

MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

A sales representative at a company uses Dynamics 365 Sales. The representative is assigned the Salesperson security role.

The representative requires a list that has only full name, address, phone number, and opportunity amount. The system does not provide this setup by default.

Other sales representatives must be able to display the same information and format when necessary.

You need to set up the system.

What should you create?

A. system dashboard

B. personal view, and share it with the other representatives

C. system view

D. report that is sent to the team once a day

Correct Answer: C

QUESTION 2

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

Correct Answer: A

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QUESTION 3

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?

- 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.

Correct Answer: A

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

QUESTION 4

A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.

The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.

How should you describe the frequency?

- A. constant
- B. user-defined
- C. equal intervals
- D. dependent on volume

Correct Answer: D

https://learn.microsoft.com/en-us/dynamics365/customerengagement/on-premises/admin/server-side-synchronization?view=op-9-1

QUESTION 5

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.



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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 security role
- C. Instruct User2 to follow the record
- D. Add User2 to the Sales team

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/security-dev/use-record-based-security-control-access-records#sharing-records

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