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MB-210

Microsoft Dynamics 365 for Sales

Version 1.0

Sections
1. Perform Configuration
2. Manage Core Sales Identities
3. Manage Sales Entities

Exam A

QUESTION 1
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, 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 365 for Sales system customizer.

You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form.

Solution: Use Dynamics 365 AI for Sales.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms

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, 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 365 for Sales system customizer.

You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form.

Solution: Add the LinkedIn Sales Navigator Contact (member profile) control.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms

QUESTION 3
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, 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 365 for Sales system customizer.

You need to set up LinkedIn Sales Navigator Lead (member profile) on the Lead form.

Solution: Use Unified Interface apps.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controls-forms

QUESTION 4
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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol.

Solution: Change the currency decimal precision and currency display options.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 5
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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol.

Solution: Change the currency code and symbol so that both are displayed.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Perform Configuration
Explanation
Explanation/Reference:

QUESTION 6
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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to move their headquarters from the United States to Europe.

You need to round all currency values to four decimal places and display the correct currency symbol.

Solution: Change the default currency.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 7
DRAG DROP

You use Dynamics 365 for Sales.

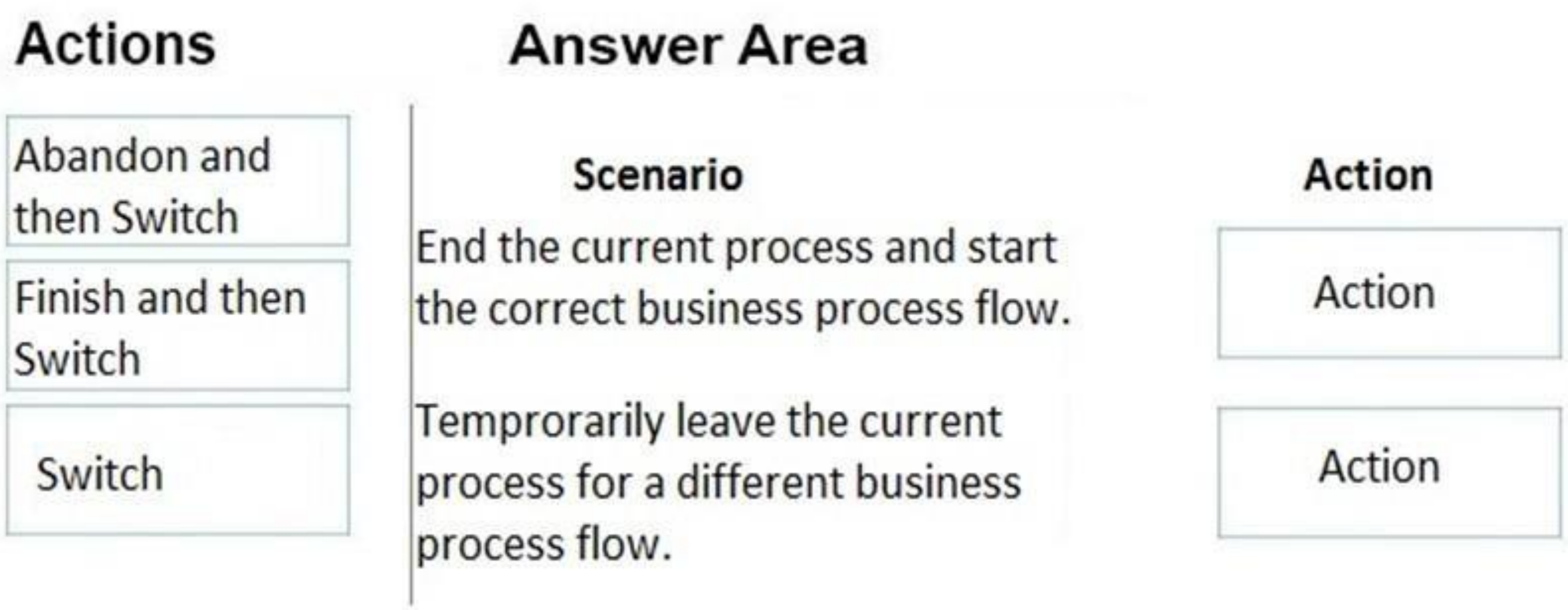
You are in stage two of business process flow that has five stages.

You need to use multiple business process flows.

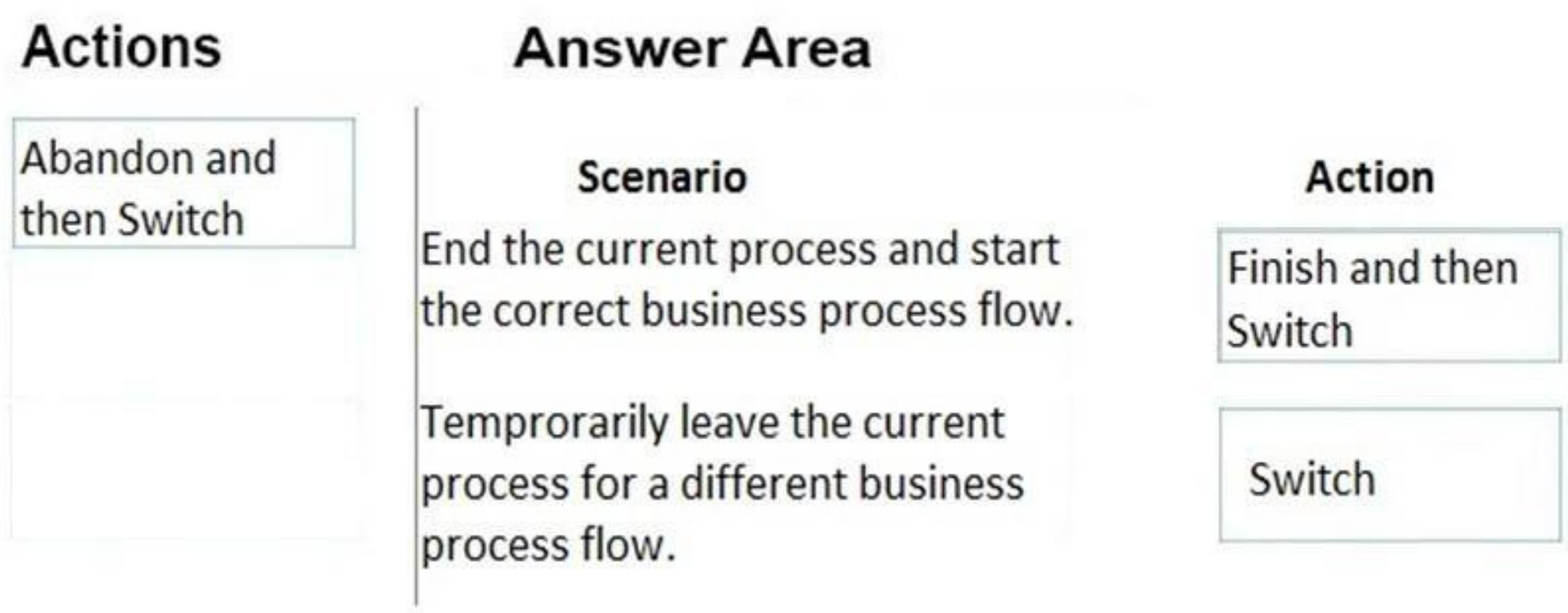
Which actions should you perform? To answer, drag the appropriate actions to the correct scenarios. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 8 You work for a company using Dynamics 365 for Sales.

When customers call the company, they must provide their quote number. Customers report that quote numbers are too long.

You need to shorten quote numbers to the minimum possible length.

What should you do?

A. Change the field type from auto number to decimal number
B. Reduce the auto number prefix to one character
C. Reduce the suffix length to four characters
D. Ensure that the prefix setting is read-only

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contract-case-article-quote-order-invoice-campaign-category-knowledge-articles

QUESTION 9
DRAG DROP

You manage the Dynamics 365 environment for Contoso, Ltd. A rule automatically creates a lead associated with an email when an email is sent to sales@contoso.com.

You need to ensure that the marketing manager receives an email each time an email request is sent to sales@contoso.com.

How should you configure the rule? To answer, drag the appropriate actions to the correct requirements. Each action 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:

Actions

- Create a business process flow
- Create a child worflow
- Create a real-time workflow

Answer Area

Requirement	Action
Create an email.	Action
Send the email.	Action

Correct Answer:

Actions

- Create a business process flow

Answer Area

Requirement	Action
Create an email.	Create a real-time workflow
Send the email.	Create a child worflow

Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 10 You are a Dynamics 365 administrator.

A sales manager changes the target goal for a salesperson from $26,000.00 to $20,000.00. However, the currency symbol changes from $ to £. Other managers are not experiencing this issue.

You need to fix the currency symbol for the sales manager.

What should you change?

A. the default currency in personal options
B. the currencies in settings
C. the currency display option in system settings
D. the current format in personal options

Correct Answer: A
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 11 You are Dynamics 365 for
Sales administrator.

Sales representatives must enter estimated revenue only as an exception.

You need to ensure that estimated revenue for opportunities is automatically calculated.

What should you do?

A. In the System Settings sales tab, change the default revenue type to **System Calculated**
B. In custom controls, change the default revenue setting to **System Calculated**
C. In Personalization settings for each user, change the default revenue type to **System Calculated**
D. In Opportunities, change the default value of the revenue type to **System Calculated**

Correct Answer: D
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 12
HOTSPOT

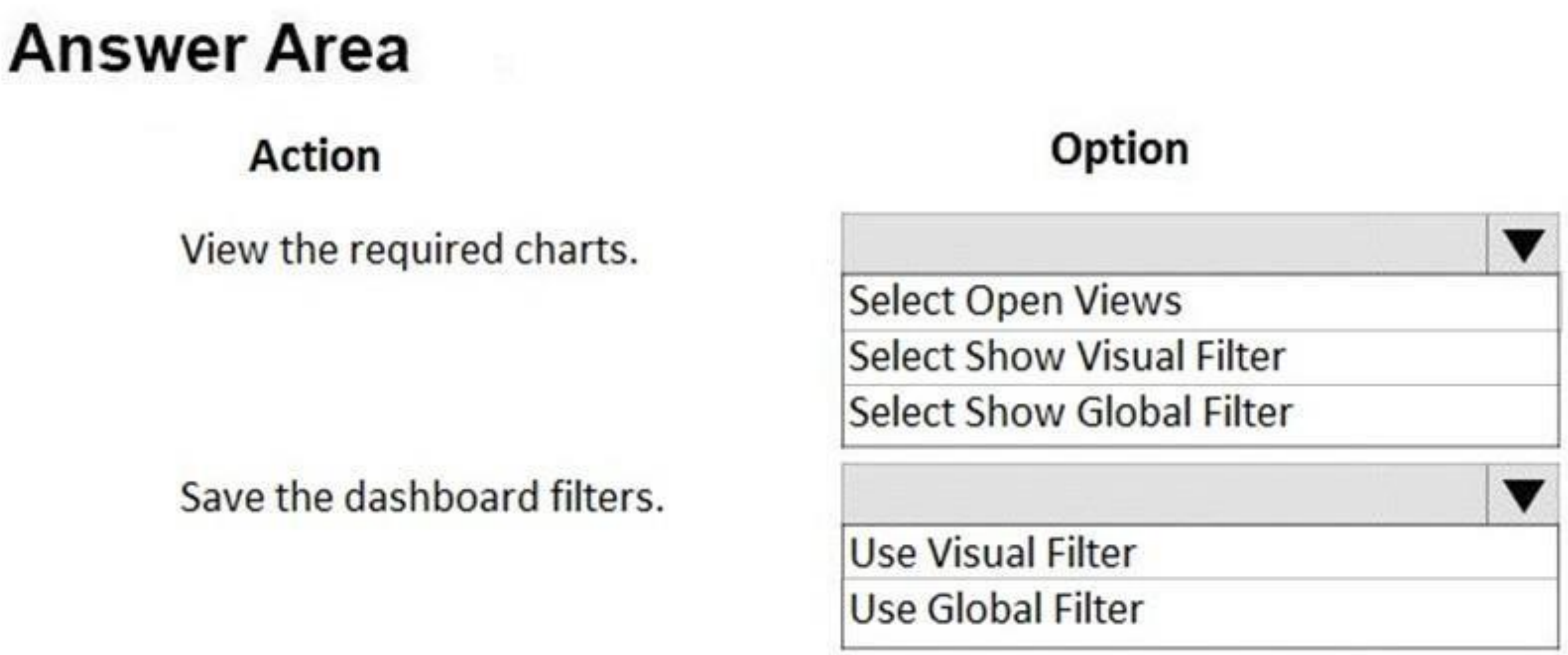
You are a Dynamics 365 for Sales administrator. You have an interactive experience leads dashboard.

You need to create a filtered view of the dashboard.

