



# MB-210<sup>Q&As</sup>

Microsoft Dynamics 365 Sales

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## QUESTION 1

### HOTSPOT

You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads.

You need to qualify leads and send phone calls to sales representatives.

How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Question

You want to convert a phone call. To which type of entity can you convert the call?

### Record created

	▼
Case	
Lead	

You qualify a lead. For which entity is a record created?

	▼
Contact	
Case	

Correct Answer:

## Answer Area

### Question

You want to convert a phone call. To which type of entity can you convert the call?

### Record created

	▼
Case	
Lead	

You qualify a lead. For which entity is a record created?

	▼
Contact	
Case	

## QUESTION 2

### HOTSPOT



You need to configure territories and membership.

Which configurations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Territories

Number of territories to set up

### Configuration

	▼
4	
5	
6	
7	

Add Salesperson1 and Salesperson2

	▼
Each salesperson should be added to a single territory	
They should be added to all territories	
A special territory should be created, and they should be added to it	

Correct Answer:

## Answer Area

### Territories

Number of territories to set up

### Configuration

	▼
4	
5	
6	
7	

Add Salesperson1 and Salesperson2

	▼
Each salesperson should be added to a single territory	
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A special territory should be created, and they should be added to it	

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/set-up-sales-territories-organize-business-markets-geographical-area>

## QUESTION 3

You manage Dynamics 365 Sales.



A sales representative must identify and track internal support resources. The resources may assume different roles for each opportunity.

You need to display the support resources with the appropriate role in the opportunity. What should you do?

- A. Add a new access team.
- B. On the System Settings sales tab, add the new custom roles in the Sales Team Roles list.
- C. Add a new connection role.
- D. On the Opportunity form, select the sales team subgrid, open the properties, and add the new custom roles.
- E. Add a new relationship role.

Correct Answer: B

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#### QUESTION 4

You need to configure pricing for the Contoso, Ltd. invoice. What should you do?

- A. Set the Invoice Product to Override Price
- B. Set the Invoice Product to Use Default
- C. Configure an end date for the price list

Correct Answer: A

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#### QUESTION 5

A company uses Dynamics 365 for Sales.

You must track a competitor to help your company win a sale.

You need to associate the competitor with a Dynamics 365 entity.

To which type of entity can you associate the competitor?

- A. Opportunity
- B. Lead
- C. Account
- D. Contacts

Correct Answer: A

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Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-competitor-record-sales>

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