MB-210 Q&As

Microsoft Dynamics 365 Sales

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QUESTION 1

DRAG DROP

You are a Dynamics 365 Sales administrator.

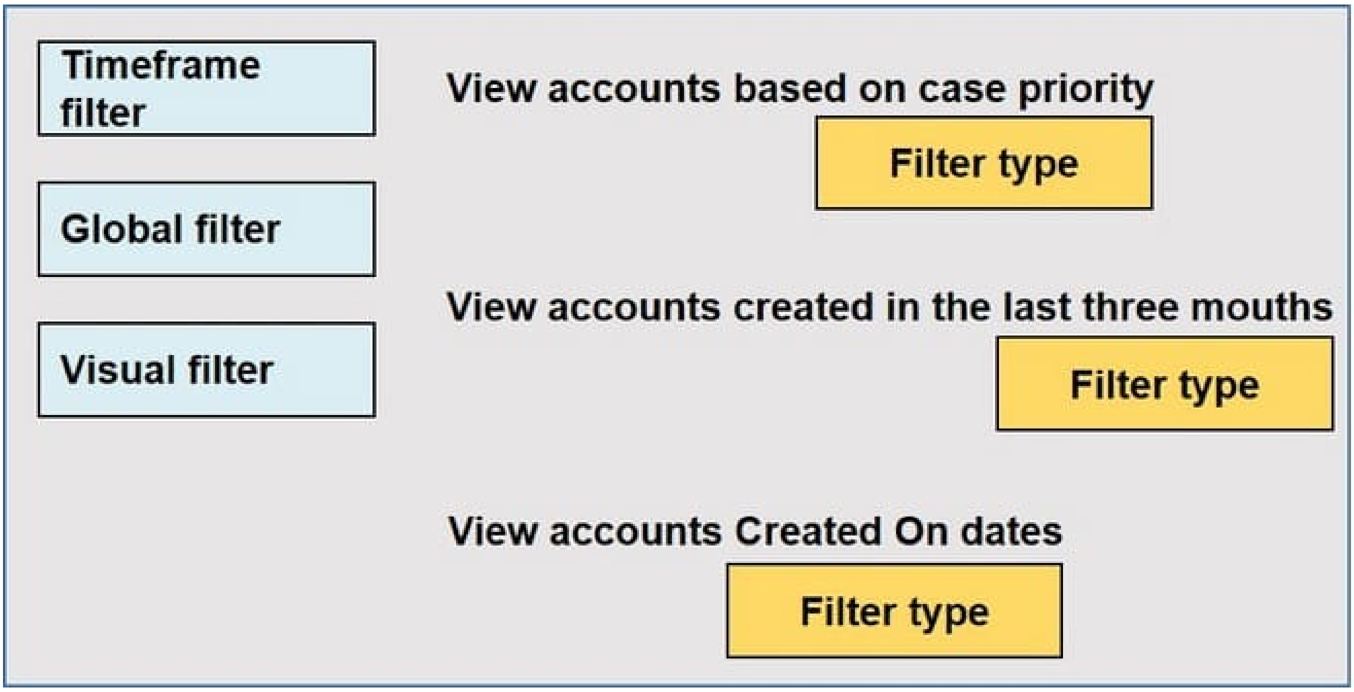
You need to review an interactive dashboard for Accounts in the Sales Hub.

For each scenario, which filter type should you use? To answer, drag the appropriate filter type to the correct scenario. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll

