Free Questions for MB-210

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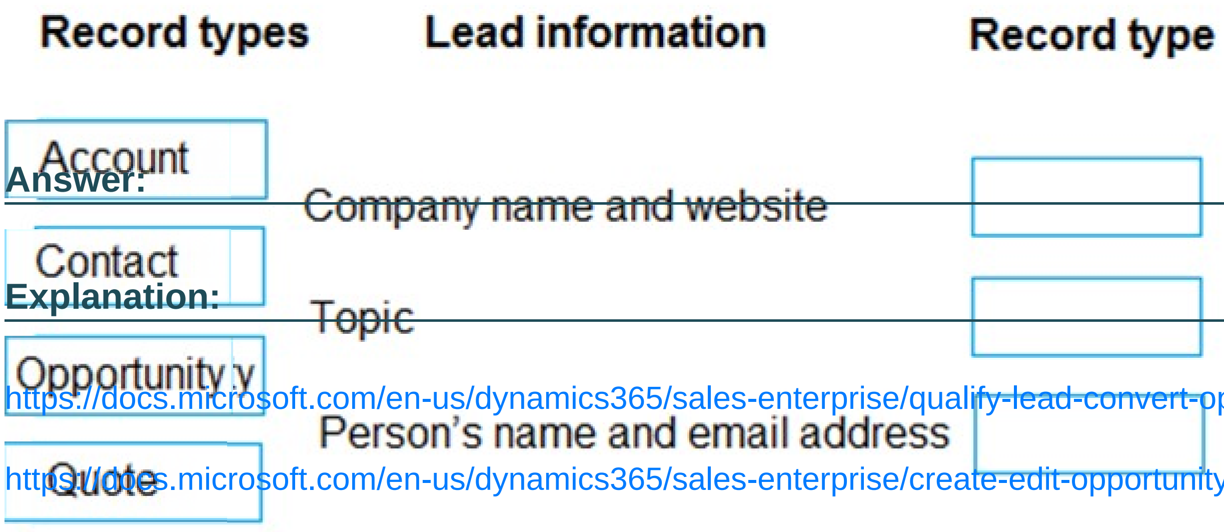
Question 1

Question Type: DragDrop

A company uses Dynamics 365 Sales. You qualify a lead record.

Which record is created when you quality a lead? To answer, drag the appropriate record types to the correct leads. Each record type 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:

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/qualify-lead-convert-opportunity-sales

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-opportunity-sales

Question 2

Question Type: **Hotspot**

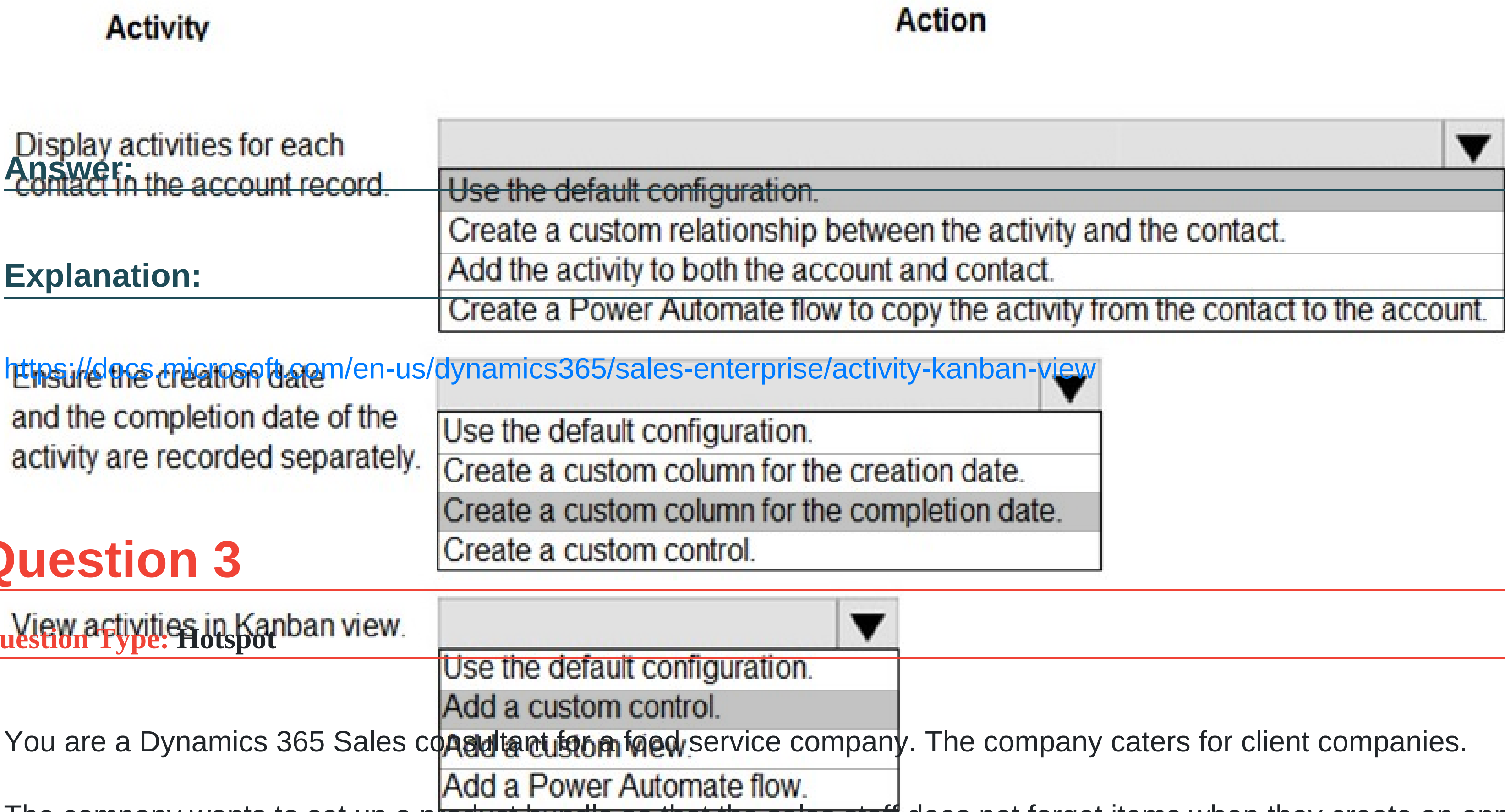
A company uses Dynamics 365 Sales. The company does not use any customizations.

