



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

Microsoft Dynamics 365 Sales

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**QUESTION 1**

DRAG DROP

You are a Dynamics 365 Sales administrator.

You need to ensure that each salesperson can perform the following tasks when new leads are added to the system:

1.

Create an appointment

2.

Add documentation.

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:

**Action**

**Answer Area**

Add steps to stage.

Add activities.

Publish the solution.

Choose Business Process Flow. 

Add Playbook templates. 

Choose App Settings.

Add a stage.

Activate processes.

Correct Answer:



## Action

Add steps to stage.

Choose Business Process Flow.

Add a stage.

Activate processes.

## Answer Area

Choose App Settings.

Add Playbook templates.

Add activities.

Publish the solution.



Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/enforce-best-practices-playbooks>

### QUESTION 2

You need to optimize generated forecasts. What should you create?

- A. two predictive opportunity scoring models
- B. two predictive lead scoring models
- C. one predictive lead scoring model
- D. one predictive opportunity scoring model

Correct Answer: A

### QUESTION 3

DRAG DROP



You need to configure accounting options.

Which options should you use? To answer, drag the appropriate options to the correct tasks. Each option 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:

Options	Answer Area										
Fiscal Year settings	<table border="1"> <thead> <tr> <th>Task</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>Configure the accounting period.</td> <td>option</td> </tr> <tr> <td>Automatically configure accounting period names according to date.</td> <td>option</td> </tr> <tr> <td>Configure fiscal year abbreviations.</td> <td>option</td> </tr> <tr> <td>Configure how accounting years are divided.</td> <td>option</td> </tr> </tbody> </table>	Task	Option	Configure the accounting period.	option	Automatically configure accounting period names according to date.	option	Configure fiscal year abbreviations.	option	Configure how accounting years are divided.	option
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Fiscal Period template											

Correct Answer:

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Reference: <https://docs.microsoft.com/en-us/power-platform/admin/work-fiscal-year-settings>

#### QUESTION 4

A company measures their sales team on the number of appointments they make in a fiscal year.

The company needs to be able to track how many appointments have been scheduled by each salesperson.

You need to ensure the sales representatives are achieving their appointment targets.

What should you configure?



- A. A goal for each salesperson with metric type to set to amount for number of appointments made
- B. A goal for each salesperson with metric type set to count for each customer
- C. A goal for each salesperson with metric type set to count for number of appointments made
- D. A view with the revenue for each salesperson
- E. A view with the appointments for each salesperson

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-goal-metric>

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#### QUESTION 5

A company uses Dynamics 365 Sales.

You need to associate a competitor with each closed opportunity for reporting.

What should you do?

- A. Select the Follow option for the competitor.
- B. Add the competitor to the opportunity close record.
- C. Create a user post for the competitor.
- D. Enable auditing for the competitor entity.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/close-opportunity-won-lost-sales>

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