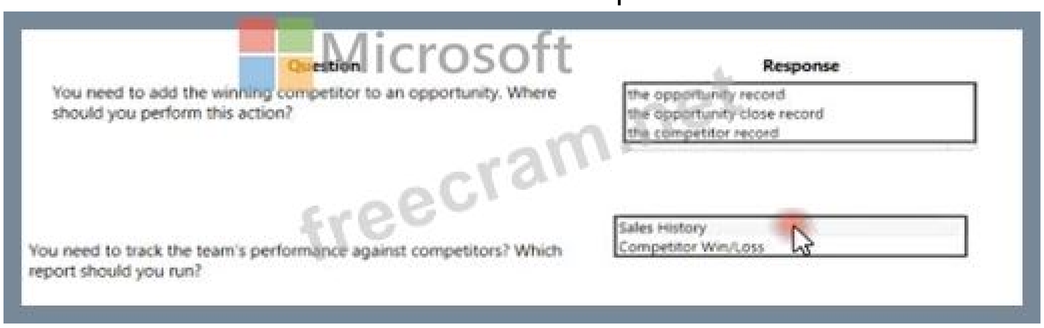
NEW QUESTION: 78

You are a Dynamics 365 Sales administrator. The sales team has questions about competitor tracking.

You need to provide answers to the questions from the sales team.

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

NOTE: Each correct selection is worth one point.



Answer:

NEW QUESTION: 79

A company uses Dynamics 365 for Sales.

You create a new quote and associate an opportunity to the quote.

You need to display all your items from the opportunity in the quote.

What should you do?

A. Select Add Line Items on the Opportunity entity

B. Select Recalculate from the command bar on the Opportunity entity

C. Activate the quote

D. Select Get Products from the command bar in the Quote entity

Answer: (SHOW ANSWER)

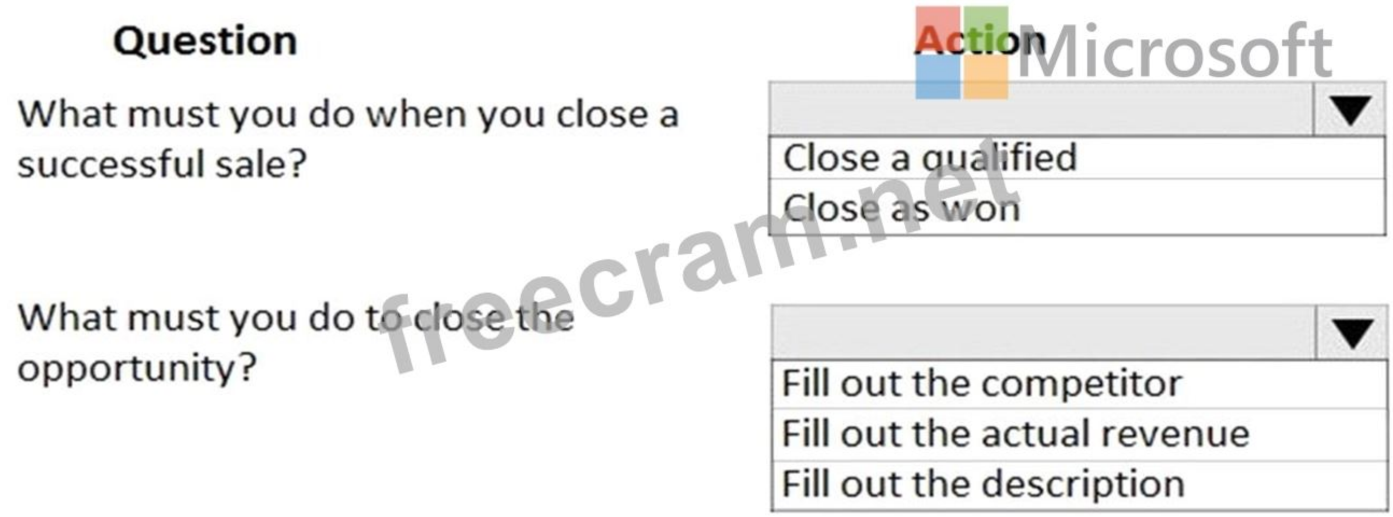
NEW QUESTION: 80

You need to create the required number of orders for ClientA.

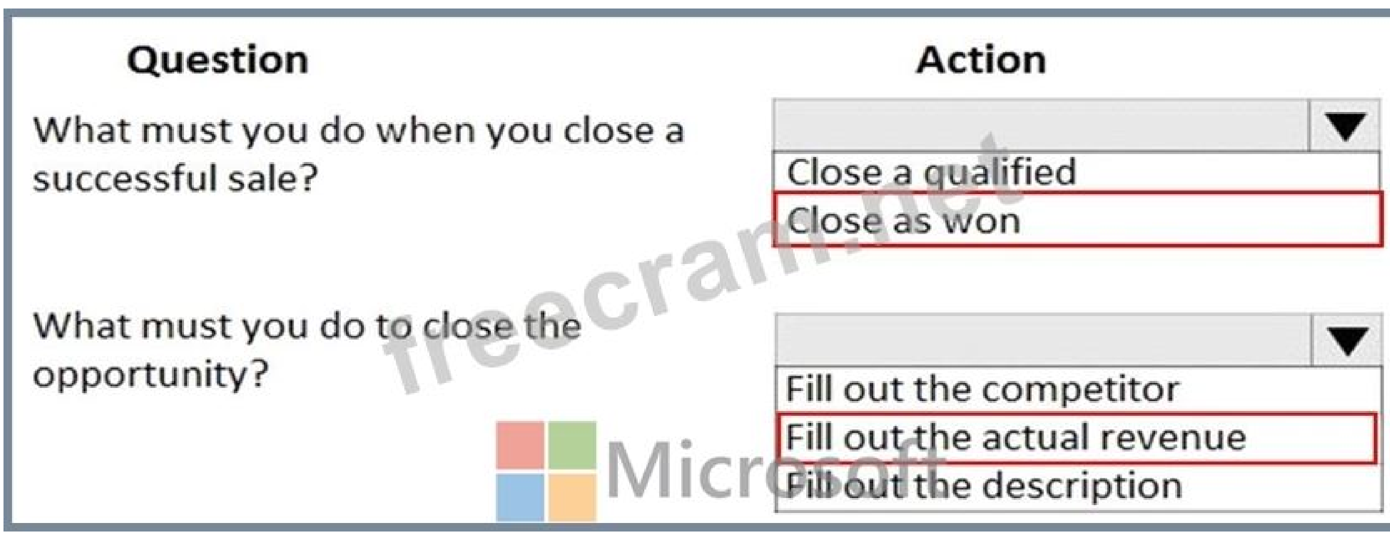
How many orders should you create?

A. 1
B. 2
C. 3
D. 7
Answer: (SHOW ANSWER)
This is a case study Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
Background
A company owns a group of theaters that stage live performances. Tickets to shows are sold by individual representatives by using a mobile app.
Each theater has a manager. The managers rotate between theaters every six months.
The company plans to implement Dynamics 365 Sales.

NEW QUESTION: 81
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: 82

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