The system must create activity records for every interaction a salesperson has with customers and contacts.

You need to configure the system by using minimal customizations.

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

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/activity-kanban-view

Question 3

Question Type: Hotspot

You are a Dynamics 365 Sales consultant for a food service company. The company caters for client companies.

The company wants to set up a product bundle so that the sales staff does not forget items when they create an opportunity.

The lunch bundle is created at $200.00. It will include the following.

Product	Quantity	Unit Cost	Amount	Configuration
Sandwich	50	$5.00	$250.00	Required
Napkins	50	$0.25	$12.50	Optional
Soda	50	$1.00	$50.00	Optional

Scenario	Action
Determine the price of the product bundle.	Use the lunch bundle price. Add the prices of the sandwiches, napkins, and sodas. Add the lunch bundle price and the prices of the napkins and sodas. Subtract the prices of the napkins and sodas from the lunch bundle price.
Increase the number of sodas at no additional charge.	Increase the quantity of sodas in the line item. Add a new line item for sodas and override the price. Add a new line item for sodas with the default price. Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
Increase the number of sandwiches and charge the price list price for each additional sandwich.	Increase the quantity of sandwiches in the line item. Add another line item for sandwiches and override the price. Add another line item for sandwiches with the default price. Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Answer:

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/pricing-product-bundles

Question 4

Question Type: OrderList

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.

Actions

- Add members.
- Replace the manager from SalesTerritoryA with another manager.
- Change the name of SalesTerritoryA to SalesTerritoryB.
- Associate the manager from SalesTerritoryA.
- Create a new sales territory.

Answer Area

Answer:

Create a new sales territory.
Associate the manager from SalesTerritoryA.
Replace the manager from SalesTerritoryA with another manager.

Explanation:

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

Question 5

Question Type: **Hotspot**

A company is implementing Dynamics 365 Sales.

The solution must support a new standardized sales process. The process must be the same for both new and existing customers.

Sales representatives must follow up on email inquiries about products within 24 hours.