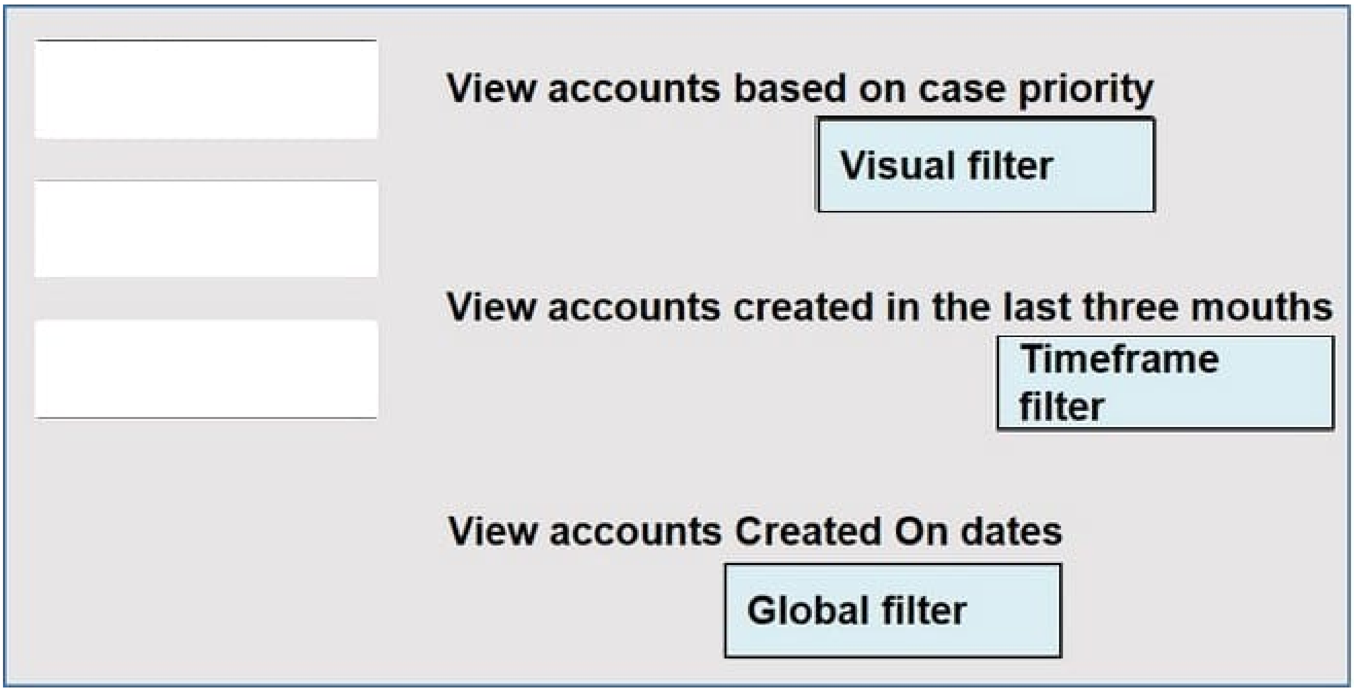
to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

QUESTION 2

HOTSPOT

You send a quote to a client. The client calls and negotiates a better price.

You need to send a revised quote to the client.

What is required to modify the quote? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
Which action should you perform?	Edit / Close Quote / Deactivate / Reopen Quote
What is the resulting status for the quote after you perform the action?	Draft / Revised / In Progress / Open

Correct Answer:

Answer Area

Question	Response
Which action should you perform?	**Edit** / Close Quote / Deactivate / Reopen Quote
What is the resulting status for the quote after you perform the action?	**Draft** / Revised / In Progress / Open

Which action should you perform: Edit / Revise What is the resulting status for the quote after you perform the action: Draft

QUESTION 3

You create a playbook template. You enable the progress tracking option for opportunities. The template consists of one task, one phone call, and one note.

A salesperson adds the template to an opportunity and adds an email to the playbook activities.

The salesperson reports that the count displayed in the Total Activities field does not update.

You need to resolve the issue.

What should you do?