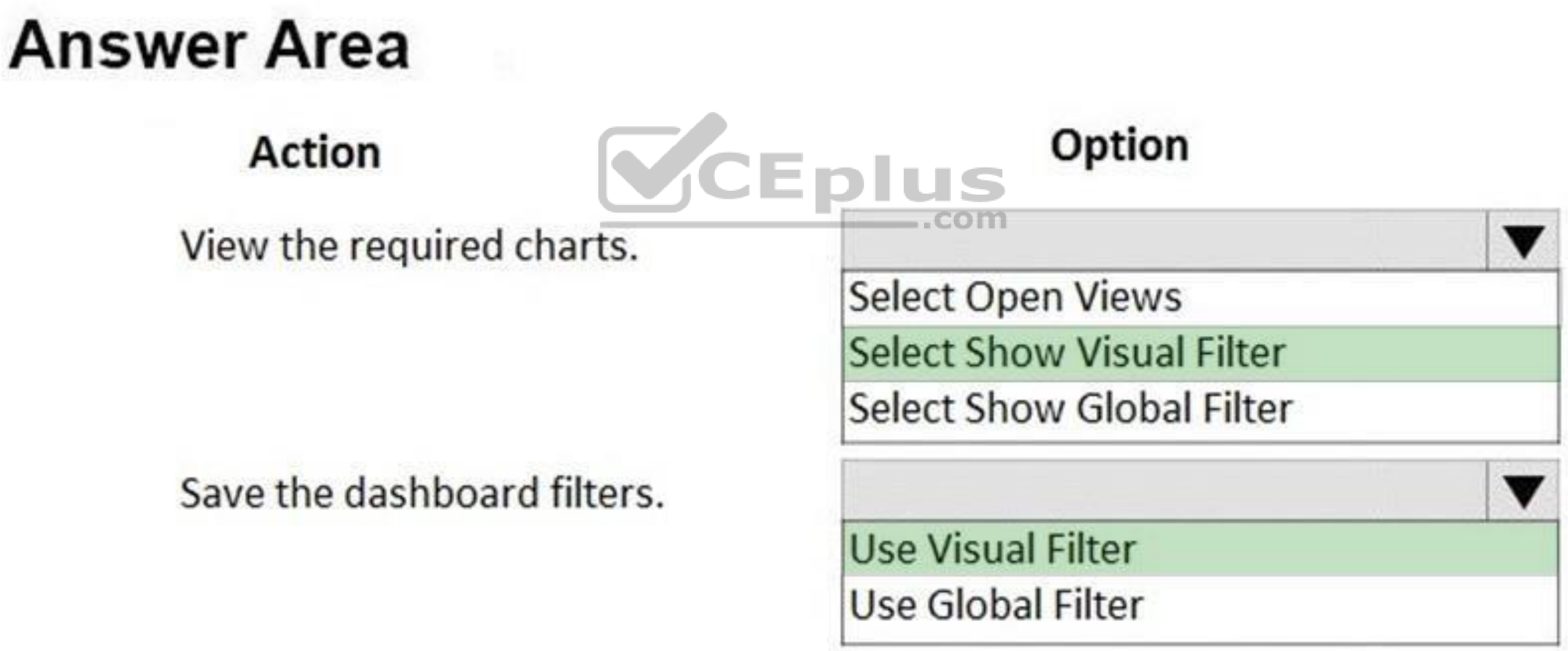
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
DRAG DROP

You manage a Dynamics 365 environment for Sales. You create the following rule items to respond to inbound emails from potential customers:

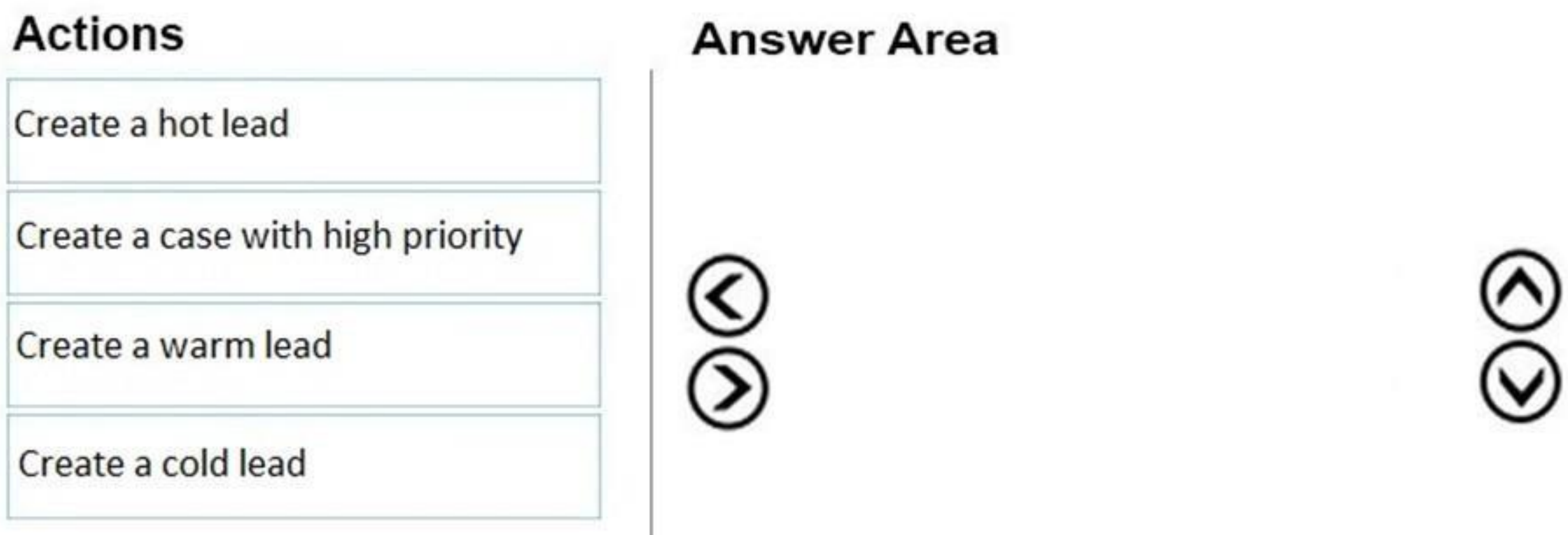
- Emails that contain the words support or help must create a new high-priority case.
- Emails that contain the words buy or purchase must create a warm-lead record. The words buy and purchase are more important than support or help.

- Emails that specifically mention ProductA must always create a hot lead for that product regardless of other words mentioned.
- If none of the targeted words are present in an email, a cold lead must be created.

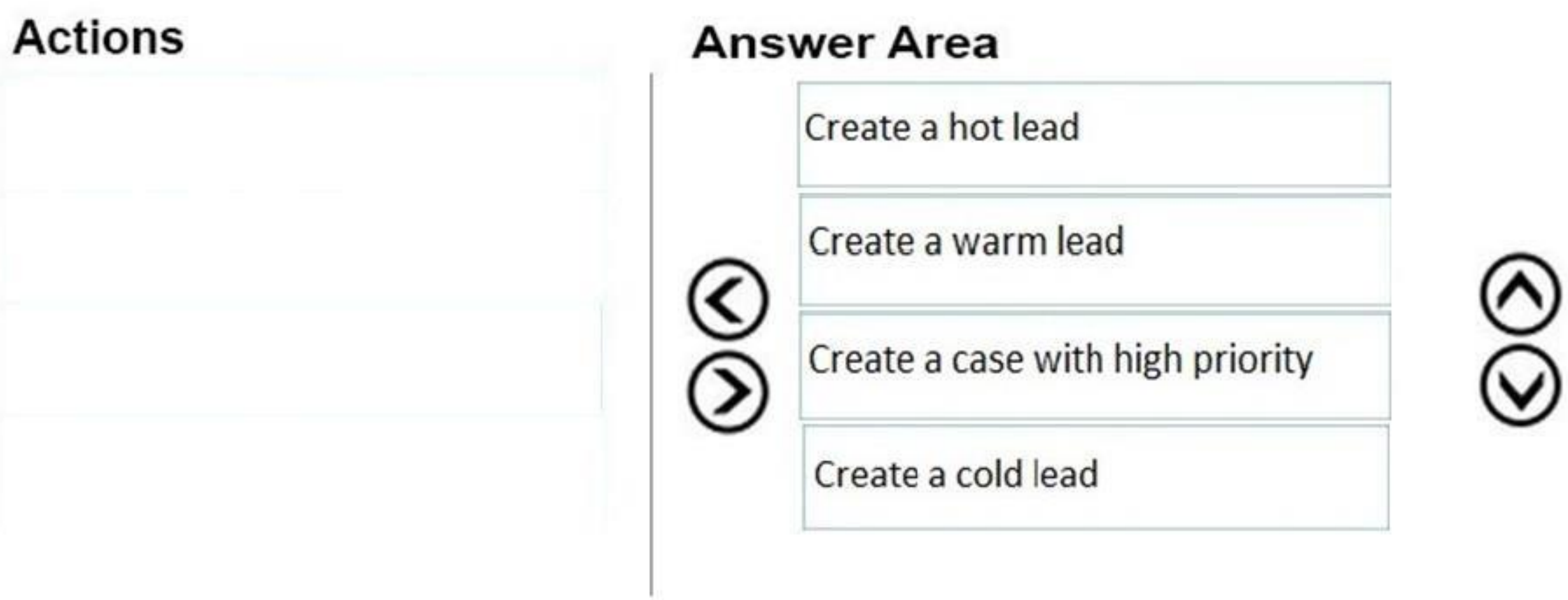
You need to configure the order in which rule items are processed.

In which order should you run the rule items? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
DRAG DROP

You are a Dynamics 365 administrator.

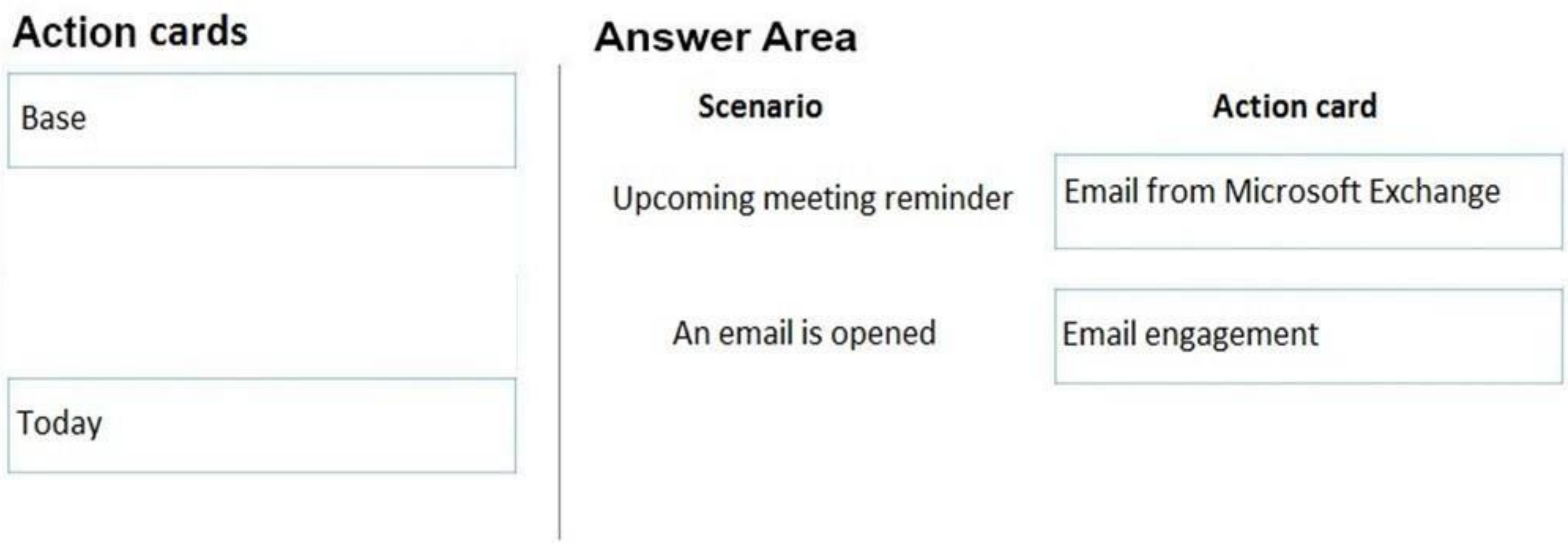
You need to configure action cards in Relationship Assistant.

Which action card should you enable for each scenario? To answer, drag the appropriate action cards to the correct scenarios. Each action card 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:



Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://community.dynamics.com/crm/b/crmpowerobjects/archive/2018/12/31/enable-and-configure-relationship-assistant

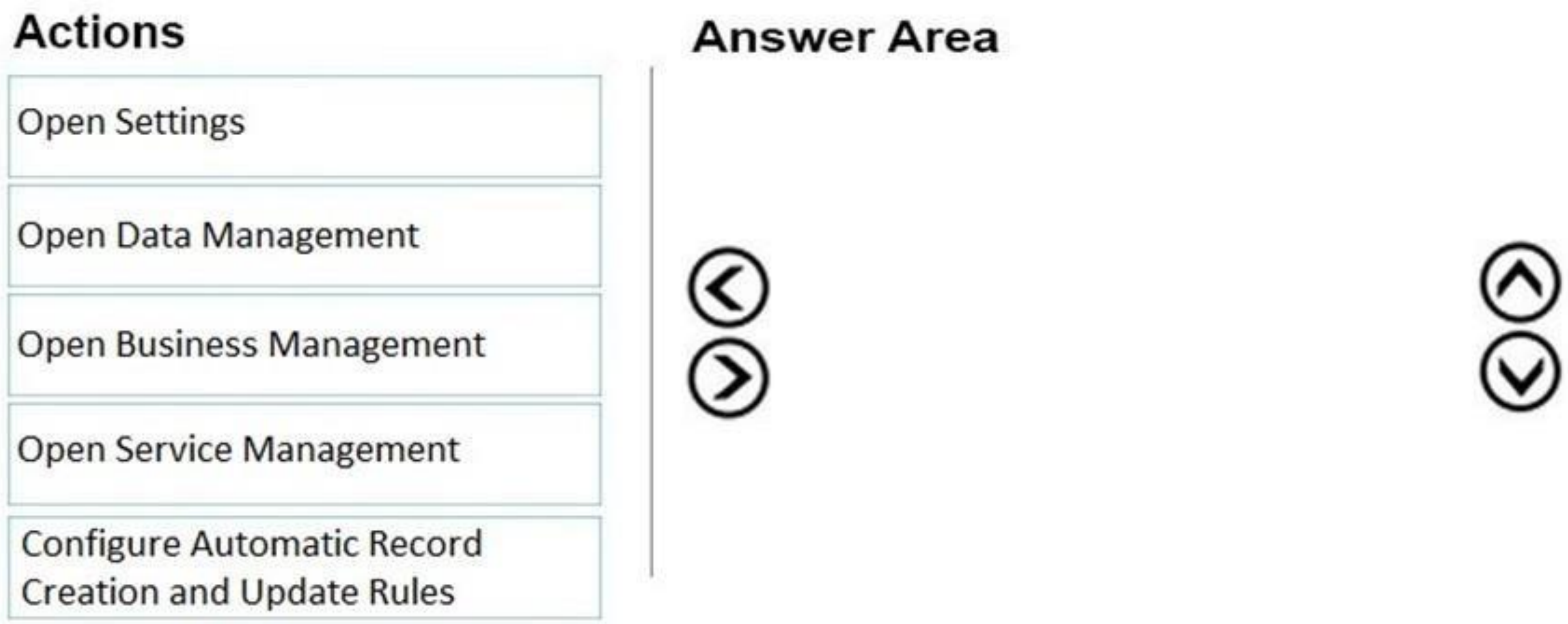
QUESTION 15
DRAG DROP

You manage a Dynamics 365 for Sales environment.