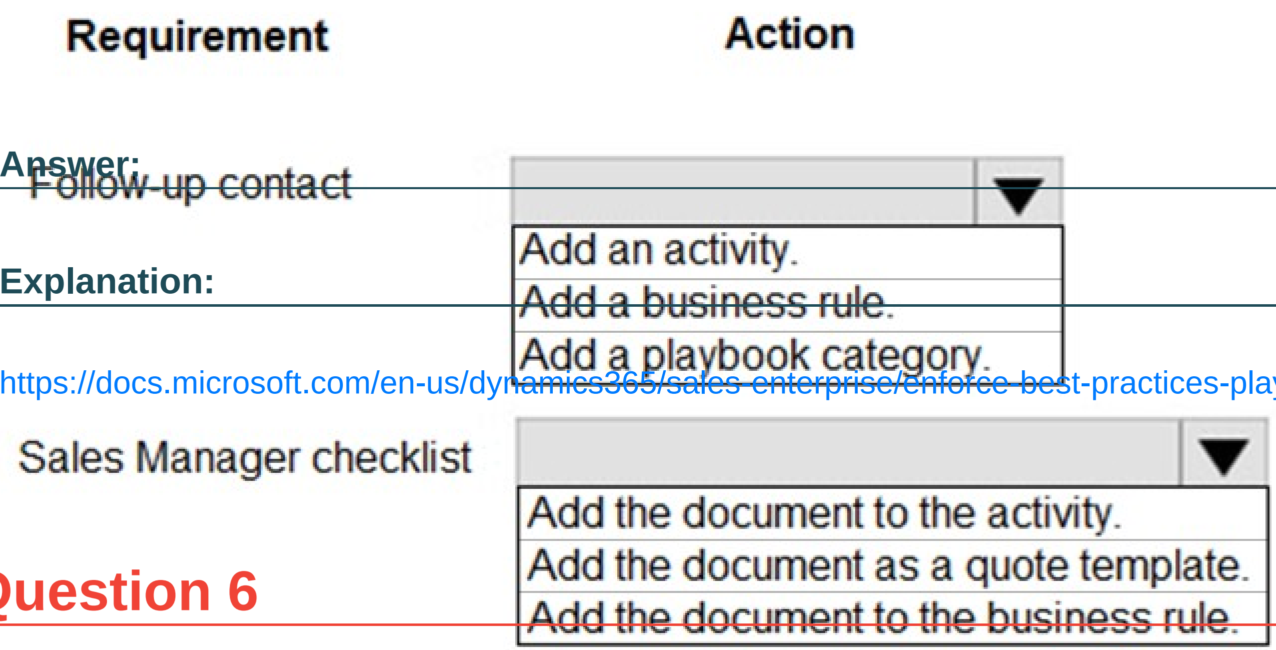
The time it takes for sales representatives to follow up on inquiries must be reportable.

All quotes for new customers must be reviewed and approved by the sales manager for specific criteria.

You need to configure playbooks to meet the requirements.

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

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

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

Question 6

Question Type: **DragDrop**

You are a Dynamics 365 Sales consultant.

A customer asks you to create a main form for contacts. The form must include the following information:

account name and phone number

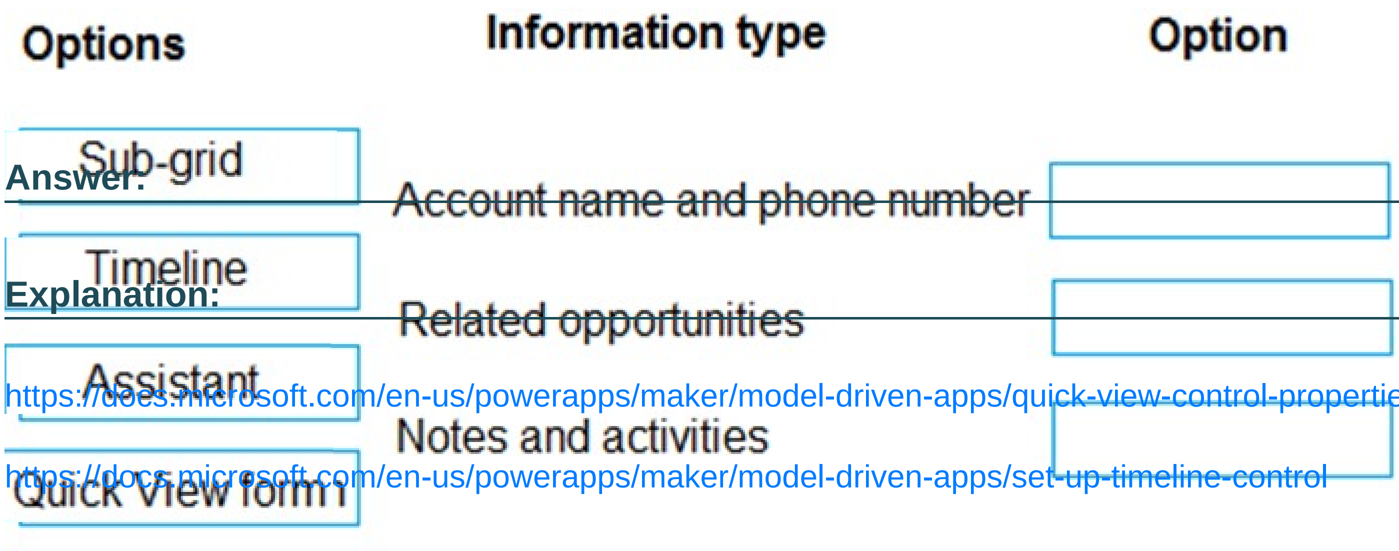
related opportunities

notes and activities

You need to configure the form.

