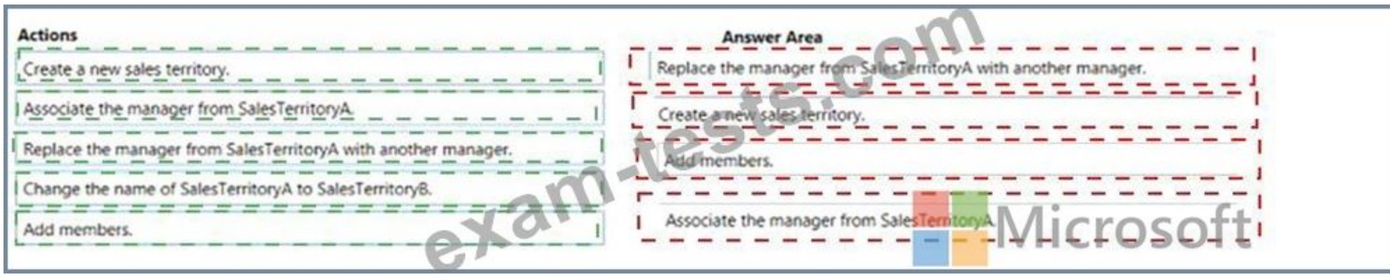
Microsoft.MB-210.v2021-10-28.q61

Exam Code:	MB-210
Exam Name:	Microsoft Dynamics 365 Sales Functional Consultant
Certification Provider:	Microsoft
Free Question Number:	61
Version:	v2021-10-28
# of views:	2610
# of Questions views:	610
https://www.exam-tests.com/MB-210-exam/Microsoft.MB-210.v2021-10-28.q61.html	

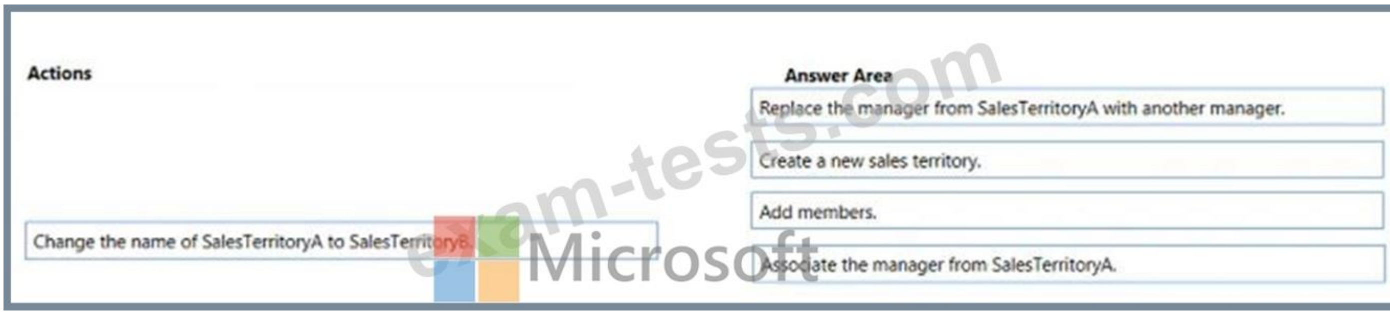
NEW QUESTION: 1
You need to determine the cause of the issue with desktop users and business cards.
What is the cause of the issue?
A. A business rule needs to be set up to show the field.
B. The AI Builder Business Card control needs to be configured for the field on the form.
C. The field needs to be added to the form.
D. Show image on the form is not selected in Form Properties.
E. The users do not have the appropriate permissions.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 2
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 SalesTerritoyB 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.

Answer:



Explanation



NEW 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.

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: Add a new currency and configure the currency precision and symbol.

Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

NEW QUESTION: 4

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each entity has the following number of stages and steps:

Entity	Number of Stages	Number of Steps per Stage
Lead	10	10
Opportunity	10	10
Quote	10	10
Order	10	10
Invoice	10	10

You need to modify the business process flow to make it valid.