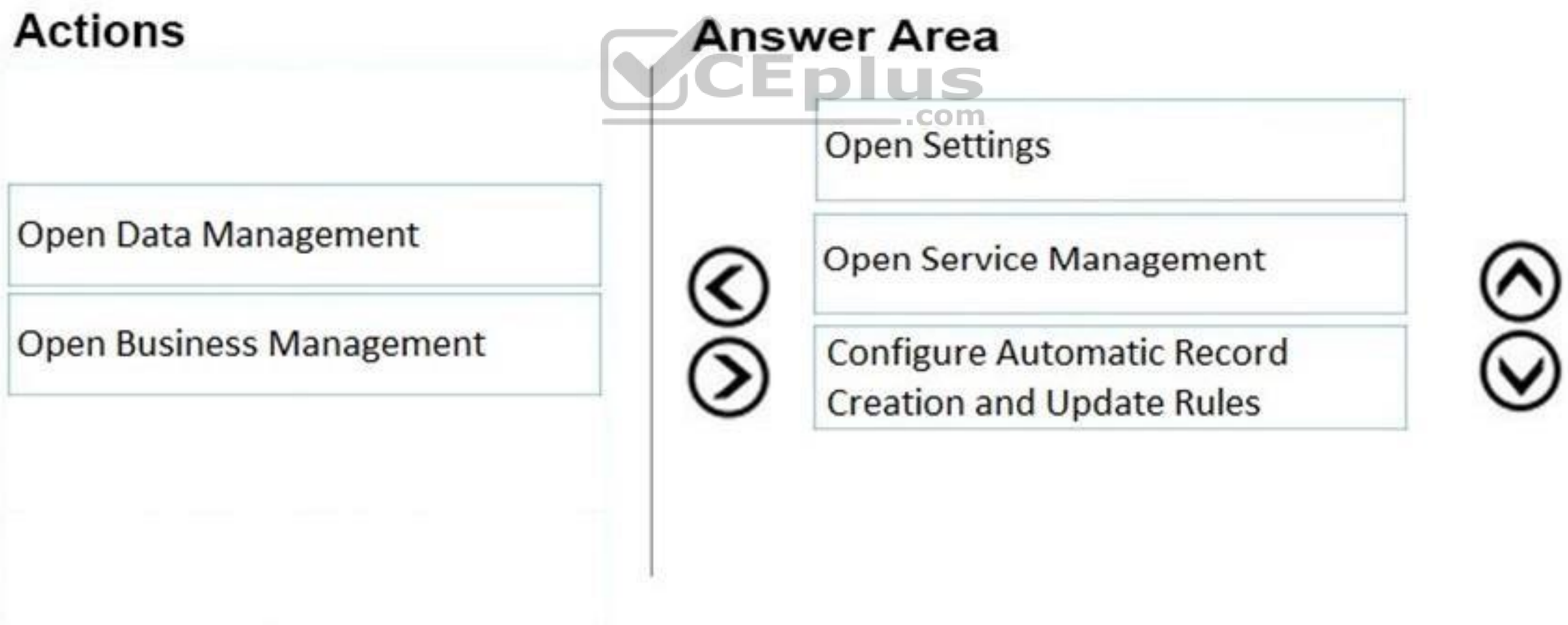
You need to automatically create records for salespeople when they complete phone call activities.

Which three 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:



Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-rules-to-automatically-create-or-update-records

QUESTION 16
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	Technology or feature
Install and configure additional required software.	Social engagement Dynamics 365 AI for Sales
Ensure that Social Assistant can be used on a dashboard	Relationship Assistant Search topics

Correct Answer:

Answer Area

Requirement	Technology or feature
Install and configure additional required software.	Social engagement Dynamics 365 AI for Sales
Ensure that Social Assistant can be used on a dashboard	Relationship Assistant Search topics

Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
You manage a default Dynamics 365 for Sales environment. You are configuring a sales dashboard.

You need to create an interactive dashboard.

Which three entities can you use? Each correct answer presents c complete solution.

NOTE: Each correct selection is worth one point.

A. Queue Item
B. Opportunity
C. Knowledge Article
D. Case
E. Invoice

Correct Answer: ACD
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactive-dashboards

QUESTION 18
HOTSPOT

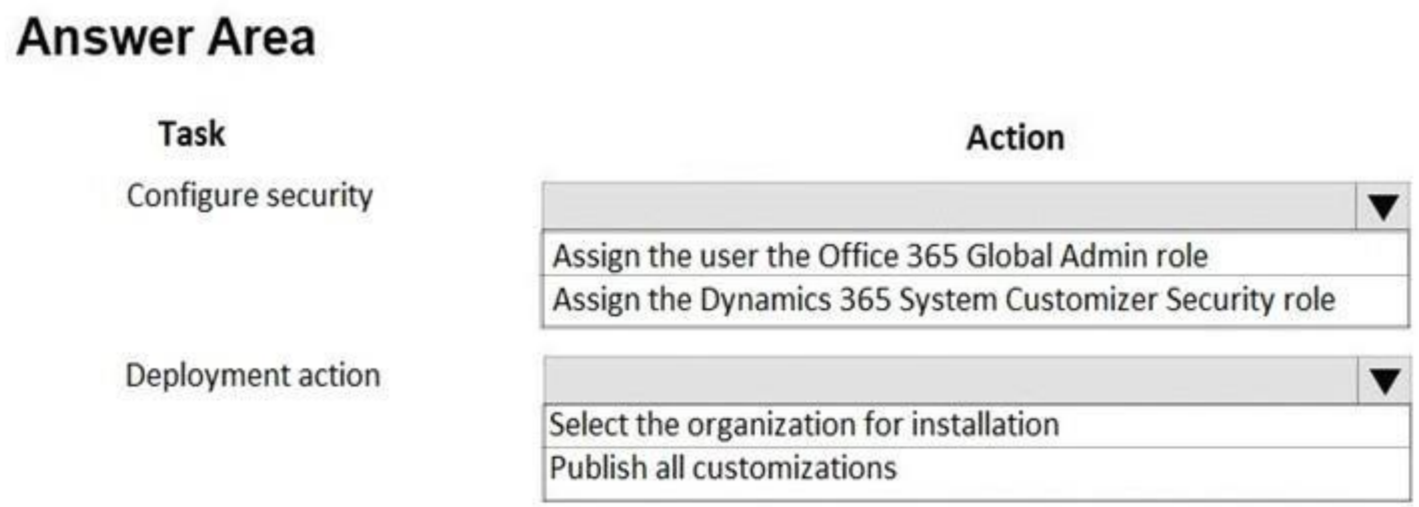
You manage a Dynamics 365 environment. You plan to implement business process flows from AppSource.

You need to ensure that you can install the business process flows.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:

Answer Area

Task	Action
Configure security	Assign the user the Office 365 Global Admin role Assign the Dynamics 365 System Customizer Security role
Deployment action	Select the organization for installation Publish all customizations

Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
DRAG DROP

You are configuring Dynamics 365 for Sales. Your organization has a five-stage sales process comprised of leads, opportunities, client validation, quotes, and orders.

You need to ensure that salespeople can move through the sales process and view progress.

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.

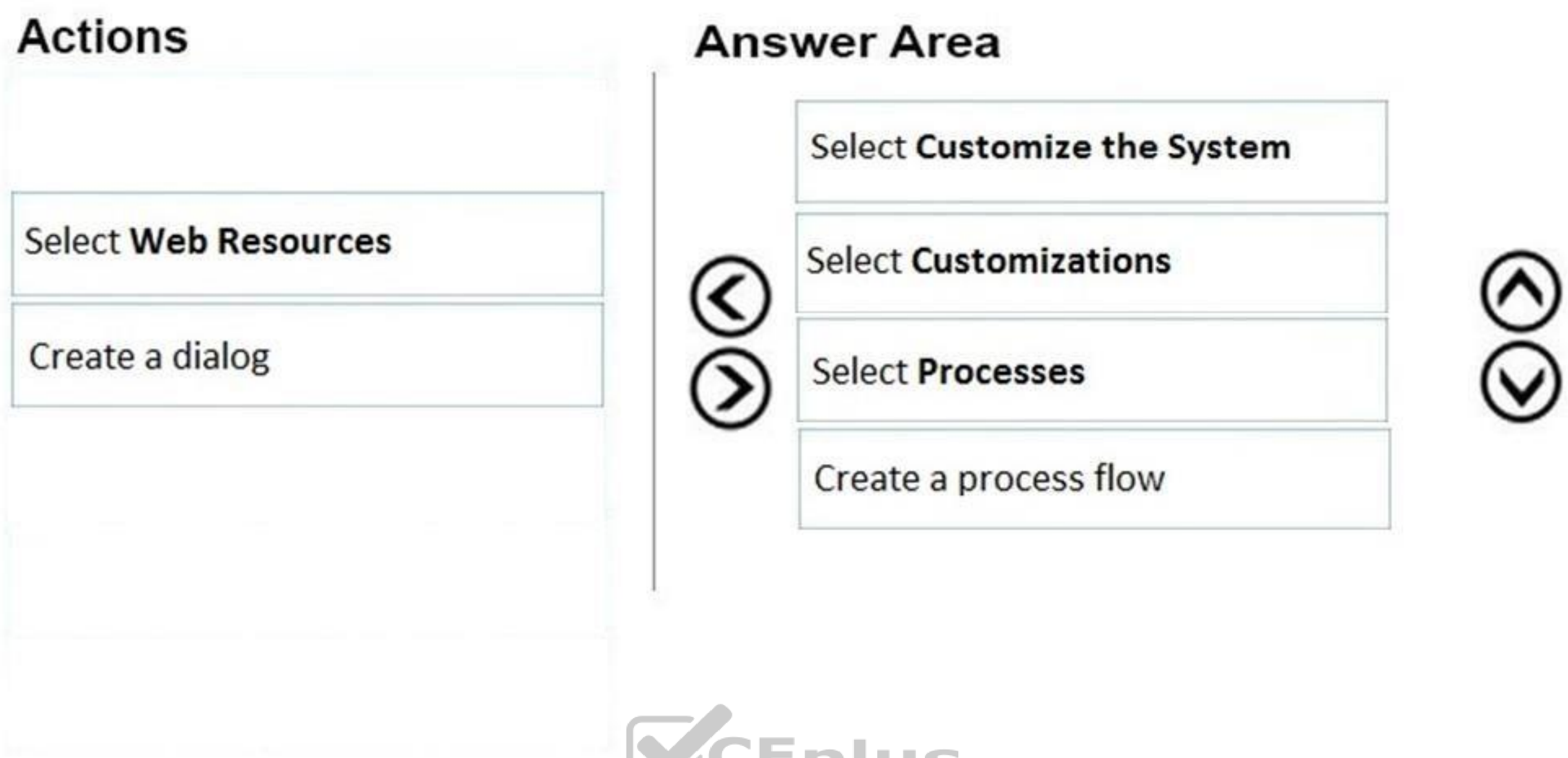
Select and Place:

Actions

- Select **Customize the System**
- Select **Web Resources**
- Create a dialog
- Create a process flow
- Select **Customizations**
- Select **Processes**

Answer Area

Correct Answer:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 20 You have opportunities that have values in multiple currencies. The currency exchange rate automatically updates.

You need to ensure that currency values are accurately reported.

When is the new currency exchange rate applied to the opportunity records?