Which options should you use? To answer, drag the appropriate options to the correct information. 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.



Answer:

Explanation:

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https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/quick-view-control-properties-legacy

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/set-up-timeline-control

Question 7

Question Type: **Hotspot**

A company uses Dynamics 365 Sales. You add the Kanban control to the Opportunity entity.

You plan to implement Kanban views in the system. The implementation must accomplish the following:

Set up opportunities so they are visible in Kanban views.

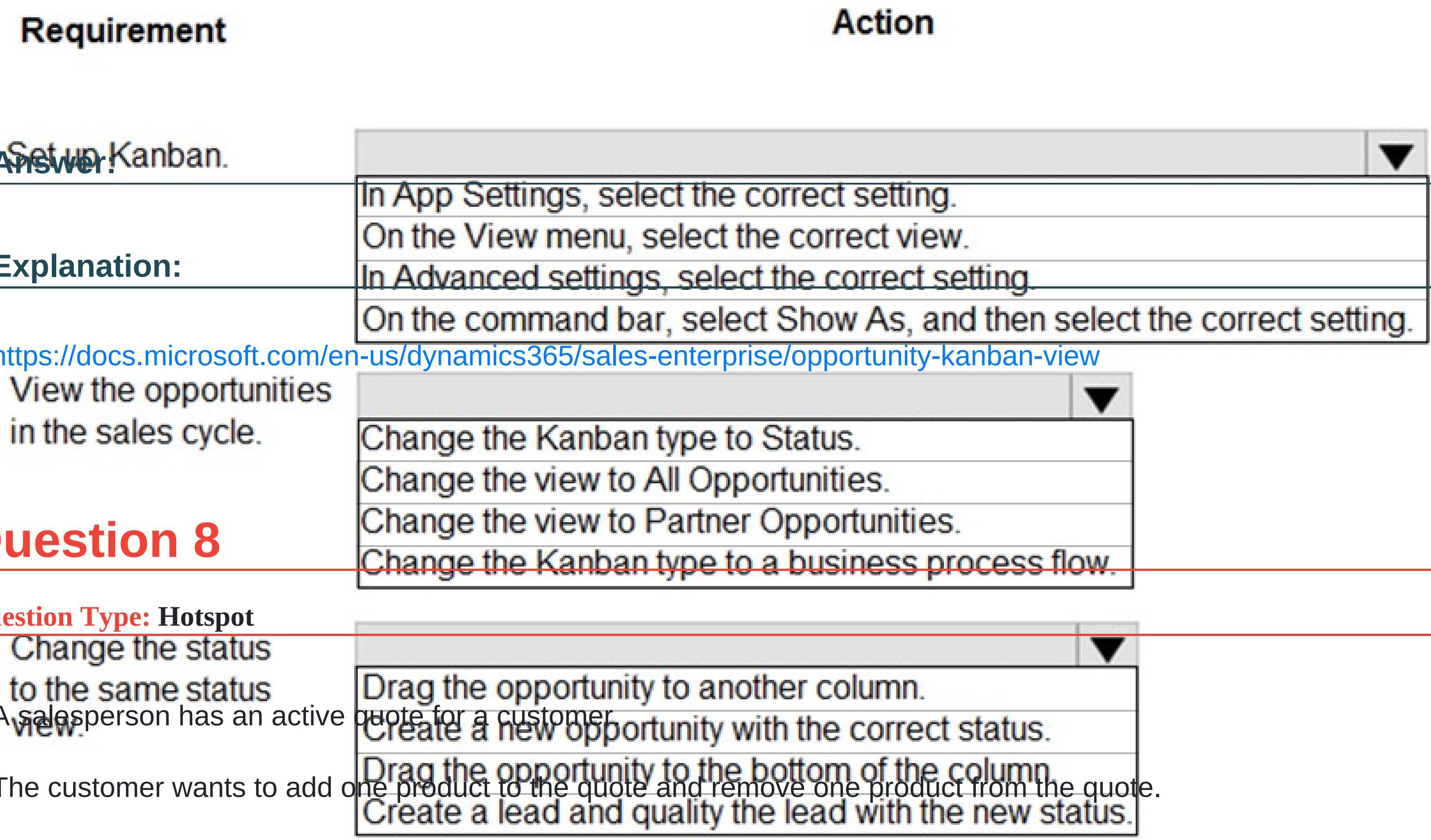
Ensure that the default view displays the opportunities in the sales cycle.