A. total number of steps

B. number of entities
C. total number of stages
D. number of steps per stages
Answer: D (LEAVE A REPLY)

NEW 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.
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: When closing an opportunity, use the Close as Won dialog.
Does the solution meet the goal?
A. No
B. Yes
Answer: A (LEAVE A REPLY)

NEW QUESTION: 6
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
Answer: B (LEAVE A REPLY)
Explanation
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefixcontract case-article-quote-order-invoice-campaign-category-knowledge-articles

NEW QUESTION: 7
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. Reduce the auto number prefix to one character

B. Reduce the auto number prefix to two characters

C. Reduce the suffix length to four characters

D. Ensure that the prefix setting is read-only

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/change-auto-number-prefix-contrac

NEW QUESTION: 8

An organization uses Dynamics 365 Sales to manage customer relationships.

When a potential customer submits an email inquiry, the system must create a lead record and send a response.

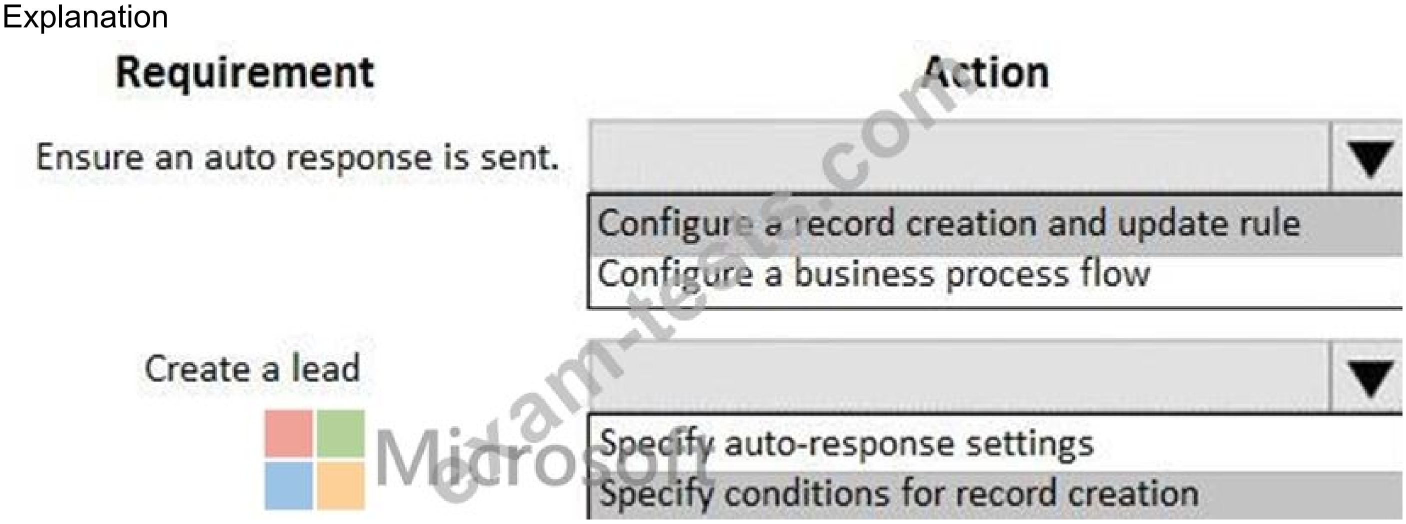
You need to ensure that a lead record is created for the potential customer and a reply email is sent.

How should you configure the environment? To answer, select the appropriate options m the answer area.

NOTE Each correct selection is worth one point.

Answer:

Explanation



NEW QUESTION: 9

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege. To which security role should you assign User1?

A. CEO - Business Manager

B. Marketing Professional

C. Salesperson

D. Common Data Service

Answer: (SHOW ANSWER)

NEW QUESTION: 10

A battery manufacturer wants to sell their batteries in boxes of 12 and cases of 24 boxes.
You need to set up a unit group so that the manufacturer can sell different quantities.
What should you create first?

