Free Microsoft AB-210 Practice Questions

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Question 1

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

A company uses the Sales Qualification Agent to analyze leads and determine qualification probability.

The Sales Qualification Agent is configured in Research-only mode. The agent processes a lead and determines the lead's target customer profile suitability is Low.

You need to determine the outcome of the agent's action.

What should you infer about the agent?

Options:

A- Always transfers the lead to a seller for outreach and does not disqualify leads in Research-only mode.
B- Disqualifies the lead, notifies the supervisor, and the lead continues to be assigned to the agent.
C- Sends a personalized outreach email automatically and transfers the lead only when it detects positive intent.
D- Evaluates the Budget, Authority, Need, and Timeline criteria.

Answer:

B

Explanation:

The correct outcome is that the agent disqualifies the lead, notifies the supervisor, and the lead continues to be assigned to the agent. In Research-only mode, the Sales Qualification Agent evaluates whether the lead fits the target customer profile. Microsoft states that when target customer profile suitability is high or medium, the lead is handed over to a seller according to the configured assignment rule. When target customer profile suitability is low, the agent disqualifies the lead, notifies the supervisor, and the lead remains assigned to the agent.

Option A is wrong because Research-only mode does not always transfer every lead to a seller; low-fit leads can be disqualified. Option C describes Research and engage behavior, where the agent sends outreach, manages responses, and hands over leads when positive intent is detected. Research-only mode generates outreach drafts but does not send outreach emails or engage with leads. Option D is also wrong because BANT criteria are only used by Research and engage mode, not Research-only mode. Therefore, a low target customer profile suitability result in Research-only mode results in agent disqualification and supervisor notification.

References/topics: Sales Qualification Agent; Research-only mode; target customer profile suitability; lead disqualification; supervisor notification; lead handoff rules.

Question 2

Question Type: MultipleChoice

You are implementing an agent in Dynamics 365 Sales for a company.

The customer runs weekly webinars that generate thousands of inbound leads.

The sales team needs to automate the first part of qualification but transfer promising leads to sellers.

The marketing team needs to analyze lead information and determine qualification possibility. However, all outreach to prospects must be managed by human sellers due to compliance requirements.

You have the following requirements for the agent:

. The agent must research inbound leads and if they match the target customer profile.

. The agent must evaluate Budget, Authority, Need, and Timeline during early engagement before transferring to sellers.

. The agent must send the initial outreach email automatically, manage responses, and detect positive intent.

. The leads that do NOT match the target customer profile should be disqualified automatically, and sales supervisors should be notified.

. The qualified and positive intent leads should be transferred to sellers.

You need to determine which configuration should be used.

Which agent and mode should you use?

Options:

A- Sales Close Agent in Engage mode.

B- Sales Qualification Agent in Research-only mode and seller assignment rules.

C- Sales Qualification Agent in Research and engage mode.
D- Sales Qualification Agent in Research-only mode.

Answer:

C

Explanation:

The correct configuration is Sales Qualification Agent in Research and engage mode. The question contains one conflicting sentence about human-managed outreach, but the explicit agent requirements require autonomous outreach, response handling, BANT evaluation, positive-intent detection, disqualification of poor-fit leads, supervisor notification, and seller handoff. Those capabilities map only to Research and engage mode.

Microsoft's Sales Qualification Agent documentation states that both modes can research leads and check target customer profile fit, but only Research and engage mode checks BANT criteria, sends outreach emails, detects positive intent, sends follow-up emails, and engages with leads based on their responses. Microsoft's handoff criteria documentation also states that BANT criteria are only used by Research and engage mode, and that leads satisfying BANT and purchase-interest criteria are handed over to sellers, while leads that do not satisfy the configured criteria are disqualified and added for supervisor review.

Option B or D would be correct only if the controlling requirement were strictly ''human sellers must manage all outreach.'' But the listed automation requirements go beyond Research-only mode, so the exam answer is C.

References/topics: Sales Qualification Agent; Research and engage mode; target customer profile; BANT; purchase intent; lead handoff; supervisor review.

Question 3

Question Type: MultipleChoice

A company uses Dynamics 365 Sales with the Sales Research Agent enabled. Sellers review the research canvas before planning outreach to customers.

You generate a Sales Research Agent blueprint on the research canvas.