A. when a change is made to a currency field
B. when a user opens the opportunity record
C. when a user manually recalculates opportunity
D. when the calculate rollup field system job for the msdyn_projectteam entity runs

Correct Answer: A
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 21

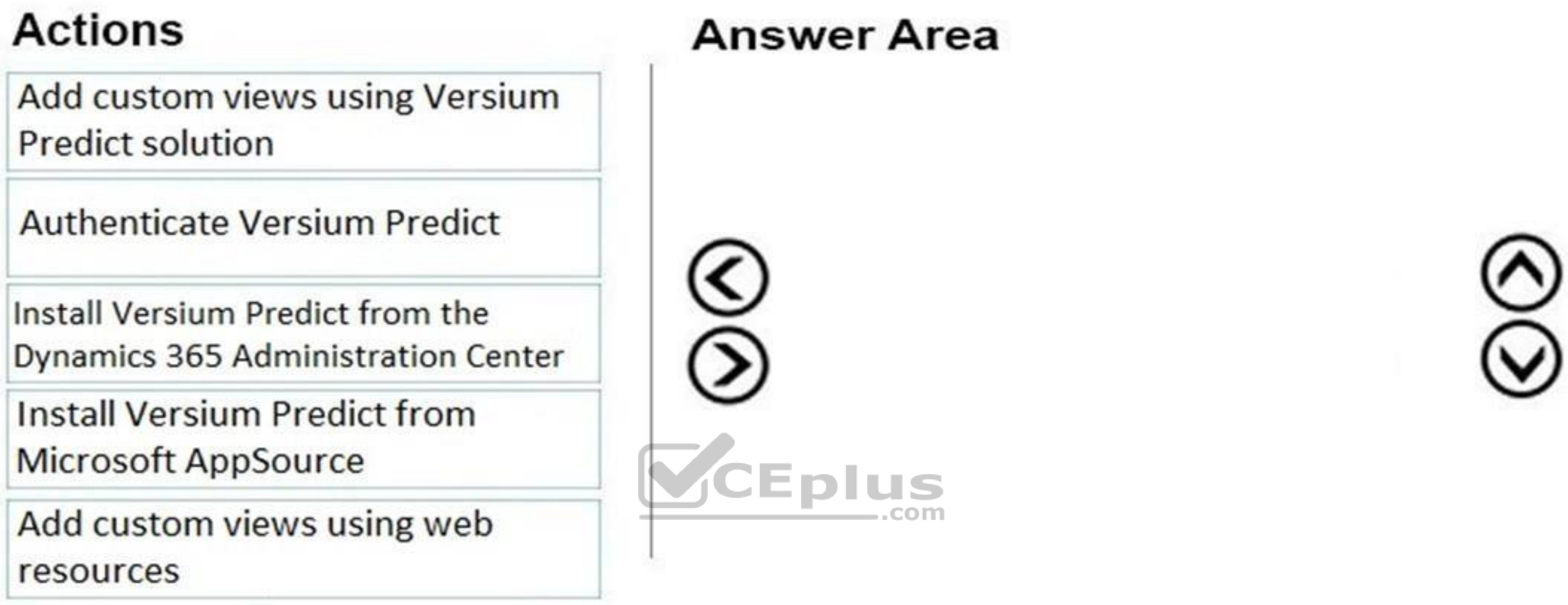
DRAG DROP

You are a Dynamics 365 for Sales administrator.

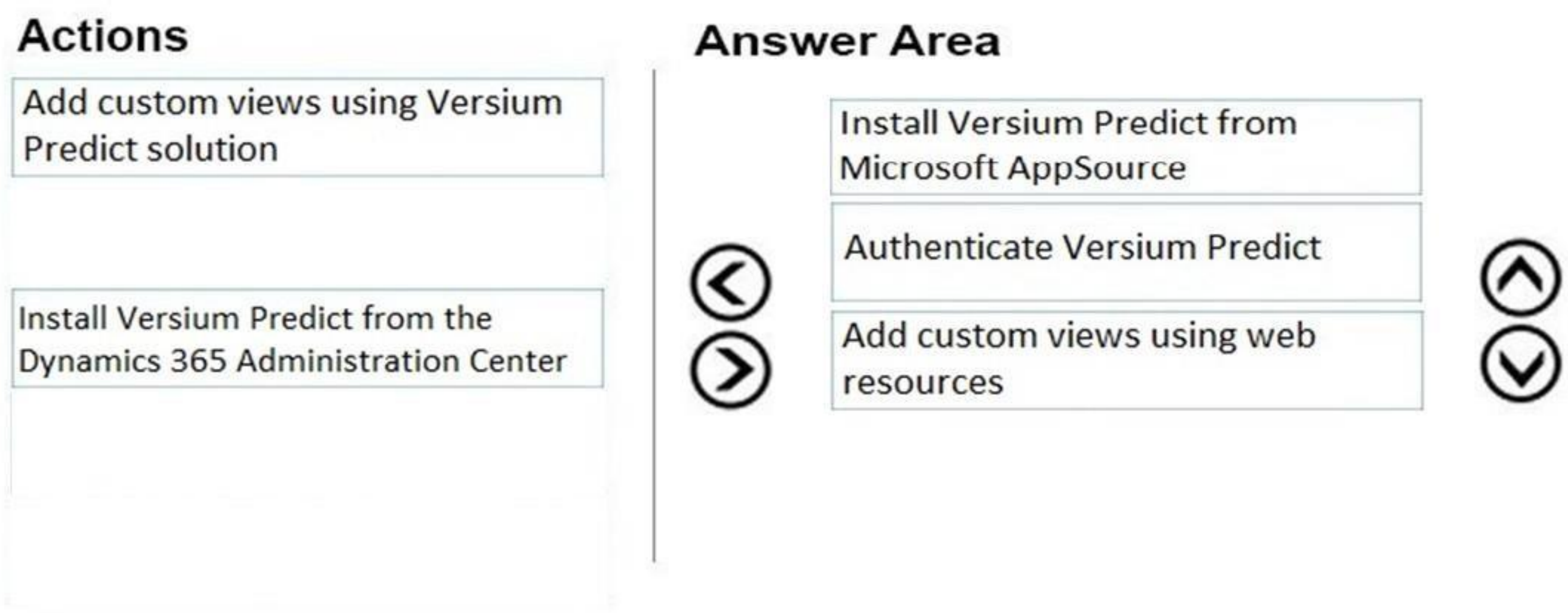
You need to implement Versium Predict with custom views.

Which three 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:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 22 A company plans to close early on the last day of the month for an employee celebration.

You need to configure Dynamics 365 to prevent scheduling of sales support resources for that day.

Which feature should you use?

A. Events
B. Business closure
C. Fiscal calendar
D. Time off request

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-when-business-closed-csh

QUESTION 23
DRAG DROP

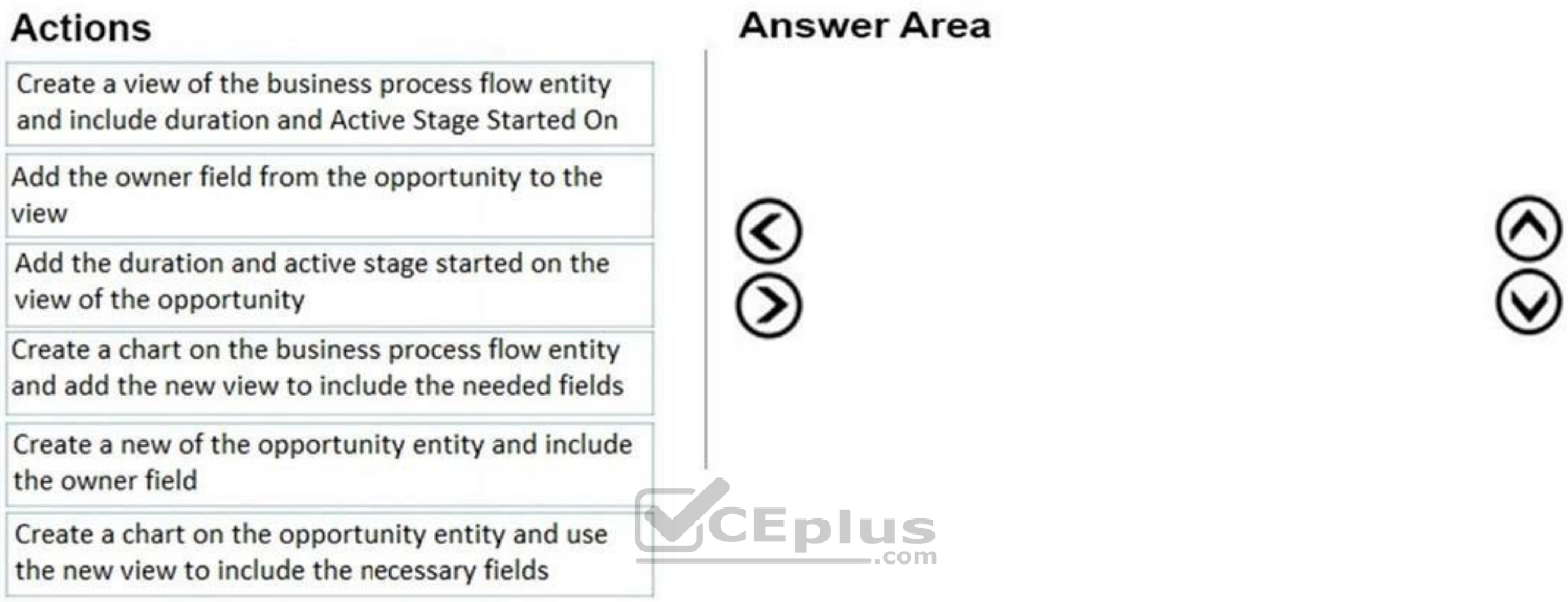
You use opportunities with business process flows in Dynamics 365.

You do not have insight into the amount of time spent per process and when the last stage became active.

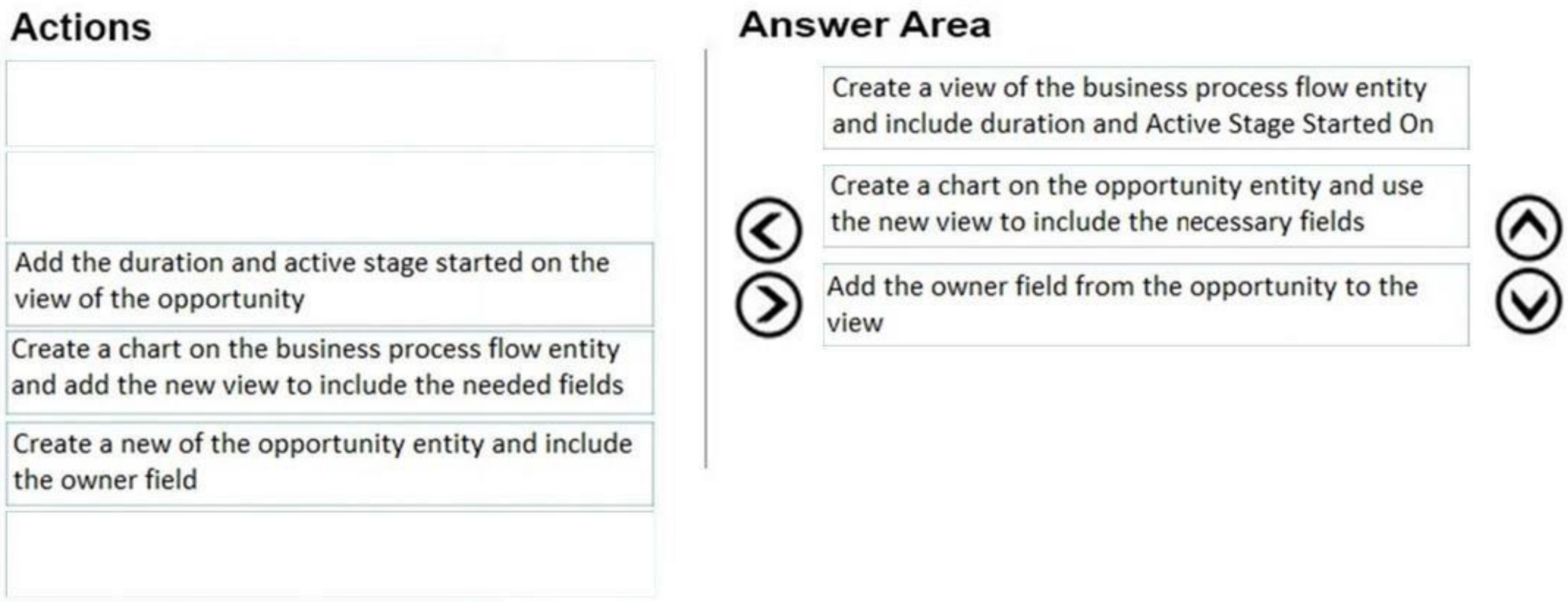
You need to create views and charts that give you this insight and that allow you to track by the owner of the opportunity.

Which three 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:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 24 An organization uses sales dashboards in Dynamics 365.

You need to configure a single a dashboard that includes the following data:

▪ both complex key performance indicators that are derived from external data and custom visuals ▪ real-time data on sales performance that is based on Dynamics 365 data.