A. related unit

B. unit of measure

C. primary unit

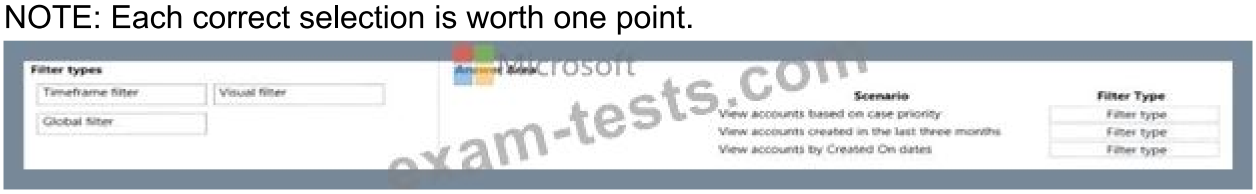
D. base unit

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 11

You are a Dynamics 365 Sales administrator.
You need to review an interactive dashboard for Accounts in the Sales Hub.
For each scenario, which finer type should you use? To answer, drag the appropriate filter type to the correct scenario. Each source 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

NEW QUESTION: 12

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 uses Dynamics 365 Sales.

You create a playbook to send documents to new sales managers.

You need to configure the system to record all activity associated with each playbook.

Solution: Create a Power Automate flow to track the activities.

Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

Explanation

Activity tracking is enabled in the Playbook template.

Reference:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/track-playbook-activities

NEW QUESTION: 13

You need to resolve the issue UserA is experiencing.

Where should you add UserA?

A. Office 365 group

B. Team

C. Field Security Profile

D. Business Unit

Answer: D (LEAVE A REPLY)

NEW QUESTION: 14

A company has three business units. User privileges are set to ensure that users can see only records owned by their own business unit.

If a contact is needed for all business units, one contact record must be created for each business unit. A contact is considered a duplicate if the First Name, Last Name, Email or Preferred Phone, and Business Unit fields match.

You must ensure that duplicate records are not created for contacts.
You need to create the duplicate detection rules.
Which two filters should you configure? Each correct answer is part of the complete solution.
NOTE: Each correct selection is worth one point.

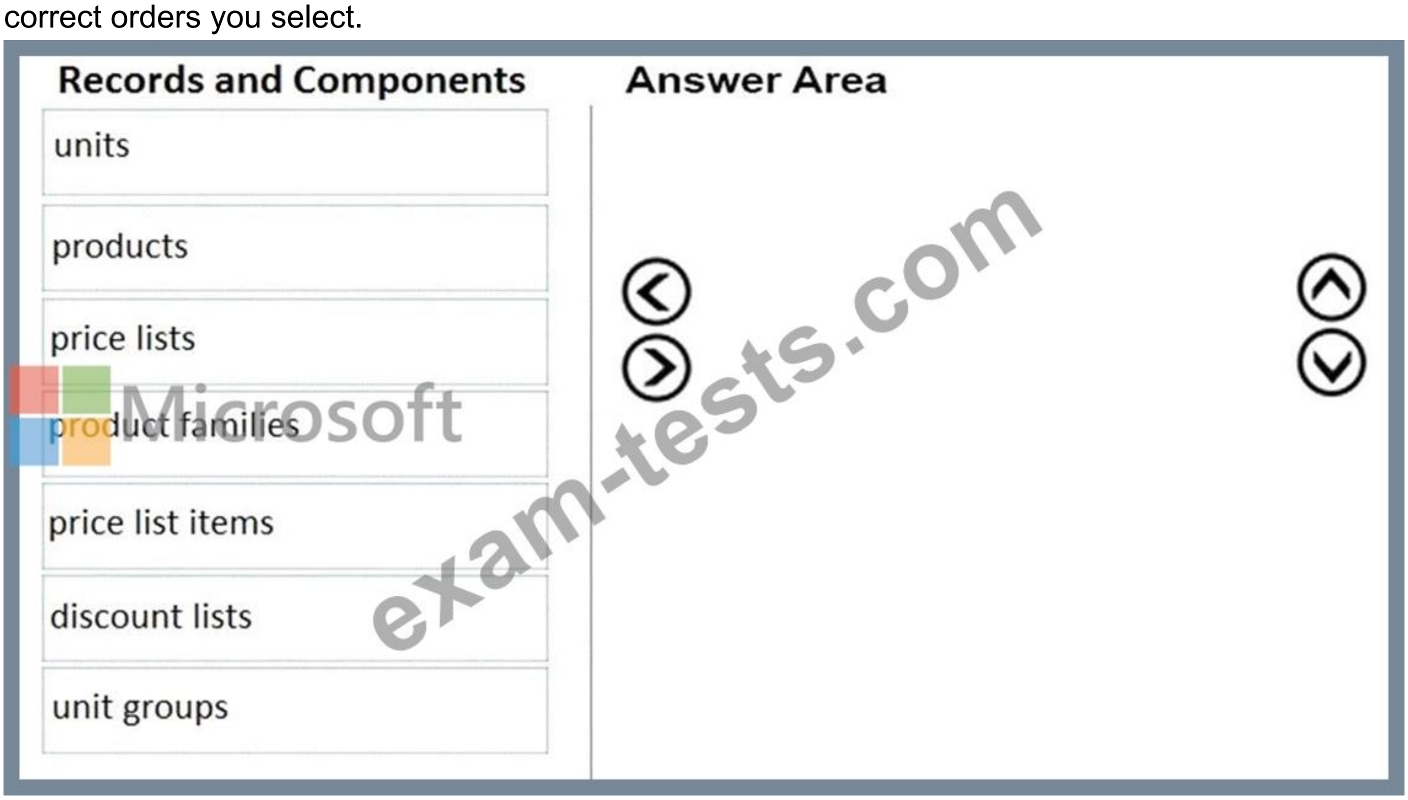
A. First Name and Last Name and Email
B. First Name and Last Name and Preferred Phone
C. First Name and Last Name and Email and Business Unit
D. First Name and Last Name and Preferred Phone and Business Unit
E. First Name and Last Name and Owner

