



Free Questions for MB-210 by certscare

Shared by Ortega on 18-01-2024

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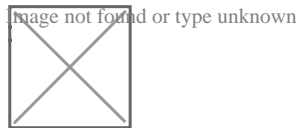
Question 1

Question Type: Hotspot

You need to configure territories and membership.

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

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

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

Question 2

Question Type: DragDrop

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.

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Answer:
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Question 3

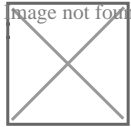
Question Type: Hotspot

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.

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Answer:

Explanation:

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

Liberty's Delightful Sinful Bakery & Cafe (Liberty's) sells baked goods to only commercial customers for resale from its East and West territories. The bakery acquired a company that it will incorporate as its retail line of business. Each territory will contain a Retail and Commercial territory.

Liberty's has two territories, each divided as shown below.

Configuration:

- * The Commercial territory has a different price list than the Retail territory.
- * The criteria used to measure the probability of a sale will be different for retail and commercial.
- * All loaves cost the same and all buns cost the same.
- * Auto-create records for newly qualified leads is turned on to simplify the lead qualification process.
- * Liberty's logs all phone calls, appointments, and emails in Dynamics 365 Sales.
- * Accounts were imported for the Retail territory.
- * Liberty's finds that the information on their accounts and contacts are often outdated.
- * Liberty's must use Microsoft Relationship Sales.

Question 4

Question Type: OrderList

You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:

Emails that contain the words support or help must create a new high-priority case.

Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help.

Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.

If none of the targeted words are present in an email, a cold lead must be created.

You need to configure the order in which rule items are processed.

In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

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Answer:

Create a hot lead high priority

Question 5

Question Type: OrderList

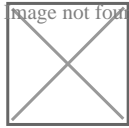
The product development team for a toy company creates a new remote-control toy.

You need to create the necessary records and record relationships to sell the product.

Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components 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.

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Answer:

product lines

Question 6

Question Type: Hotspot

You implemented Dynamics 365 Sales for a company.

Users experience the following issues:

- * Salespeople can display a view of all accounts. The account phone number column, which is the last column, displays only the header with no data.
- * The company creates a system view named Salesperson customer for last 90 days. This view is unavailable for the salespeople.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

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Answer:

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