Ensure that users know how to change the status in the Kanban status view without opening the full record.

You need to complete the Kanban setup.

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

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/opportunity-kanban-view

Question 8

Question Type: Hotspot

A salesperson has an active quote for a customer.

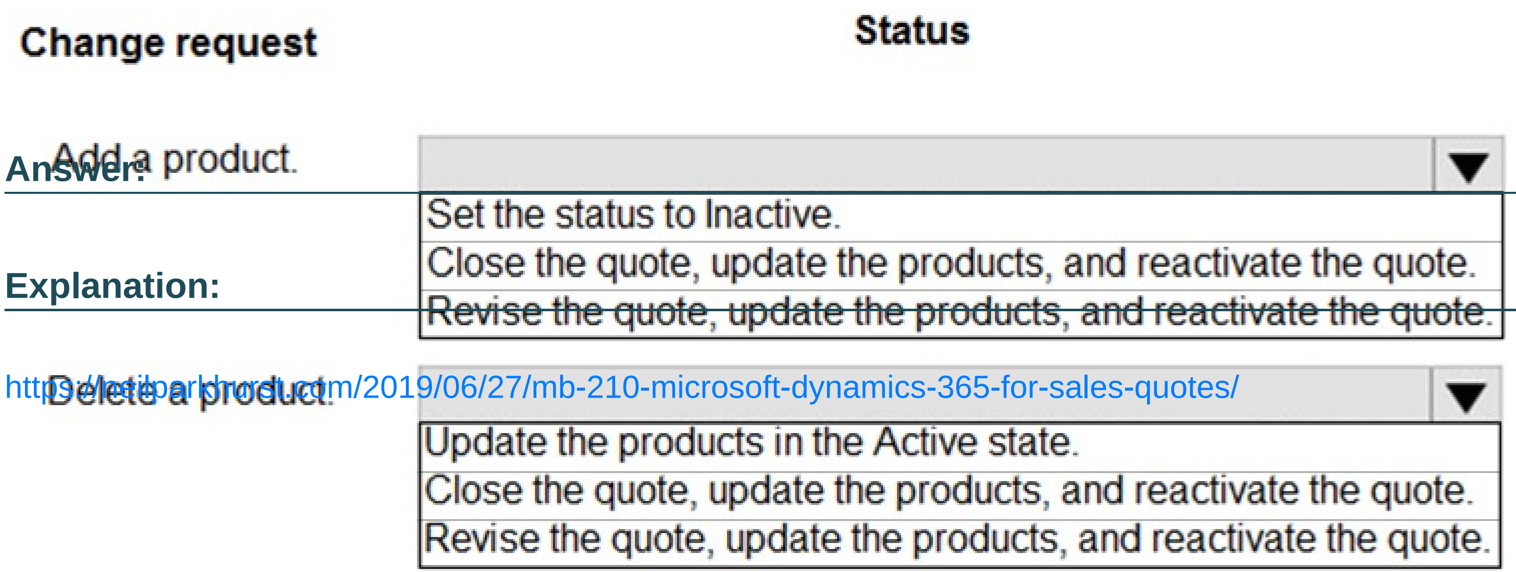
The customer wants to add one product to the quote and remove one product from the quote.

You need to make the changes.

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

NOTE: Each correct selection is worth one point.

Answer:



Explanation:

https://neilparkhurst.com/2019/06/27/mb-210-microsoft-dynamics-365-for-sales-quotes/

Question 9

Question Type: **MultipleChoice**

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

You are configuring Dynamics 365 Sales for a US-based company as follows:

Utah to California is the West territory

Illinois to Colorado is the Central territory.

Maine to Indiana is the East territory.

The company wants the territories set up as follows:

Salespersons 1 and 2 sell in the West territory.

Salespersons 5 and 6 sell in the Central territory.

Salespersons 3 and 4 sell in the East territory.

Postal code for each state used as the location.

You need to set up the territories.

Solution:

Create the West territory, add the manager.

Add members for each territory and save.

Repeat for the Central and East territories.

Add connections to each territory.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/admin/set-up-sales-territories-organize-business-markets-geographical-area?view=op-9-1

https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-territories