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Question 1

Question Type: MultipleChoice

You are running Dynamics 365 Sales for a pharmaceutical company. The hospitals are set up as accounts. The nurses are set up as contacts under each hospital name.

A nurse works for HospitalA and HospitalB part time. You add the nurse as a contact for Hospital

Options:

A- You realize you can add the nurse as a contact to only one hospital.

You need to ensure that the nurse is associated with both hospitals in the system.

What should you do?

A- Open the contact record for the nurse and create a connection to HospitalB.

B- Create an access team that has the nurse as owner. Open the HospitalA account record and assign it to the new team account. Repeat this process for HospitalB.

C- Create business units for HospitalA and HospitalB Open the contact record for the nurse and assign it to a user in HospitalB.

D- Open the HospitalB record and assign the nurse to a task activity.

Answer:

B

Question 2

Question Type: MultipleChoice

A company uses Microsoft SharePoint document management in Dynamics 365 Sales to store contracts.

The company wants only the contracts team to have access to the documents. The contracts team has a custom security role.

You need to restrict privileges to secure the documents.

What should you do?

Options:

- A- Create a new security role in Dynamics 365 Sales.
- B- Update the users list in the SharePoint site.
- C- Update privileges in the Dynamics 365 Sales security role of the contract team.
- D- Create a new group in the SharePoint site.

Answer:

D

Question 3

Question Type: MultipleChoice

You are creating a forecast.

You want to include only opportunities that sell more than 100 units.

You need to configure this within the system.

What should you configure?

Options:

A- additional filters

B- multiple columns

C- advanced features

D- premium forecasting

E- separate views

Answer:

A

Question 4

Question Type: MultipleChoice

A company manually assigns leads to salespeople.

The sales manager requires automated lead assignment rules. An administrator enables the feature. However, you are unable to access the Assignment rules area.

You need to request access from the administrator.

Which security role should you request?

Options:

A- Vice President of Sales

B- Playbook Manager

C- Sequence Manager

D- Sales Manager

Answer:

C

Question 5

Question Type: MultipleChoice

A company uses Dynamics 365 Sales. You are redesigning the main form.

Sales representatives for the company require a slider for a probability column when they enter a customer's opportunity. The sales representatives want to avoid custom development.

You need to configure the form.

What should you do?

Options:

A- Change the column type to calculated.

B- Create a business rule.

C- Embed a Power BI report in the form.

D- Add a Power Apps component framework (PCF) control to the form.

E- Add JavaScript.

Answer:

C

Question 6

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

Sales representatives for the company want changes to the data entry page for new customers. Much of the information on the page is not required. The representatives request fewer tab entries to get to required data entry areas.

You need to simplify data entry for the sales representatives.

What should you do?

Options:

- A- Remove unnecessary columns from the view.
- B- Create a Microsoft Power BI dashboard that contains only the relevant information.
- C- Remove unnecessary columns from the form.
- D- Edit the site map so only the main form is available.

Answer:

C

Question 7

Question Type: MultipleChoice

A company uses Dynamics 365 Sales.

The sales manager wants leads to automatically route to the salesperson who has the fewest leads.

You need to automate the process.

What should you set up?

Options:

- A- assignment rule
- B- assistant
- C- sequence
- D- playbook
- E- business process flow

Answer:

A

Question 8

Question Type: MultipleChoice

A company that sells products in multiple regions uses Dynamics 365 Sales.

The company has different product offerings in each region.

The system must be set up to send the latest product information to each region every month.

You need to set up the distribution of product information for the regions.

What should you set up?

Options:

A- guided selling

B- territories

C- relationship intelligence

D- dynamic marketing lists

Answer:

B

Question 9

Question Type: MultipleChoice

A company is using Relationship Analytics. The company emails customers three times a month.

To increase customer loyalty, the company is adding a policy that requires sales representatives to meet with customers two times a quarter as well.

You need to update the settings.

What should you configure?

Options:

- A- Health score
- B- Talking points
- C- Communication frequency
- D- Conversation intelligence

Answer:

C

Question 10

Question Type: MultipleChoice

You are using a forecast template.

You must configure the forecast by territory.

You need to configure the forecast parameters.

Which parameter should you configure?

Options:

A- Hierarchy relationship

B- Top of hierarchy

C- Hierarchy entity

D- Rollup entity

Answer:

C

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