Answer: C,D (LEAVE A REPLY)

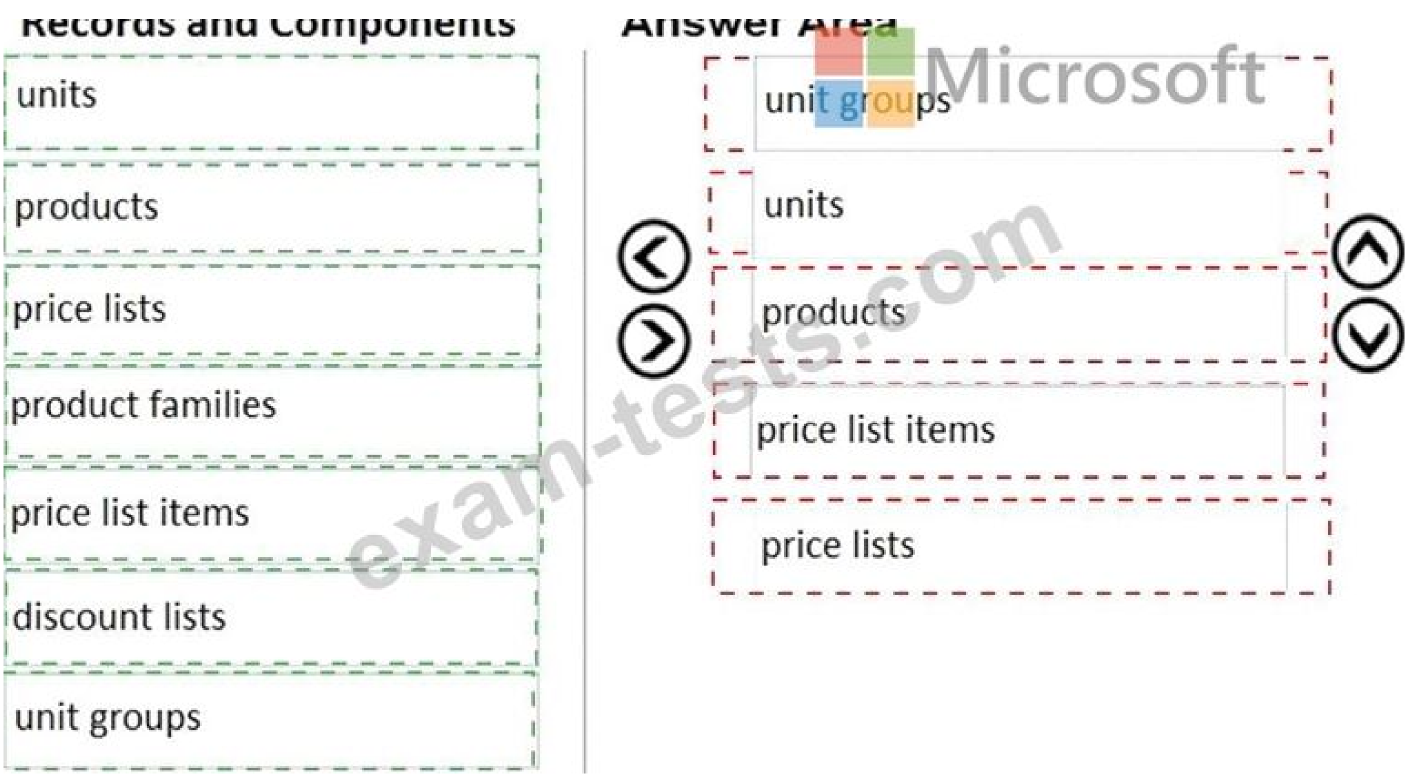
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean

