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Question 1

Question Type: MultipleChoice

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.

Options:

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.

Answer:

A, B, E

Question 2

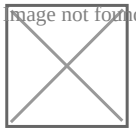
Question Type: Hotspot

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.



Answer:

Question 3

Question Type: DragDrop

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.

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Answer:

Question 4

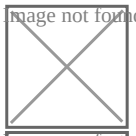
Question Type: DragDrop

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.

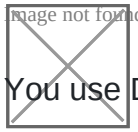
NOTE: Each correct selection is worth one point.



Answer:

Question 5

Question Type: DragDrop



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.

Answer:

Question 6

Question Type: MultipleChoice

You use business process flows for all Dynamics 365 opportunities.

Some opportunities are closed before business process flow durations are calculated.

You need to ensure that business process flow duration values are calculated.

Solution: At any stage in the business process flow prior to the final stage, select Finish.

Does the solution meet the goal?

Options:

A) Yes

B) No

Answer:

A

Question 7

Question Type: MultipleChoice

You are a Dynamics 365 administrator for a dental office.

You need to create a process in Sales Hub to ensure that team members perform the following actions:

* Call patients to remind them about upcoming appointments.

* Update patient contact information.

What should you create?

Options:

A) a task flow

B) a business rule

C) a calendar

D) an on-demand workflow

Answer:

A

Question 8

Question Type: **MultipleChoice**

You need to resolve the sales manager's issue regarding private box customers. What should you do?

Options:

A) Convert all incoming phone calls to leads.

B) Convert the sales manager's emails lo opportunities.

C) Convert the sales manager's emails to leads.

D) Convert the dean's phone call to an opportunity.

Answer:

A

Question 9

Question Type: DragDrop

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:

* Create an appointment

* 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.

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Step 1: Choose Business process Flow

Step 2: Add a stage

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Step 3: Add steps to stage

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Step 4: Activate Processes

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Answer:

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Question 10

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Question Type: MultipleChoice

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

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What should you do?

Options:

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

Answer:

A

Question 11

Question Type: **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.

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References:

Answer:

Question 12

Question Type: 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.

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References:

Answer:

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