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

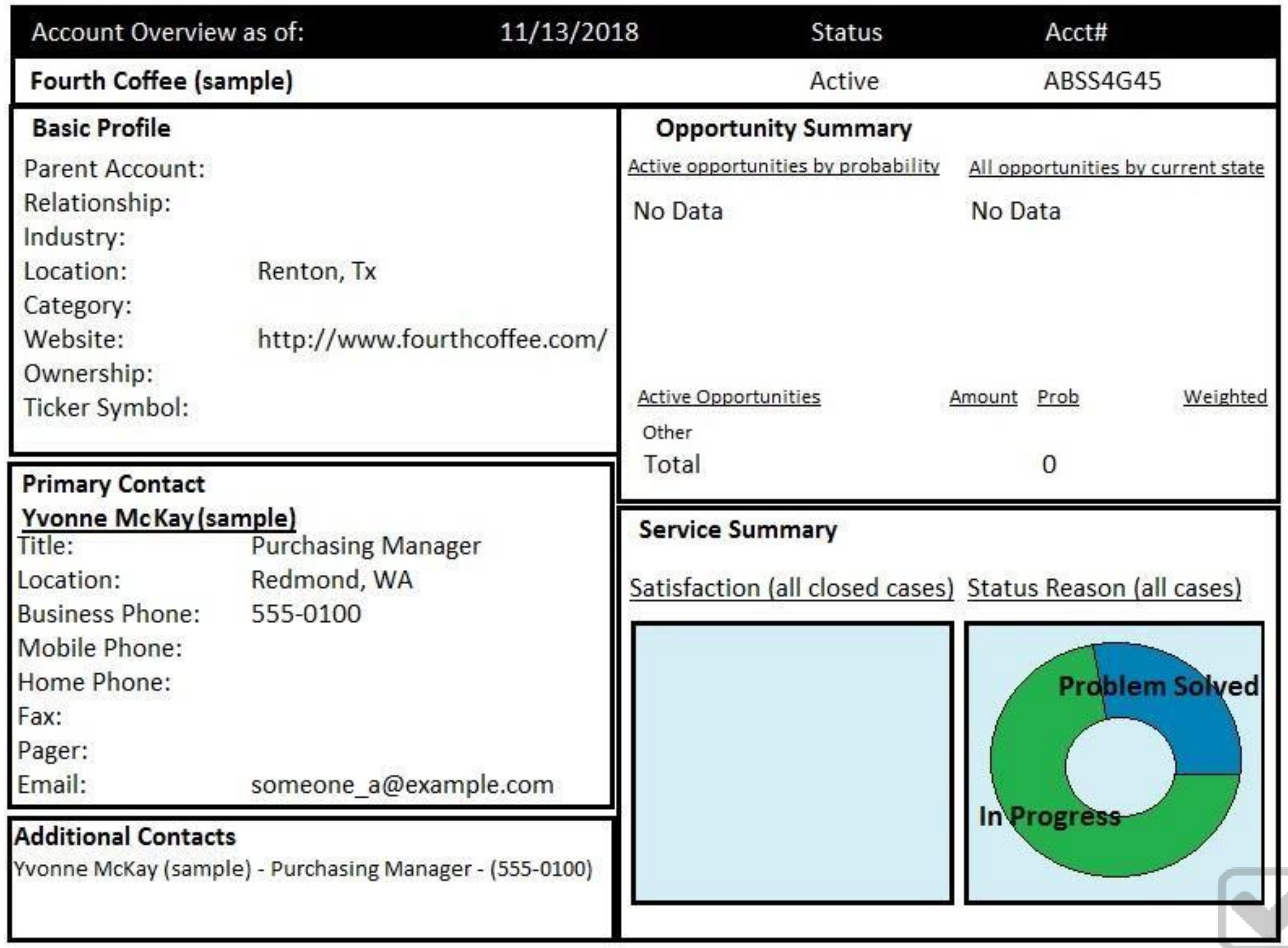
NOTE: Each correct selection is worth one point.

A. Add the external data as virtual entities in Dynamics 365 and use it for the dashboard visualizations.
B. Create all visuals in a Microsoft Power BI dashboard. Embed the dashboard in Dynamics 365.
C. Create tiles and a dashboard in Microsoft Power BI.
D. Create charts with required data in Dynamics 365.
E. Combine Microsoft Power BI and standard charts on a standard dashboard in Dynamics 365.

Correct Answer: ABE
Section: Perform Configuration
Explanation

Explanation/Reference:
QUESTION 25
HOTSPOT

You run an Account Overview report for Fourth Coffee. The following results are displayed.


Account Overview as of: 11/13/2018 Status Acct#

Fourth Coffee (sample) Active ABSS4G45

Basic Profile

Parent Account:	
Relationship:	
Industry:	
Location:	Renton, Tx
Category:	
Website:	http://www.fourthcoffee.com/
Ownership:	
Ticker Symbol:	

Opportunity Summary

Active opportunities by probability: No Data

All opportunities by current state: No Data

Active Opportunities	Amount	Prob	Weighted
Other			
Total		0	

Primary Contact

Yvonne McKay (sample)

Title:	Purchasing Manager
Location:	Redmond, WA
Business Phone:	555-0100
Mobile Phone:	
Home Phone:	
Fax:	
Pager:	
Email:	someone_a@example.com

Service Summary

Satisfaction (all closed cases) Status Reason (all cases)

Additional Contacts

Yvonne McKay (sample) - Purchasing Manager - (555-0100)

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	There are no closed cases Users are not completing the satisfaction field The Reporting Service is down Cases with the problem solved have not been closed
Which type of account is Fourth Coffee?	Active Parent Account Inactive Child Account

Correct Answer:

Answer Area

Question	Answer choice
Why is the satisfaction area blank?	There are no closed cases Users are not completing the satisfaction field The Reporting Service is down Cases with the problem solved have not been closed
Which type of account is Fourth Coffee?	Active Parent Account Inactive Child Account

Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 26 You are an administrator for Dynamics 365 for Sales.

You need to ensure that a user can install and configure the Social Selling Assistant.

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

NOTE: Each correct selection is worth one point.

A. Grant the user the sales manager role
B. Assign the user a license for Microsoft Dynamics 365 (online) or Microsoft Social Engagement
C. Assign the user a license for both Microsoft Dynamics 365 (online) and Microsoft Social Engagement
D. Grant the user the system administrator or system customizer role

Correct Answer: CD
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/previous-versions/dynamicscrm-2016/administering-dynamics-365/mt793319(v=crm.8)

QUESTION 27
A company uses Dynamics 365 for Sales. The company has not made changes to any of the default security roles.

You need to ensure that users can assign salespeople to sales territories.

Which security role can you use?

A. Delegate
B. Sales Person
C. Sales Manager
D. System Customizer

Correct Answer: C
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 28
HOTSPOT

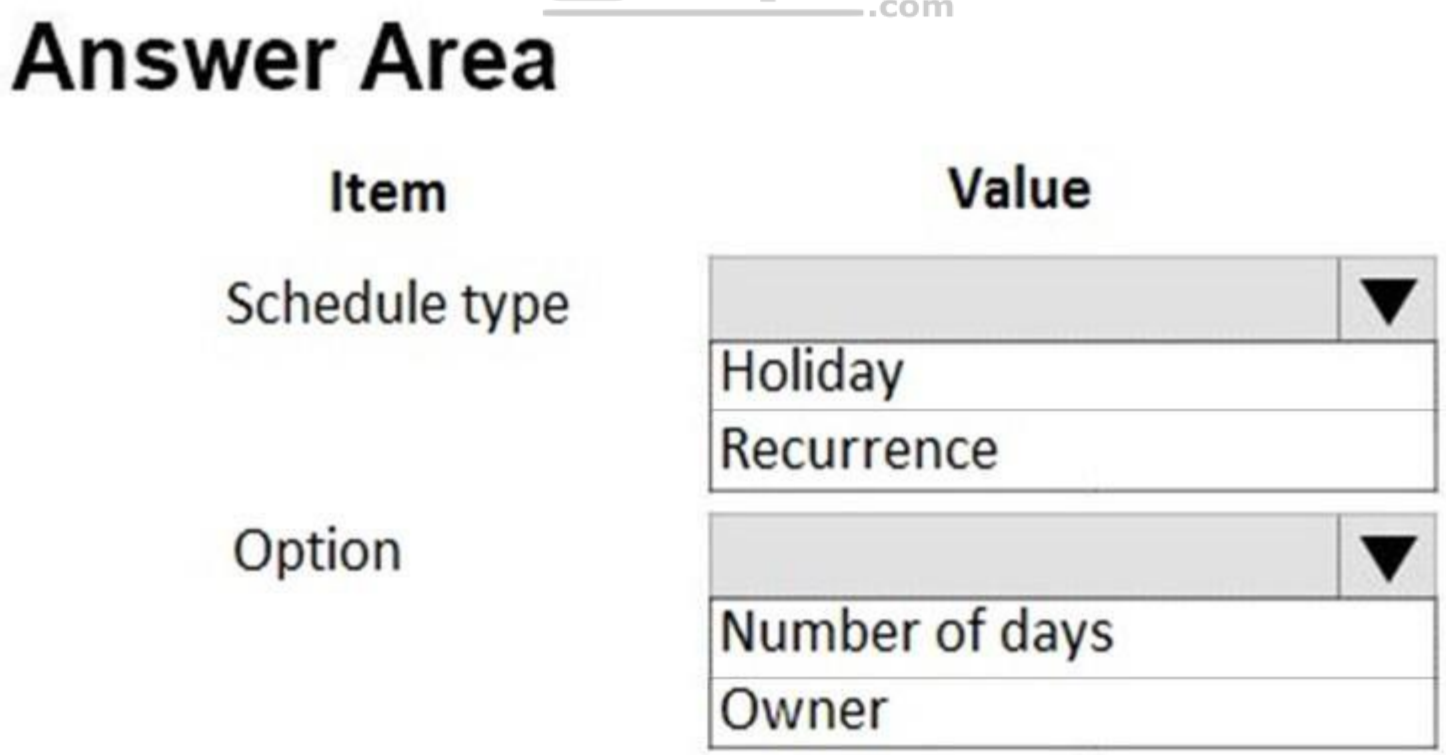
A company uses Dynamics 365 for Sales.

You need to reduce the number of pre-sales support days that are available based on the days the company is closed for public holidays.

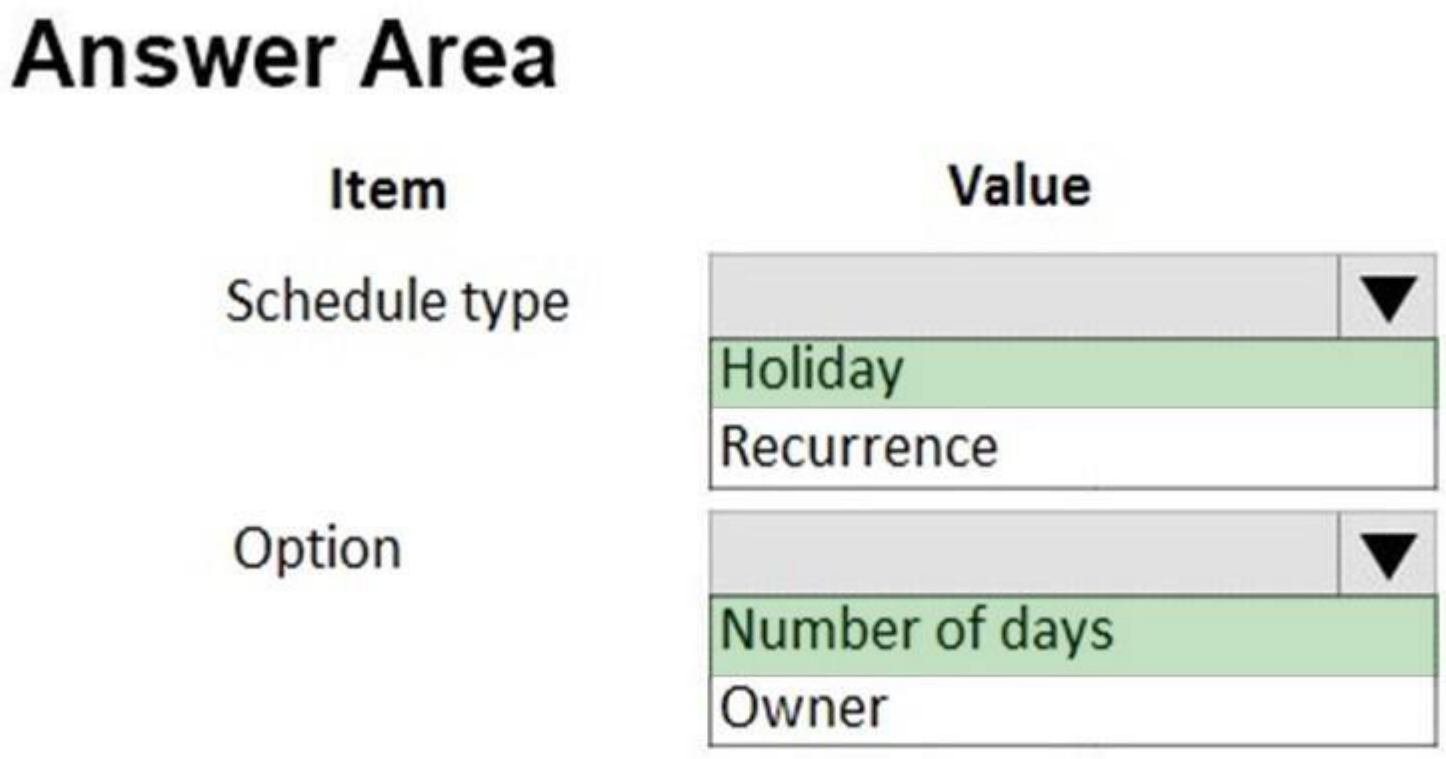
How should you configure the schedule? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Perform Configuration
Explanation

Explanation/Reference:
Explanation:

QUESTION 29 A company uses Dynamics 365 for Sales to analyze their competitive wins and losses data.

Sales staff close lost opportunities and enter the Actual Revenue, Closed Date, Competitor, and the reason for the loss.

You need to create a dashboard that provides information related to the last 30 days of opportunities closed as lost.

Which entity should you use?