NEW QUESTION: 15

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.



Answer:



Explanation

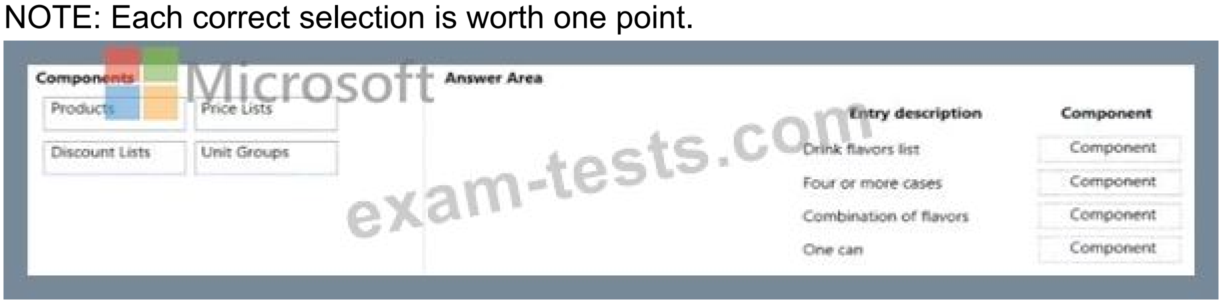
NEW QUESTION: 16

You need to implement dashboards.

Which URL should you use?

A. https://bellowscollege.crm.dynamics.com
B. https://crm.bellowscollege.dynamics.com
C. https://bellowscollege.dynamics.com
D. http://bellowscollege.crm.dynamics.com
Answer: A (LEAVE A REPLY)

NEW QUESTION: 17
You are implementing Dynamics 365 Sales for a beverage company.
The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:
* There are three flavors: strawberry, vanilla, and chocolate.
* Each can costs S5.00
* A dozen cans cost S55.O0.
* Each case has four dozen cans and costs $200.00.
* A combination case includes a dozen cans of each flavor and costs $160.00.
* Purchases of four or more cases get an extra 10 percent off the price.
You need to set up the product catalog.
Which components should you use? To answer, drag the appropriate components to the correct entry descriptions. Each component 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

Entry description	Component
Drink flavors list	Products
Four or more cases	Discount Lists
Combination of flavors	Products
One can	Unit Groups

NEW QUESTION: 18

You are Implementing Dynamics 365 Sales for a company that has salespeople in the fallowing cities in the state of Florida: Jacksonville, Miami, and Tampa. The manager in Florida oversees the salespeople tar all Three cities.

You must set up territories by states. Each state must be a parent territory and have a different manager.

Sales information must be shown by city and then by state.

You need to set up territories for Florida.

