



MB-210^{Q&As}

Microsoft Dynamics 365 Sales

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QUESTION 1

DRAG DROP

You manage Dynamics 365 Sales. You have a sales territory named SalesTerritoryA, which has an associated manager.

You need to create a new sales territory named SalesTerritoryB and assign the SalesTerritoryA manager to SalesTerritoryB.

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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Actions	Answer Area
<div data-bbox="124 922 708 1048" style="border: 1px solid blue; padding: 5px;">Add members.</div>	<div data-bbox="802 954 1382 1066" style="border: 1px solid red; height: 50px;"></div>
<div data-bbox="124 1070 708 1182" style="border: 1px solid blue; padding: 5px;">Replace the manager from SalesTerritoryA with another manager.</div>	<div data-bbox="802 1102 1382 1214" style="border: 1px solid red; height: 50px;"></div>
<div data-bbox="124 1205 708 1317" style="border: 1px solid blue; padding: 5px;">Change the name of SalesTerritoryA to SalesTerritoryB.</div>	<div data-bbox="802 1249 1382 1361" style="border: 1px solid red; height: 50px;"></div>
<div data-bbox="124 1350 708 1462" style="border: 1px solid blue; padding: 5px;">Associate the manager from SalesTerritoryA.</div>	<div data-bbox="802 1397 1382 1509" style="border: 1px solid red; height: 50px;"></div>
<div data-bbox="124 1496 708 1608" style="border: 1px solid blue; padding: 5px;">Create a new sales territory.</div>	<div data-bbox="802 1397 1382 1509" style="border: 1px solid red; height: 50px;"></div>

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Correct Answer:



Actions

0 Change the name of SalesTerritoryA to SalesTerritoryB.

Answer Area

0 Replace the manager from SalesTerritoryA with another manager.

0 Create a new sales territory.

0 Associate the manager from SalesTerritoryA.

0 Add members.

QUESTION 2

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 3

HOTSPOT

You are a Dynamics 365 for Sales environment.

You need to implement the Social Selling Assistant.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

Correct Answer:

Answer Area

Requirement

Install and configure additional required software.

Ensure that Social Assistant can be used on a dashboard

Technology or feature

	▼
Social engagement	
Dynamics 365 AI for Sales	

	▼
Relationship Assistant	
Search topics	

QUESTION 4

A sales team uses the out-of-the-box Kanban board to view the All Opportunities list.

A read-only grid is displayed for all other views.

You must display the same Kanban board when sales team members view the My Open Opportunities list.

You need to configure the view for the sales team members.

What should you add to the view?

A. PCF control



- B. Business rule
- C. Custom control
- D. JavaScript

Correct Answer: C

QUESTION 5

A company implements Dynamics 365 Sales. The company has the following requirements:

1.
Employees must have quarterly goals. The goals must calculate all deals won by quarter for each goal.
2.
Managers must be able to look at the goals and calculations any time.
The solution must use goal features without customization.

You need to create the calculation.

What should you configure?

- A. Rollup query
- B. Goal metric
- C. Rollup entity
- D. Drill-down entity

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales/goals-overview>

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