



# Microsoft Dynamics 365 Sales Functional Consultant

Microsoft MB-210

Version Demo

Total Demo Questions: 15

Total Premium Questions: 396

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## Topic Break Down

Topic	No. of Questions
Topic 1, New Update	146
Topic 2, Case Study 1	5
Topic 3, Case Study 2	5
Topic 4, Case Study 3	4
Topic 5, Case Study 4	5
Topic 6, Case Study 5	5
Topic 7, Case Study 6	6
Topic 8, Case Study 7	8
Topic 9, Case Study 8	7
Topic 10, Mixed Questions	205
Total	396



**QUESTION NO: 1**

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:

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.

**ANSWER: A D****Explanation:**

- If there is any draft or active quote associated with opportunity and you close the opportunity as won then the below error message is display in alert: "Opportunity cannot be closed There are still active or draft quotes associated with this opportunity. These must be closed before the opportunity can be closed. If you contact support, please provide the technical details.

**QUESTION NO: 2 - (SIMULATION)**

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.

Scoring is based on the outcome of performing the tasks stated in the lab. In other words, it doesn't matter how you accomplish the task, if you successfully perform it, you will earn credit for that task.

Labs are not timed separately, and this exam may have more than one lab that you must complete. You can use as much time as you would like to complete each lab. But, you should manage your time appropriately to ensure that you are able to complete the lab(s) and all other sections of the exam in the time provided.

Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

You need to update an opportunity to have a topic of Home Entertainment and to list that the opportunity plans to purchase from your competitor named Carter Electronics.

To complete this task, sign in to the Dynamics 365 portal.

**ANSWER: See explanation below.**

**Explanation:**

Reference:

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

**QUESTION NO: 3**

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

**ANSWER: B**

**QUESTION NO: 4 - (SIMULATION)**

Please wait while the virtual machine loads. Once loaded, you may proceed to the lab section. This may take a few minutes, and the wait time will not be deducted from your overall test time.

When the Next button is available, click it to access the lab section. In this section, you will perform a set of tasks in a live environment. While most functionality will be available to you as it would be in a live environment, some functionality (e.g., copy and paste, ability to navigate to external websites) will not be possible by design.

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Please note that once you submit your work by clicking the Next button within a lab, you will NOT be able to return to the lab.

Your company wants every lead record to be rated as Cold when the record is created.

You need to configure the instance and validate your changes by creating and saving a new lead record named New roof for a user named Sam Smith.

To complete this task, sign in to the Dynamics 365 portal.

**ANSWER: See explanation below.**

**Explanation:**

Go to Settings > Customizations.

**QUESTION NO: 5**

You manage a Dynamics 365 environment. Salespeople use a template from the Sales Hub to create quotes.

A member of the sales team requests that you change the order in which columns display in customer quotes.

You need to modify the quote template.

What should you use?

- A. template editor
- B. mail merge template
- C. Microsoft Word template
- D. Report Wizard

**ANSWER: C**

**QUESTION NO: 6**

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

**ANSWER: C D**

**Explanation:**

References:

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

**QUESTION NO: 7 - (HOTSPOT)****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:****Answer Area****Question**

You want to convert a phone call. To which type of entity can you convert the call?

**Record created**

	▼
Case	
Lead	

You qualify a lead. For which entity is a record created?

	▼
Contact	
Case	

**ANSWER:****Answer Area****Question**

You want to convert a phone call. To which type of entity can you convert the call?

**Record created**

	▼
Case	
Lead	

You qualify a lead. For which entity is a record created?

	▼
Contact	
Case	

**Explanation:**

**QUESTION NO: 8**

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 bundles
- C.** Product families
- D.** Product unit groups

**ANSWER: A****Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/define-relatedproducts-increase-chances-sales>

**QUESTION NO: 9 - (HOTSPOT)****HOTSPOT**

You send a quote to a client. The client calls and negotiates a better price.

You need to send an updated quote to the client.

What is required to modify the quote? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area****Question**

Which action should you perform?

**Response**

	▼
Revise	
Close Quote	
Deactivate	
Reopen Quote	

What is the resulting status for the quote after you perform the action?

	▼
Draft	
Revised	
In Progress	
Open	

**ANSWER:****Answer Area****Question**

Which action should you perform?

**Response**

	▼
Revise	
Close Quote	
Deactivate	
Reopen Quote	

What is the resulting status for the quote after you perform the action?

	▼
Draft	
Revised	
In Progress	
Open	

**Explanation:****QUESTION NO: 10**

A company uses Dynamics 365 Sales to manage sales leads.

You must create two leads. One lead must target customers between ages 30 to 40 in the oil industry. The other lead must be based on interactions with your website in the last week.

You need to set up conditions when creating the leads.

What are two categories of conditions? Each correct answer presents a complete solution.



NOTE: Each correct selection is worth one point.

- A. Entity
- B. Date range
- C. Behaviour rules
- D. Fixed rules

**ANSWER: C D**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/marketing/score-manage-leads>

### QUESTION NO: 11 - (DRAG DROP)

A company uses Dynamics 365 Sales to manage product lines.

You need to set up a catalog of products.

In which order should you perform the actions? To answer, move all 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**

- Set up discount lists.
- Set up measurements.
- Set up products.
- Set up pricing.
- Set up price lists and default pricing.

**Answer area**

- 
- 
- 
- 
- 

**ANSWER:**

**Actions**

- Set up discount lists.
- Set up measurements.
- Set up products.
- Set up pricing.
- Set up price lists and default pricing.

**Answer area**

- Set up discount lists.
- Set up measurements.
- Set up products.
- Set up pricing.
- Set up price lists and default pricing.

**Explanation:**

Actions

Answer area

1	Set up discount lists.
2	Set up measurements.
3	Set up products.
4	Set up pricing.
5	Set up price lists and default pricing.

**QUESTION NO: 12**

You are updating a price list item in Dynamics 365 Sales.

You need to manually enter the price of a product for a price list item.

Which pricing method should you use?

- A. Percent Markup - Current Cost
- B. Currency Amount \_\_\_\_\_
- C. Percent of List
- Percent Margin - Standard Cost

**ANSWER: B****QUESTION NO: 13**

You are a Dynamics 365 Sales administrator for a company. All sales representatives at the company have smart phones.

You need to recommend a solution that allows sales representatives to take photos of the opportunity notes and use the photo as input for new opportunities in Dynamics 365.

Which two options will achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct answer is worth one point.

- A. AI Builder with Dynamics 365 for phones
- B. Canvas App with a flow button
- C. AI Builder with Power Automate instant flow
- D. Dynamics 365 for phones only

**ANSWER: B C****QUESTION NO: 14**

A company uses Dynamics 365 Sales.

You need to add an email activity to both a contact and its corresponding account without setting the Regarding field.

Where should you add the email activity?

- A. Dynamics 365 App for Outlook
- B. Quick Create form
- C. Account record only
- D. Contact record only

**ANSWER: D**

### QUESTION NO: 15 - (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:

- 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.

#### Action

- Add Activities.
- Add a stage.
- Add steps to stage.
- Activate processes.
- Add Playbook templates.
- Publish the solution.
- Choose App Settings
- Choose Business process Flow.

#### Answer Area



**ANSWER:**

**Action****Answer Area****Explanation:****Action****Answer Area**

Step 1: Choose Business process Flow

Step 2: Add a stage

Step 3: Add steps to stage

Step 4: Activate Processes

<https://docs.microsoft.com/en-us/power-automate/create-business-process-flow>