Which settings should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Setting
Determine the number of territories.	Four territories and zero sub-territories Two territories and two sub-territories One territory and three sub-territories One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One territory and one sub-territory: Florida and Jacksonville One sub-territory: Jacksonville Two territories: Florida and Jacksonville One territory: Florida
Determine how many territories the Florida sales manager should manage.	One territory and zero sub-territories: Florida One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa Four territories: Florida, Jacksonville, Miami, and Tampa Zero territories and three sub-territories: Jackson, Miami, and Tampa

Answer:

Requirement	Setting
Determine the number of territories.	Four territories and zero sub-territories Two territories and two sub-territories One territory and three sub-territories One territory and four sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One territory and one sub-territory: Florida and Jacksonville One sub-territory: Jacksonville Two territories: Florida and Jacksonville One territory: Florida
Determine how many territories the Florida sales manager should manage.	One territory and zero sub-territories: Florida One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa Four territories: Florida, Jacksonville, Miami, and Tampa Zero territories and three sub-territories: Jackson, Miami, and Tampa

Explanation

Answer Area

Requirement	Setting
Determine the number of territories.	One territory and three sub-territories
Determine how many territories in which the Jacksonville salespeople should be members.	One sub-territory: Jacksonville
Determine how many territories the Florida sales manager should manage.	One territory and three sub-territories: Florida, Jacksonville, Miami, and Tampa

NEW QUESTION: 19

You need to handle large quantity opportunities.

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.

Actions

- Navigate to Sales Hub and select **Opportunities**.
- Edit a product record.
- Navigate to the Additional detail tab.
- Navigate to Sales Hub and select **Products**.
- Navigate to the Quotes tab.
- Edit an opportunity record.
- Select **Get Products**.

Answer Area

Answer:

Actions

- Navigate to Sales Hub and select **Opportunities**.
- Edit a product record.
- Navigate to the Additional detail tab.
- Navigate to Sales Hub and select **Products**.
- Navigate to the Quotes tab.
- Edit an opportunity record.
- Select **Get Products**.

Answer Area

- Navigate to Sales Hub and select **Opportunities**.
- Edit an opportunity record.
- Navigate to the Quotes tab.
- Select **Get Products**.

Explanation

Navigate to Sales Hub and select **Opportunities**.

Edit an opportunity record.

Navigate to the Quotes tab.

Select **Get Products**.

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

NEW QUESTION: 20

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 Sales system administrator.
The sales team wants to use automated conversation starters.
You need to ensure that the controls are available to developers.
Solution: Create a subscription to Microsoft Relationship Sales, enable JavaScript, and disable pop-up blockers.
Does the solution meet the goal?