A. Opportunity Close
B. Opportunity
C. Competitor
D. Opportunity Line

Correct Answer: B
Section: Perform Configuration
Explanation

Explanation/Reference:

QUESTION 30 An organization uses Dynamics 365 for Sales.

You need to create a quote template in Microsoft Word for use in the organization.

What should you do?

A. Create a flow
B. Enable dynamic content in Microsoft Word
C. Enable the Developer tab in Microsoft Word
D. Enable VBA in Microsoft Word

Correct Answer: C
Section: Perform Configuration
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/using-word-templates-dynamics-365

QUESTION 31
HOTSPOT

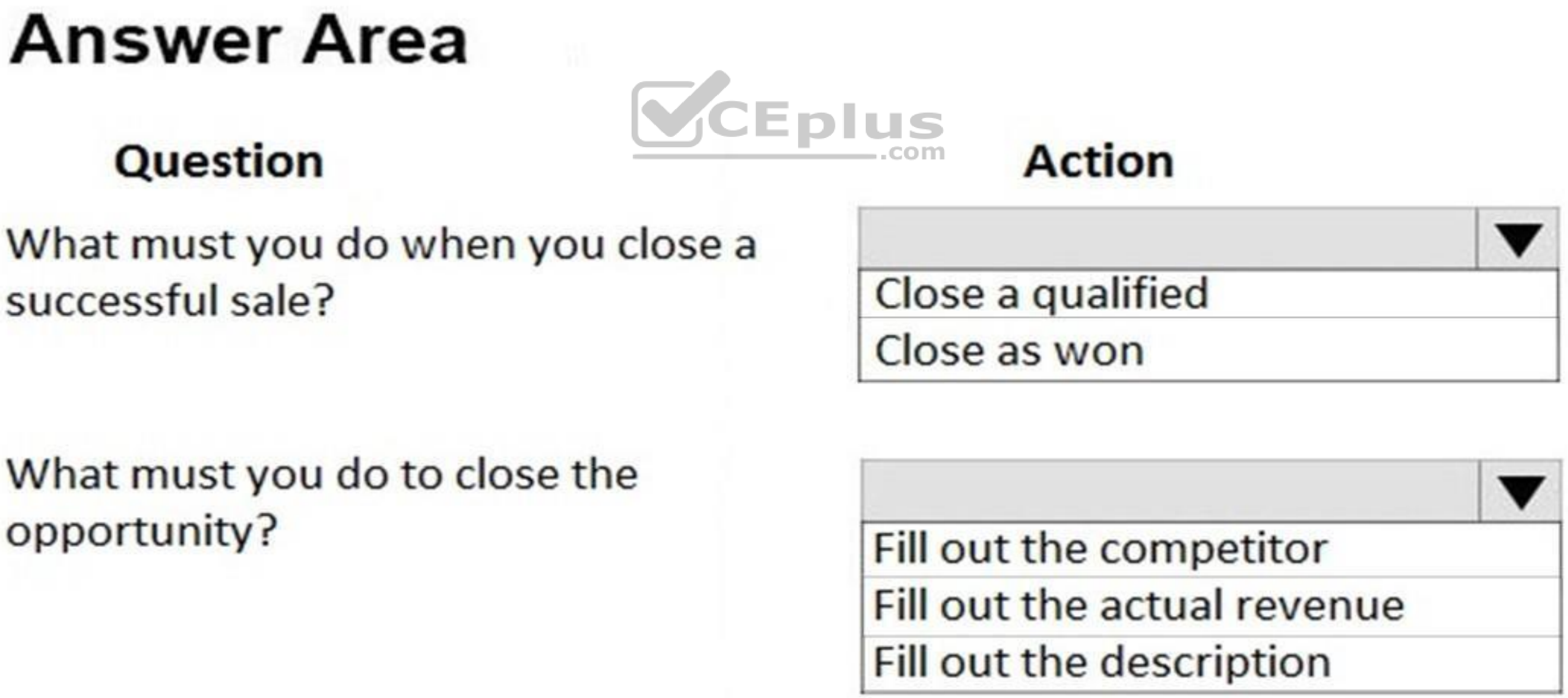
You are a salesperson working with Dynamics 365. Your role includes working with opportunities.

You need to close opportunities.

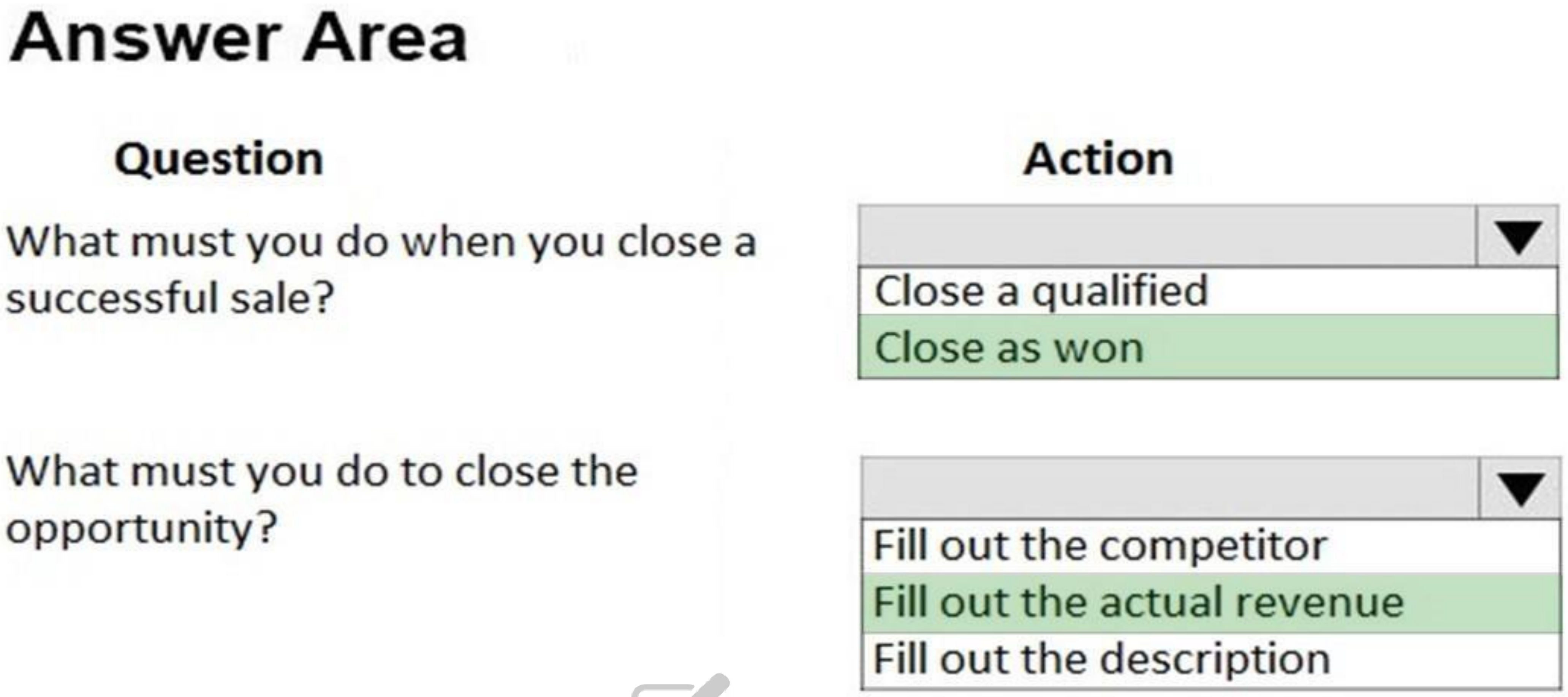
Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 32 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.

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 stakeholder role
C. Grant User2 the security role
D. Instruct User2 to follow the record

Correct Answer: A
Section: Manage Core Sales Identities Explanation

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

QUESTION 33
HOTSPOT

You use Dynamics 365 for Sales.

You need to add products to an opportunity.

Which actions should you perform? To answer, select the appropriate options in the answer area.

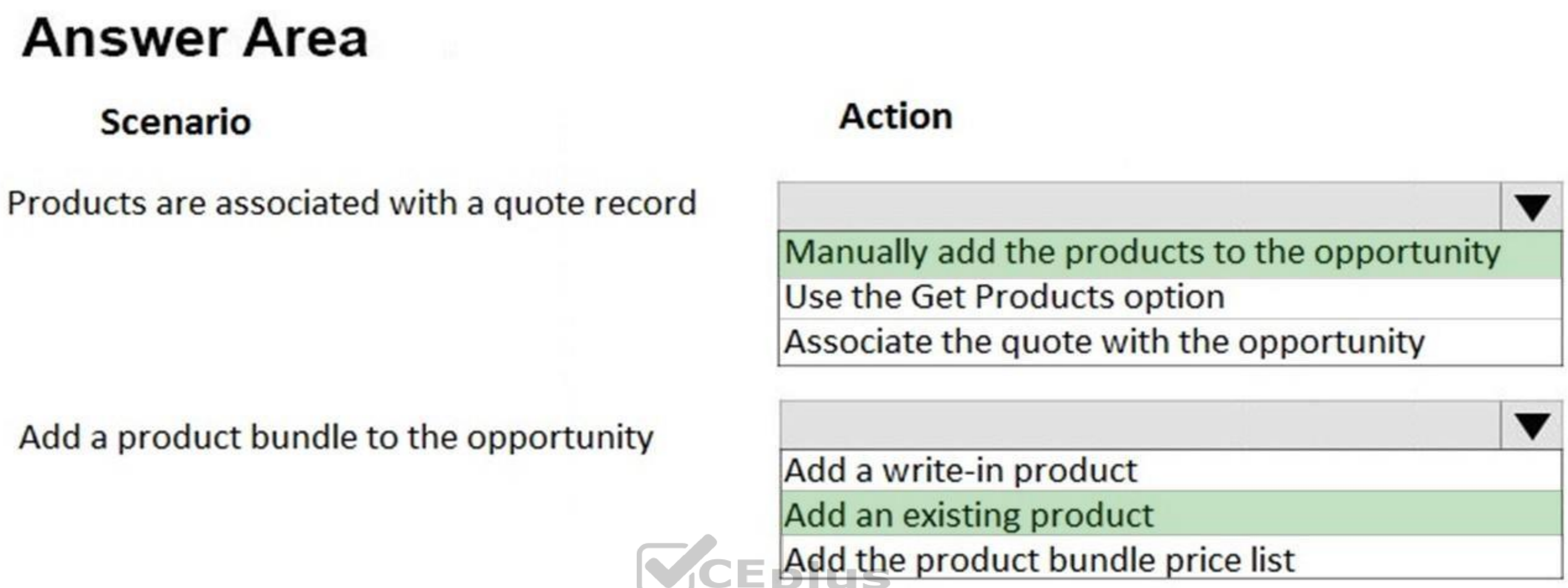
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
Products are associated with a quote record	Manually add the products to the opportunity Use the Get Products option Associate the quote with the opportunity
Add a product bundle to the opportunity	Add a write-in product Add an existing product Add the product bundle price list

Correct Answer:



Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 34 You manage Dynamics 365 environments for client organizations.

A client suspects they are losing business. The client must be able to capture reasons each time an opportunity is lost.

You need to configure Dynamics 365 to ensure that you can capture the required information.

Which field should you configure?

A. Opportunity status reason
B. Opportunity close status
C. Opportunity status
D. Opportunity close status reason

Correct Answer: A
Section: Manage Core Sales Identities Explanation

Explanation/Reference:

QUESTION 35
HOTSPOT

You use opportunities with products and price lists in Dynamics 365 for Sales.

You need to add products than exist in PriceListA and PriceListB to an opportunity.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Add the products to the opportunity.	Add both proce lists to the opportunity and add the products from both PriceListA and PriceListB Add the products from PriceListA, change to PriceListB, and add the remaining products Add the products to the opportunity and specify PriceListA or PriceListB on the product
Select **Recalculate** on an opportunity.	Each product is recalculated using the current list price both PriceListA and PriceListB The estimated revenue is recalculated according to the prices currently displayed on the product line items grid The products on the active price list in the opportunity are recalculated according to current list price

Correct Answer:

Answer Area

Requirement	Action
Add the products to the opportunity.	Add both proce lists to the opportunity and add the products from both PriceListA and PriceListB Add the products from PriceListA, change to PriceListB, and add the remaining products Add the products to the opportunity and specify PriceListA or PriceListB on the product
Select **Recalculate** on an opportunity.	Each product is recalculated using the current list price both PriceListA and PriceListB The estimated revenue is recalculated according to the prices currently displayed on the product line items grid The products on the active price list in the opportunity are recalculated according to current list price

Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 36
HOTSPOT

You manage a Dynamics 365 Sales environment.

You need to configure the default status for each lead.

Which status reason should you associate to each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Status reason
A lead is created and contacted by phone.	New-Contacted Open-Contacted Qualified-New Qualified-Qualified
A lead has no contact method available.	Open-Cannot Contact Qualified-Cannot Contact Disqualified-Cannot Contact
A lead is ready to be an opportunity.	Qualified-New Qualified-Qualified Qualified-Closed

Correct Answer:

Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 37
HOTSPOT

You implement the Dynamics 365 App for Outlook.