You need to update a single component in the blueprint.

What should you do?

Options:

A- Regenerate the blueprint.
B- Refresh the report in the Dynamics 365 AI Optimization hub.
C- Update a single block in the canvas.
D- Refresh the blueprint.

Answer:

C

Explanation:

The correct action is Update a single block in the canvas. In Sales Research Agent, the research canvas generates a blueprint that contains research findings, visualizations, and blocks of insight. Microsoft states that users can interact with visualizations through the AI cursor, ask follow-up questions, and then choose whether to update the existing block or generate a new blueprint. If Update block is selected, the existing block is updated with the new information; if Generate new blueprint is selected, the agent creates a new blueprint and adds a journey line.

This distinction matters. The requirement is to update one component, not rebuild the full blueprint. Regenerate the blueprint or Refresh the blueprint would affect the broader blueprint output: Microsoft documents refresh/regenerate as actions for using latest data or producing new visualizations and insights, not for targeted single-block editing. The Dynamics 365 AI Optimization hub is unrelated to editing individual research canvas blocks.

References/topics: Sales Research Agent; research canvas; blueprint blocks; AI cursor; update block; intelligent opportunity research.

Question 4

Question Type: MultipleChoice

A company uses Dynamics 365 Sales to manage enterprise opportunities. The sales team enables the Sales Research Agent to generate research summaries for each opportunity.

Sales managers must determine whether opportunities have strong external indicators that support deal progression.

You need to analyze insights from the research canvas for evidence that a deal environment is favorable.

Which two research canvas insights should you provide to the sales managers? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

Options:

A- Seller activity and email response rates from CRM records.
B- Recent public developments that influence the account's business environment.
C- Record audit history and related activity creation timestamps.
D- Strategic landscape analysis relative to the seller's value proposition.

Answer:

B, D

Explanation:

The correct insights are recent public developments and strategic landscape analysis relative to the seller's value proposition. The question is asking for external indicators that show whether the account's deal environment is favorable. Sales Research Agent is designed to analyze business questions using sales and business data, generate a blueprint with analysis, recommendations, charts, and graphs, and allow users to add external data sources such as PDFs, Excel, or CSV files to augment research. Microsoft describes the blueprint as a research output containing findings, visualizations, and recommendations that can support evidence-based sales decisions.

Option B is correct because recent public developments can reveal external buying triggers, market pressure, expansion activity, regulatory change, funding, partnerships, or competitive movement that may support deal progression. Option D is correct because strategic landscape analysis connects those external conditions to the seller's value proposition, which is exactly what managers need to judge deal favorability. Option A is internal CRM engagement data, useful but not an external indicator. Option C is administrative audit metadata and does not indicate market fit, urgency, or strategic opportunity.

References/topics: Sales Research Agent; research canvas; AI-generated blueprint; external business context; opportunity research insights.

Question 5

Question Type: MultipleChoice

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 on the review screen.

You are deploying AI agents for a company using Microsoft Dynamics 365 Sales.

The company wants to ensure that AI usage is tracked and billed monthly.

The company requires that AI billing uses pre-paid credits.

You need to configure the billing based on the requirements.

Solution: Create an Azure subscription.

Does the solution meet the goal?

Options:

A- Yes
B- No

Answer:

B

Explanation:

The solution does not meet the goal. Creating an Azure subscription is associated with pay-as-you-go billing scenarios, not the required pre-paid credits model. Microsoft's Dynamics 365 Sales agent billing guidance states that Sales Copilot and agent capabilities support two billing models: prepaid capacity and pay-as-you-go. Prepaid capacity uses Copilot Studio message pack subscriptions purchased in advance, while pay-as-you-go bills for actual message consumption during the month.

Because the requirement explicitly says AI billing must use pre-paid credits, the correct approach is to purchase Copilot Studio message packs or Copilot Credits and assign/manage that capacity for the relevant environment. Power Platform guidance explains that Copilot Studio credits/capacity are managed and monitored through the Power Platform admin center, and if prepaid capacity is exhausted, admins must reallocate capacity, purchase more credits, or enable pay-as-you-go. An Azure subscription may be required for pay-as-you-go cost management, but it does not satisfy a prepaid-credit requirement by itself. Therefore, the proposed solution is incorrect.