A. Create a calculated field on the playbook template entity.

B. Ask the salesperson to save and refresh the playbook window.

C. Create a custom rollup field on the playbook entity.

D. Add the email to the playbook template.

Correct Answer: D

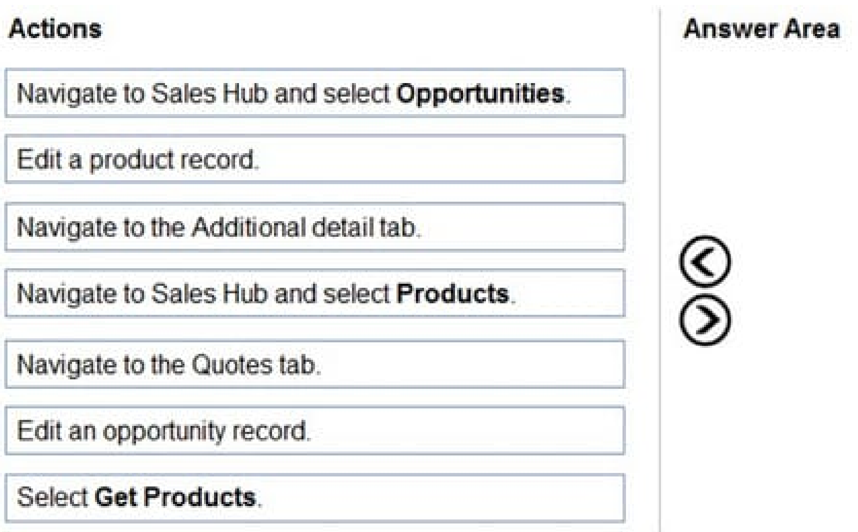
QUESTION 4

DRAG DROP

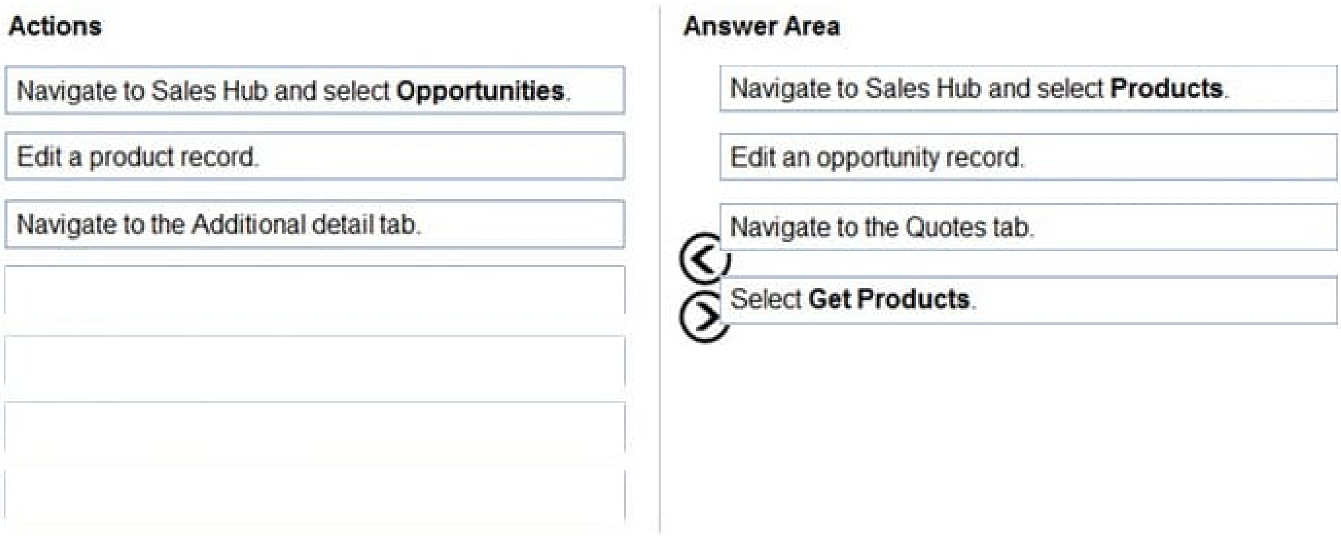
You need to handle large quantity opportunities.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



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

QUESTION 5

You need to enter information about VendorZ into the system.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Update the contact preference for VendorZ.

B. Create a new connection type.

C. Create an account record for VendorZ.

D. Update the contact preference for CompanyD.

E. Create a sub-contact record for the vendor for CompanyD.

Correct Answer: BC

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