You need to associate emails to lead records.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Type | **Action**

Existing email
- Track the email from Advanced Find
- Set the regarding field on the email from Dynamics 365 App for Outlook

New email
- Add an email from Lead Timeline
- Insert a Lead email template

Correct Answer:

Answer Area

Type | **Action**

Existing email
- Track the email from Advanced Find
- Set the regarding field on the email from Dynamics 365 App for Outlook

New email
- Add an email from Lead Timeline
- Insert a Lead email template

Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 38
HOTSPOT

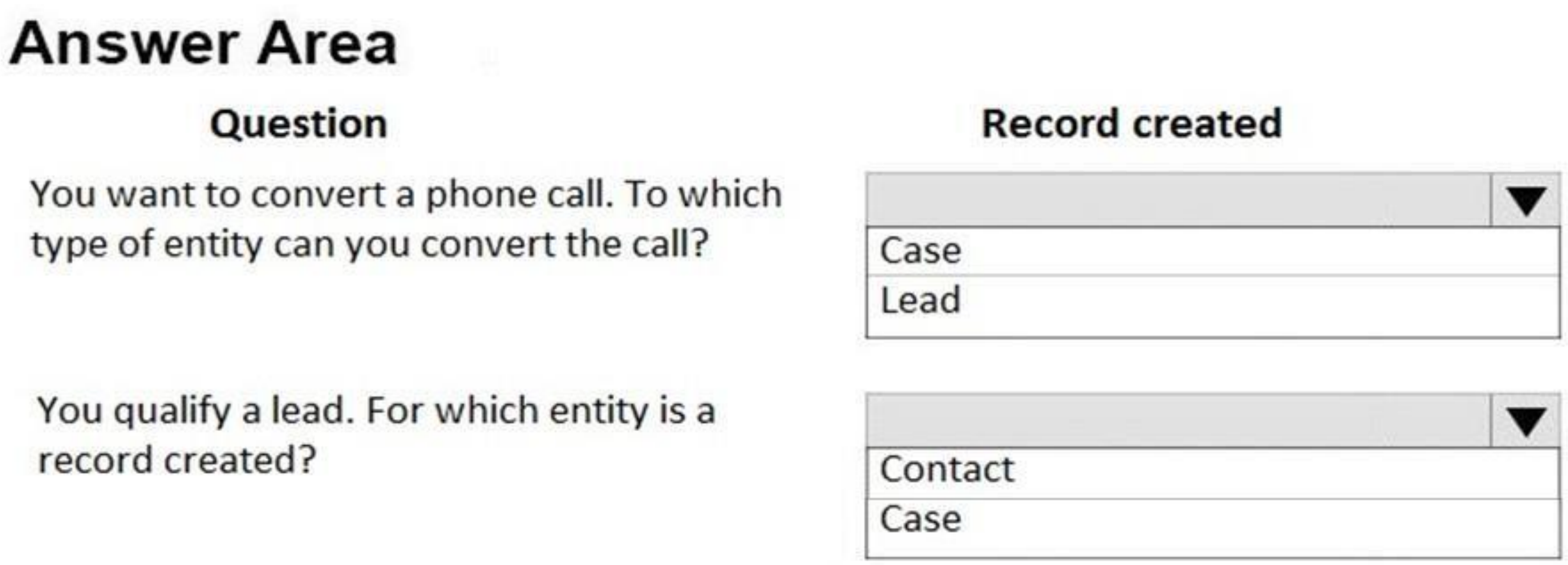
You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads.

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

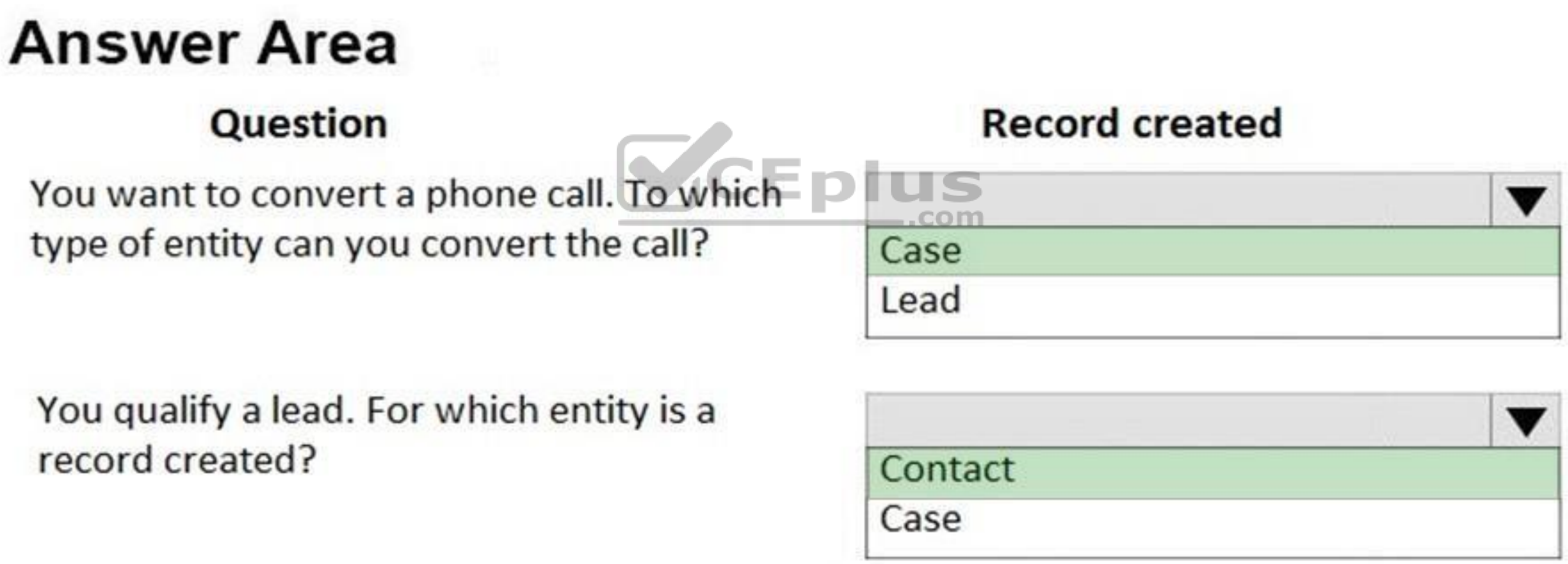
How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Manage Core Sales Identities Explanation

Explanation/Reference:
Explanation:

QUESTION 39
HOTSPOT

You use Dynamics 365 for Sales. Users search for leads by using email addresses, phone numbers, and comments made in notes.

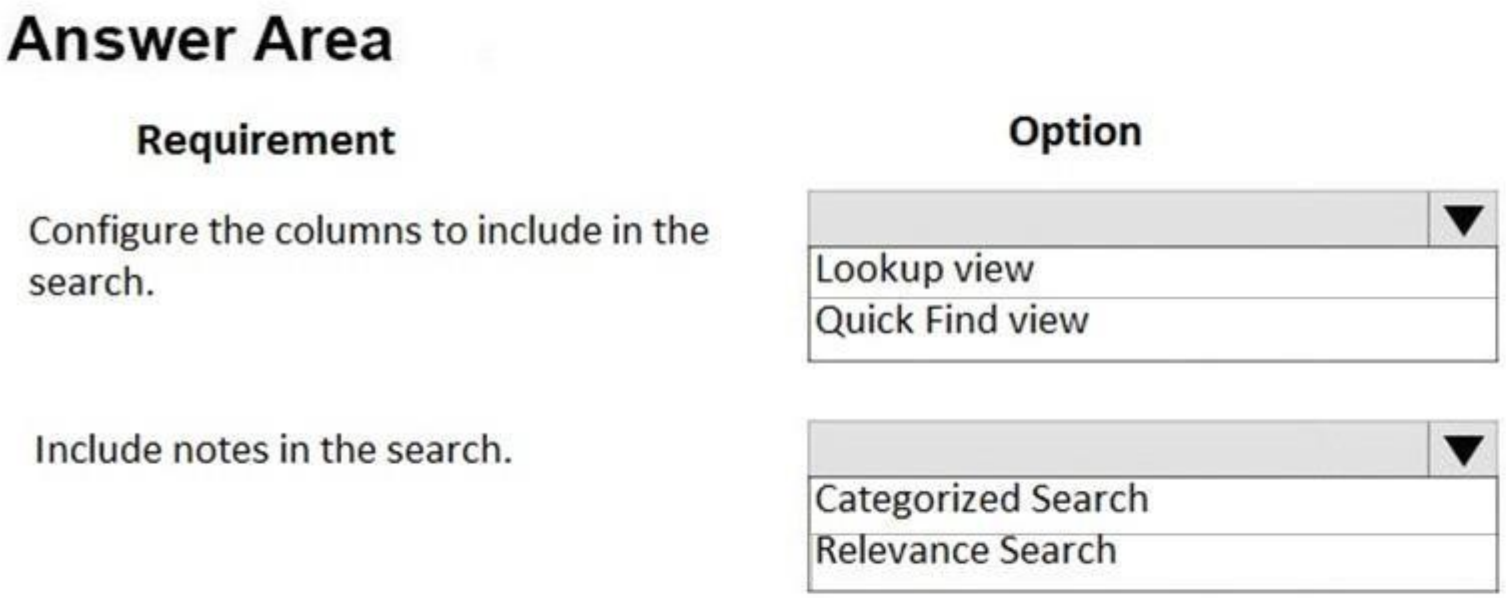
Users report that the results they obtain when using Global Search are not useful.

You need to configure Dynamics 365 to enable the users to locate leads.

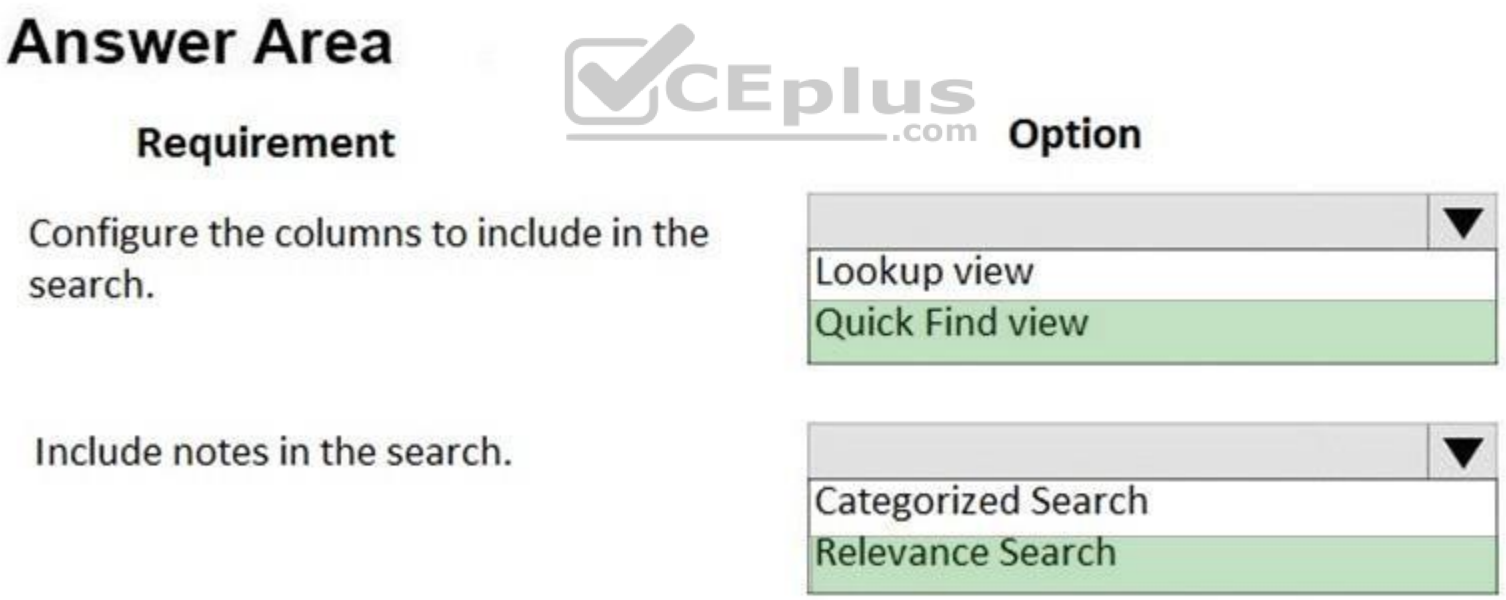
What should you implement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Manage Core Sales Identities Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results

QUESTION 40 You use price lists in Dynamics 365 for Sales. Some price lists have expired.

Users need to be able to continue to manage their opportunities.

Which option is possible?

A. Users can add the expired price list to opportunities created prior to the expire date.
B. Users can add the expired price list to an opportunity but will see a warning.
C. Opportunities that use the expired price list can continue through their lifecycle.
D. Opportunities that use the expired price list will display a warning that prices must be replaced.

Correct Answer: D
Section: Manage Core Sales Identities Explanation

Explanation/Reference:

QUESTION 41
An order uses quote and order functionality in Dynamics 365 for Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often.

You need to create a process that meets the following requirements:

- Create an order from a quote.
- Close the associated opportunity as won.
- Update the actual values to reflect values from the quote.

Which two opportunities can you close as won? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The opportunity has other quotes in the won status.
B. The opportunity has other quotes in the draft status.
C. The opportunity has other quotes in the active status.
D. The opportunity has other quotes in the revised status reason.

Correct Answer: AB
Section: Manage Core Sales Identities Explanation

Explanation/Reference:

QUESTION 42 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
Section: Manage Core Sales Identities Explanation

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

QUESTION 43

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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase.

The customer is now ready to complete the purchase.

You need to create a quote from the opportunity.

Solution: Close the opportunity as won.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice

QUESTION 44

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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase.

The customer is now ready to complete the purchase.

You need to create a quote from the opportunity.