References/topics: Dynamics 365 Sales agent billing; prepaid capacity; Copilot Studio message packs; Copilot Credits; pay-as-you-go billing.

Question 6

Question Type: MultipleChoice

You manage Dynamics 365 Sales.

The sales managers want to confirm that the Sales Close Agent generates insights that help progress deals. When monitoring the Sales Close Agent, you observe that some engagements are failing.

You need to determine how the Sales Close Agent handles engagement failures.

How should you expect the agent to behave when an error occurs?

Options:

A- Retries once after 24 hours. If it fails again, the record is immediately marked Completed to prevent duplicate processing.
B- Stops retrying for that record unless an administrator uses Apply changes in the agent settings to reprocess already-handled records.
C- Retries indefinitely every few minutes until successful.
D- Retries up to three times within the next hour. If those attempts fail, the system retries over the next three days. If the agent continues to fail, it is marked as a failure.

Answer:

D

Explanation:

The correct behavior is that the Sales Close Agent retries up to three times within the next hour, using an exponential backoff strategy. If those immediate attempts fail, the system continues retrying the engagement over the next three days. If the engagement still fails after that retry window, the record is marked as a failure. Microsoft's Sales Close Agent documentation explicitly describes this retry pattern for engagement errors and also identifies the possible run statuses as Active, Failure, and Completed.

Option A is wrong because the agent does not retry only once after 24 hours, and failed records are not marked Completed. Option B is wrong because the agent has a defined automatic retry cycle before failure status is finalized. Option C is also wrong because the retry behavior is bounded; it does not retry indefinitely every few minutes. The failure handling is controlled, time-limited, and designed to avoid uncontrolled AI-credit consumption while still giving transient failures a chance to recover. This matters for sales managers because failed engagements must be monitored and remediated through the Sales Agent Runs view rather than assuming every selected record was successfully progressed.

References/topics: Sales Close Agent; engagement processing; retry behavior; Sales Agent Runs monitoring; opportunity/deal progression.

Question 7

Question Type: MultipleChoice

A company plans to implement Dynamics 365 Sales and wants to design a Dataverse data model that supports AI-driven insights across the sales lifecycle.

The company must be able to track the progression of a deal from initial prospect identification through to finalized billing.

The data model must support the following requirements:

. Prospects must be captured before they become qualified sales deals.

. Qualified deals must support forecasting and pipeline analysis.

. Sales teams must be able to generate pricing proposals for customers.

. Accepted proposals must transition into fulfillment records and then final billing records.

You need to design the Dataverse table model that supports the required sales lifecycle.

Which table relationship should you implement?

Options:

A- Convert opportunities into leads that generate quotes and then finalize them as invoices and orders.
B- Convert leads into opportunities that generate quotes and then convert them into orders and invoices.
C- Convert leads directly into quotes that generate opportunities before creating orders.
D- Convert leads into opportunities that generate quotes and then convert them directly into invoices without creating orders.
E- Convert opportunities directly into orders and invoices before generating quotes.

Answer:

B

Explanation:

The correct sales lifecycle is Lead Opportunity Quote Order Invoice. In Dynamics 365 Sales, a lead captures an initial prospect before the person or organization is qualified. Microsoft's sales process guidance explains that sellers generally work with leads during the qualifying stage, and the goal is to qualify and advance the lead to the next stage of the sales process. Once qualified, the deal becomes an opportunity, which is the record used for pipeline tracking, revenue estimation, sales stages, probability, and forecasting analysis. Microsoft's prospect-to-quote guidance states that Dynamics 365 Sales supports capturing, managing, scoring, and converting leads into opportunities when qualification criteria are met.

Quotes are then created from opportunities to present pricing proposals to customers. Microsoft states that quotes created from opportunities are prefilled with opportunity details and products. Once the proposal is accepted, the quote can be converted into a sales order for fulfillment and then into an invoice for billing; Microsoft's quote/order/invoice process sample explicitly demonstrates converting an opportunity to a quote, a quote to a sales order, and a sales order to an invoice. Therefore, option B is the only sequence that correctly supports the full sales lifecycle.

References/topics: Lead management; opportunity pipeline; quote creation; order fulfillment; invoice billing; Dataverse Sales tables.

Question 8

Question Type: MultipleChoice

A company wants sellers to add products to opportunities and ensure the deal value is automatically calculated.

