



Free Questions for MB-210 by certsinside

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Question 1

Question Type: MultipleChoice

You are a Dynamics 365 Sales administrator. You configure a forecast template that uses the Forecast category as a starting point for a layout for the sales team.

The sales manager wants the value of the Lost column to come from the Total Detail Amount instead of the default value because the revenue is always driven by the items.

You need to make the change.

What should you do?

Options:

- A- Edit the existing forecast, remove the Lost column, and add a new calculated column.
- B- Create a new forecast and update the Amount field in the layout.
- C- Create a new forecast, remove the Lost column, and add a new calculated column.
- D- Edit the existing forecast and update the Amount field in the layout.

Answer:

A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/choose-layout-and-columns-forecast>

Question 2

Question Type: MultipleChoice

You are implementing Dynamics 365 Sales Insights for a company.

Sales team members must be able to view information about customers that have made purchases before and who will most likely purchase products again.

You need to set up this functionality.

What should you configure?

Options:

- A- Relationship analytics
- B- Customer Insights
- C- Sales accelerator
- D- Power Automate

Answer:

A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics>

Question 3

Question Type: MultipleChoice

A salesperson is viewing a My Activities list as a calendar.

The salesperson wants to change the status of a phone call by dragging an activity to a new status.

You need to ensure that the salesperson can switch their view type.

What should you do?

Options:

- A- Select Show As in the ribbon.
- B- Select Create View in the ribbon.
- C- Remove the Calendar control, and then add the Kanban control to the view.
- D- Add the Kanban control to the view.

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

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?

Options:

- 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:

C

Explanation:

Question 5

Question Type: MultipleChoice

You are a Dynamics 365 Sales administrator for a car dealership. You create a custom Service entity.

Salespeople must be able to see all related appointments in the timeline. A salesperson creates an appointment but is unable to see any Service records available in the Regarding field. Salespeople have permission to view service record.

You need to ensure that the salesperson is able to connect the appointment to the service.

What should you do?

Options:

- A- Create a connection to the Service record.
- B- Add a timeline to the Service form.
- C- Enable activities on the Service entity.

D- Assign privileges to Activities.

Answer:

C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/outlook-app/enable-a-custom-entity-to-appear-in-the-regarding-lookup>

Question 6

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

You need to add an email activity to both a contact and its corresponding account without setting the Regarding field.

Where should you add the email activity?

Options:

A- Dynamics 365 App for Outlook

B- Quick Create form

C- Account record only

D- Contact record only

Answer:

D

Question 7

Question Type: MultipleChoice

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?

Options:

- 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:

C

Explanation:

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

Question 8

Question Type: MultipleChoice

A sales manager asks you to add a reason named DealLost to mark opportunities closed as lost.

You need to modify entity fields.

Which two entity fields should you modify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

Options:

- A- Opportunity Line
- B- Opportunity Sales Process
- C- Opportunity
- D- Opportunity Relationship
- E- Opportunity Close

Answer:

C, E

Explanation:

<https://community.dynamics.com/365/sales/f/dynamics-365-for-sales-forum/377163/customize-opportunity-close>

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/customize-opportunity-close-experience>

Question 9

Question Type: MultipleChoice

A salesperson sends an active quote to a customer. The customer requests another quote that includes the original details from the opportunity.

You need to create multiple quotes.

What should you do?

Options:

- A- Close the quote and then create a quote from the opportunity.
- B- Create a revision to the active quote.
- C- Create a new opportunity.
- D- Create a new quote from the original opportunity.

Answer:

A

Explanation:

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

<https://ellipsesolutions.com/dynamics-365-sales-managing-customer-quotes/>

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