Solution: Convert the Opportunity to a quote.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice

QUESTION 45

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, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A customer recently visited one of your retail outlets. You created an opportunity for the customer for a large purchase.

The customer is now ready to complete the purchase.

You need to create a quote from the opportunity.

Solution: Qualify the opportunity.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice

QUESTION 46 You work in a sales role for an organization that uses Dynamics 365. You are managing an opportunity for a potential customer.

You need to create a quote that automatically includes all the products from the opportunity.

What should you do?

A. Convert the opportunity to a quote
B. Create a new quote from the customer
C. Create a new quote from the opportunity
D. Create a new quote with the opportunity price list

Correct Answer: A
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quote-sales-order-invoice

QUESTION 47 A company uses Dynamics 365 for Sales.

You need to change the description field on the quote.

Which state allows you to make the change?

A. Closed
B. Active
C. Draft
D. Won

Correct Answer: C
Section: Manage Sales Entities
Explanation

Explanation/Reference:
QUESTION 48
HOTSPOT

A customer places an order that includes all of the products from a previous order.

You need to add products from the previous order to the new order.

From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Manage Sales Entities
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
HOTSPOT

You use Dynamics 365 for Sales.

You need to add products to an invoice.

Which options 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

Scenario	Option
Add a product from an opportunity.	Existing Product Write-In Product Get Products
Add a product from a price list.	Existing Product Write-In Product Get Products
Add a product that does not exist in the product catalog.	Existing Product Write-In Product Get Products

Correct Answer:

Answer Area

Scenario	Option
Add a product from an opportunity.	Existing Product Write-In Product Get Products
Add a product from a price list.	Existing Product Write-In Product Get Products
Add a product that does not exist in the product catalog.	Existing Product Write-In Product Get Products

Section: Manage Sales Entities
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
HOTSPOT

You use Dynamics 365 for Sales system customizer.

You need to create product kits and bundles.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
View individual products in a grouping when you create an opportunity.	Kit Bundle
Sell products from a grouping individually.	Kit Bundle
Create a grouping within a grouping.	Kit Bundle

Correct Answer:

Answer Area

Requirement	Option
View individual products in a grouping when you create an opportunity.	Kit **Bundle**
Sell products from a grouping individually.	Kit **Bundle**
Create a grouping within a grouping.	**Kit** Bundle

Section: Manage Sales Entities

Explanation
Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-bundles-sell-multiple-items-together

QUESTION 51 You are a salesperson using Dynamics 365 for Sales.

You need to revise an active quote.

What happens to the original quote record?

A. The quote is deleted
B. The quote is converted into an order and a copy of the quote is put in draft mode for modification
C. The original quote is put in draft mode for modification
D. The quote is closed, and a copy of the quote is put in draft mode for modification

Correct Answer: C
Section: Manage Sales Entities
Explanation

Explanation/Reference:

QUESTION 52
DRAG DROP

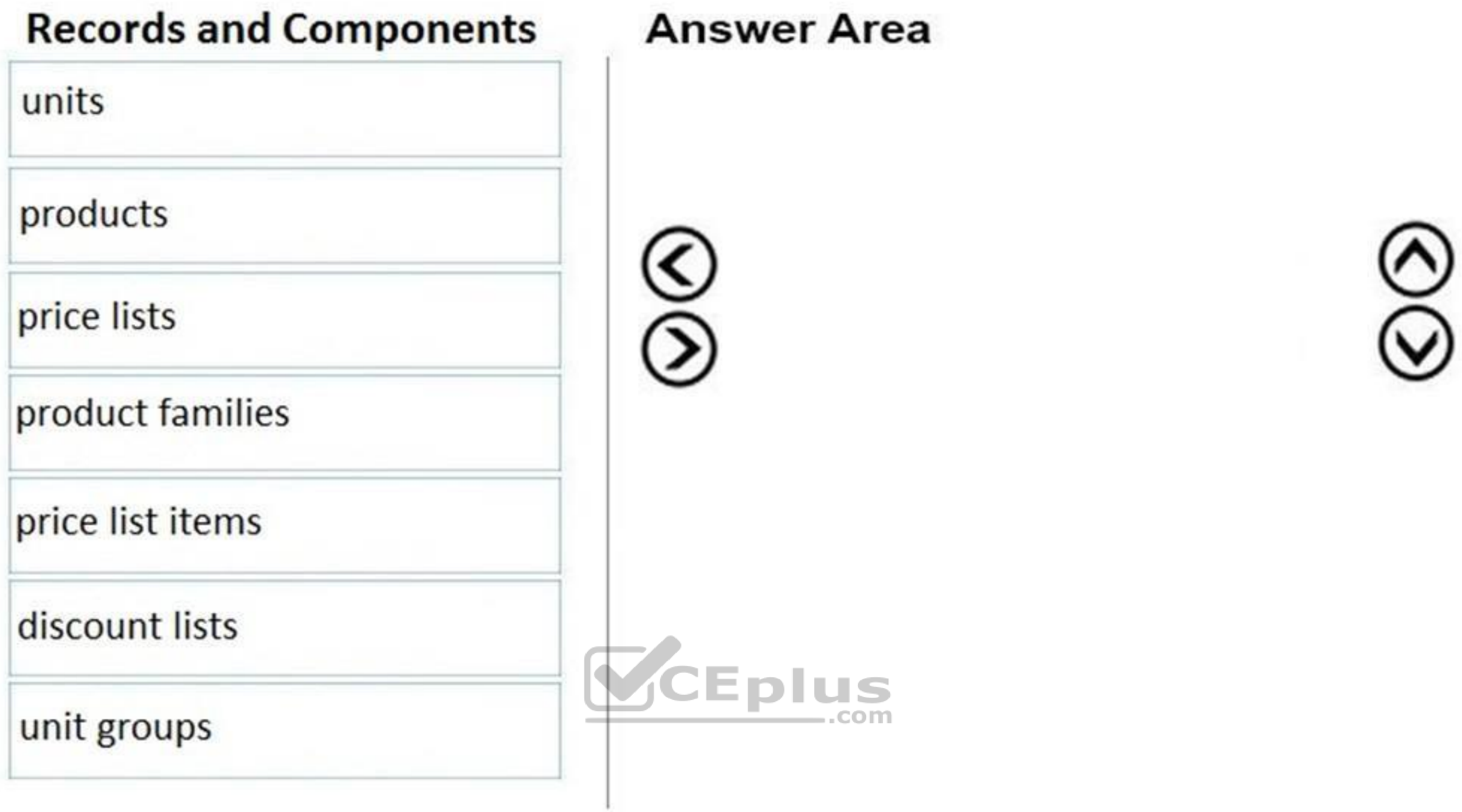
The product development team for a toy company creates a new remote-control toy.

You need to create the necessary records and record relationships to sell the product.

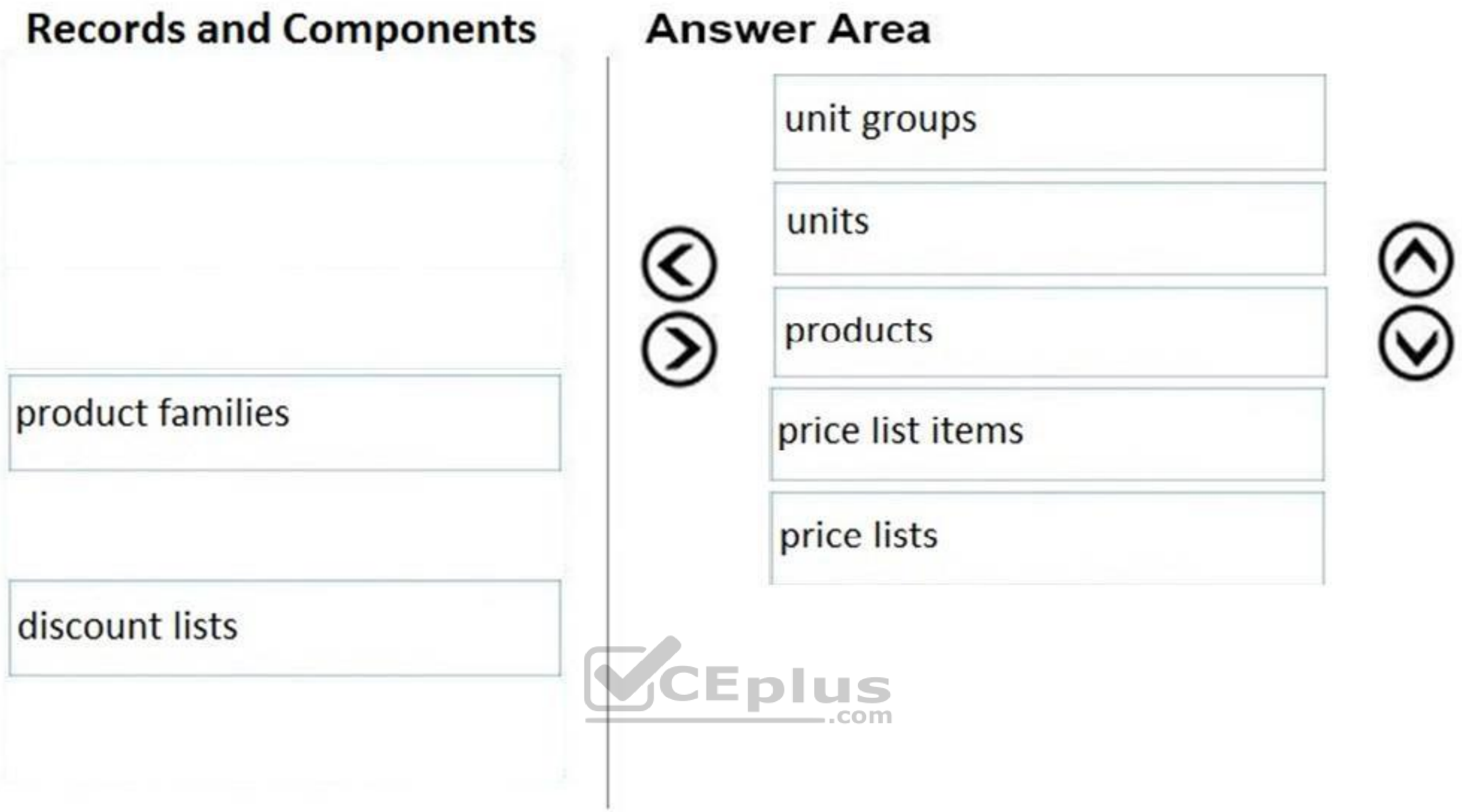
Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.

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:



Correct Answer:



Section: Manage Sales Entities
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
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

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

Section: Manage Sales Entities

Explanation
Explanation/Reference:
Explanation:

QUESTION 54 You create an invoice with products and services
for a customer.

You need to add pricing for a product that is not available in the product catalog.

What should you do?

A. Add the product to the order and use Get Products
B. Add a write-in product
C. Add an existing product and change the name and price
D. Add the product to the quote and use Get Products

Correct Answer: B
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/add-product-quote-order-invoice

QUESTION 55 You are a Dynamics 365 for
Sales administrator.

The sales team is having difficulty locating related products.

You need to make it easier for the sales team to find groups of products that are similar.

What should you use?

A. Related products
B. Product bundlesC. Product families
D. Product unit groups

Correct Answer: A
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-related-products-increase-chances-sales

QUESTION 56 You are a salesperson using
Dynamics 365 for Sales.

You need to be able to modify the product price on an active invoice that uses current pricing.

What should you do?

A. Set the Invoice Product to **Override Price**
B. Set an End Date for the Price List to ensure the Price List is expired
C. Set an End Date for the Price List to ensure the Price List is not expired
D. Set the Invoice Product to **Use Default**

Correct Answer: A
Section: Manage Sales Entities

Explanation

Explanation/Reference:

QUESTION 57 A company uses
Dynamics 365 for Sales.

You create a new quote and associate an opportunity to the quote.

You need to display all your items from the opportunity in the quote.

What should you do?

A. Activate the quote
B. Select **Get Products** from the command bar in the Quote entity
C. Select **Add Line** Items on the Opportunity entity
D. Select **Recalculate** from the command bar on the Opportunity entity

Correct Answer: B
Section: Manage Sales Entities
Explanation

Explanation/Reference:

QUESTION 58 An organization attends a tradeshow and
identifies several leads.

One specific lead wants to make a purchase in the next week.

You need to create an invoice.

At which stage can you create the invoice?

A. Lead
B. Order
C. Opportunity
D. Quote

Correct Answer: B
Section: Manage Sales Entities
Explanation

Explanation/Reference:

QUESTION 59
You are a Dynamics 365 system customizer. You create a price list with related products. Sales team members use the list to generate opportunities, quotes, and orders.

You need to create a product family.

What should you do?

A. Add a new product family to an existing product family
B. Delete the existing price list and create a new one
C. Create a unit group for use with the product family
D. Add a parent product family to an existing product family

Correct Answer: A
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-product-family

QUESTION 60 You are creating orders from quotes in Dynamics 365.

In some circumstances, customers no longer require an order. In other circumstances, your company delivers the order.

You need to ensure that closed orders use existing functionality to reflect the circumstances.

Which two methods of closing an order are available out of the box? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Cancel
B. Activate
C. Accept
D. Fulfill

Correct Answer: AD
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-order-sales

QUESTION 61 You are a Dynamics 365 for Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

A. the highest needed to sell the product or service
B. the least frequently used to sell the service
C. the most frequently used to sell the service
D. the lowest needed to sell the product or service

Correct Answer: D
Section: Manage Sales Entities
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-professional/create-unit-group-add-units