Sales managers report that when adding products from the product catalog to Opportunities, the Price Per Unit remains at zero. This results in incorrect total calculations.

You need to ensure the estimated revenue on opportunities is correct.

Which action should you perform?

Options:

A- Ensure the opportunity currency matches the currency used by the price list items for the products being added.
B- Set the Opportunity Revenue to User Provided.
C- Select a valid price list on the opportunity and verify that the product has a matching price list item for the selected unit.
D- Create a discount list and attach it to the price list item.

Answer:

C

Explanation:

The correct action is to select a valid price list on the opportunity and verify that the product has a matching price list item for the selected unit. Dynamics 365 Sales calculates Price Per Unit from the price list item when an existing catalog product is added to an opportunity, quote, order, or invoice. Microsoft states that if an existing product is associated with a price list, the price per unit is calculated from the related price list item; otherwise, it is set to 0.

The failure pattern described in the question is classic missing or mismatched price-list setup. Price calculation will not occur when no price list is selected, when the selected price list does not contain the product, or when the required price list item is missing. Microsoft also notes that price lists tie the product, unit, and pricing details together. Option A is incomplete because matching currency alone does not create the product/unit price list item. Option B is wrong because User Provided revenue bypasses system calculation. Option D handles discounts only; it does not fix a zero base unit price.

References/topics: Opportunity products; price lists; price list items; Price Per Unit calculation; system-calculated opportunity revenue.

Question 9

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Options:

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C- Sends a personalized outreach email automatically and transfers the lead only when it detects positive intent.
D- Evaluates the Budget, Authority, Need, and Timeline criteria.

Answer:

B

Explanation:

The correct outcome is that the agent disqualifies the lead, notifies the supervisor, and the lead continues to be assigned to the agent. In Research-only mode, the Sales Qualification Agent evaluates whether the lead fits the target customer profile. Microsoft states that when target customer profile suitability is high or medium, the lead is handed over to a seller according to the configured assignment rule. When target customer profile suitability is low, the agent disqualifies the lead, notifies the supervisor, and the lead remains assigned to the agent.

Option A is wrong because Research-only mode does not always transfer every lead to a seller; low-fit leads can be disqualified. Option C describes Research and engage behavior, where the agent sends outreach, manages responses, and hands over leads when positive intent is detected. Research-only mode generates outreach drafts but does not send outreach emails or engage with leads. Option D is also wrong because BANT criteria are only used by Research and engage mode, not Research-only mode. Therefore, a low target customer profile suitability result in Research-only mode results in agent disqualification and supervisor notification.

References/topics: Sales Qualification Agent; Research-only mode; target customer profile suitability; lead disqualification; supervisor notification; lead handoff rules.

Question 10

Question Type: MultipleChoice

A sales team contacts customers to promote and sell products.

You need the sales team to place outbound calls directly from Dynamics 365 Sales records using Microsoft Teams.

You need to enable calling directly from records.

What should you configure?

Options:

A- Configure phone numbers for outbound calling.
B- Enable the Microsoft Teams dialer.
C- Install the Dynamics 365 Sales mobile app.
D- Enable Microsoft Teams meeting integration.

Answer:

B

Explanation:

The correct configuration is to enable the Microsoft Teams dialer. Microsoft's Dynamics 365 Sales documentation states that Microsoft Teams dialer brings Teams calling directly into Dynamics 365 Sales so sellers can make and receive calls without leaving the application. The documented setup path is to go to Sales Hub app settings, open Teams calls, and turn on Teams calls for the selected security roles and apps.

This matches the requirement precisely: the sales team must place outbound calls directly from Dynamics 365 Sales records using Microsoft Teams. Phone numbers and PSTN connectivity are prerequisites for Teams calling, but option A is not the Dynamics 365 Sales feature that enables record-level calling. The mobile app is irrelevant because the question asks for calling from Dynamics 365 Sales records, not mobile access. Teams meeting integration supports meetings and collaboration, but it does not enable click-to-call or Teams dialer calling from Sales records. Therefore, the required feature is Microsoft Teams dialer.

References/topics: Microsoft Teams dialer; Teams calls in Dynamics 365 Sales; outbound calling from Sales records; Sales Hub Teams calls configuration.