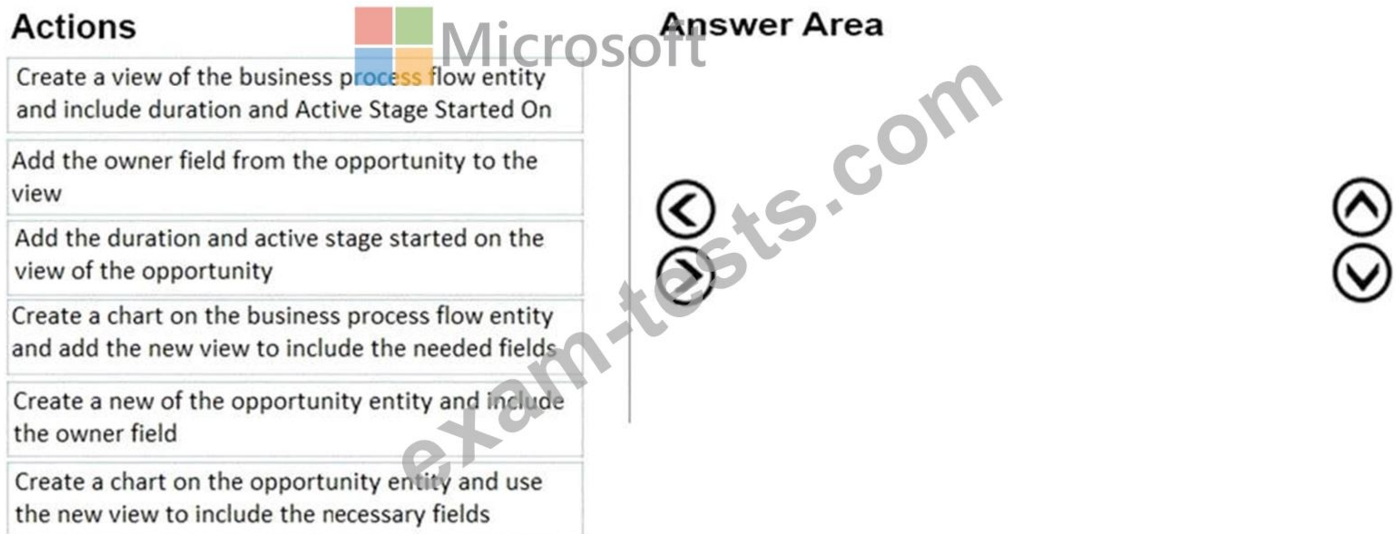
A. Yes

B. No

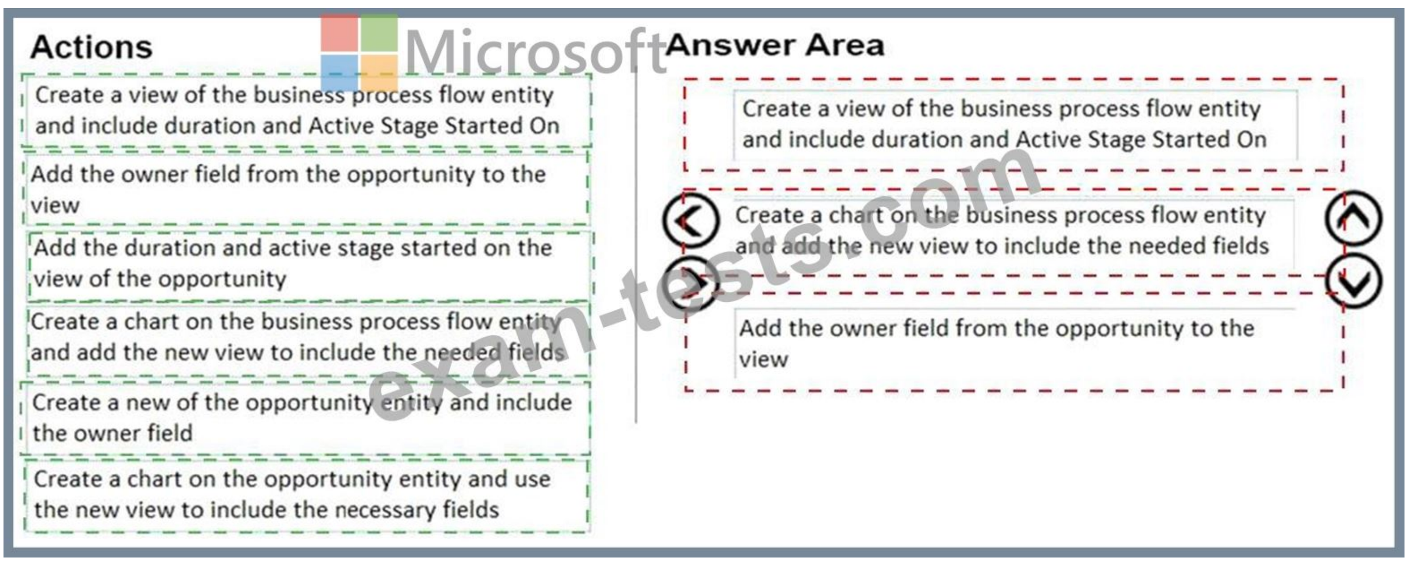
Answer: (SHOW ANSWER)

NEW QUESTION: 21

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.



Answer:



Explanation

NEW QUESTION: 22

A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually.
You need to add a unit named Each.
A. Create the unit Each with Box as the base unit.
B. Update the unit Box with Each as the base unit.
C. Set Each as the primary unit.
D. Make Each the base unit for all units.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-unit-group-add-units

NEW QUESTION: 23
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
Answer: (SHOW ANSWER)
Explanation
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/linkedin/add-sales-navigator-controlsforms

NEW QUESTION: 24
Sales representatives at an organization have access to the contact records in their business unit.
You need to ensure that sales representatives can access contact records in all business units that are subordinate to their business unit. Sales representatives must not have access to other records in the organization.
Which access level should you assign to the Contact entity?
A. User
B. Organization
C. Parent: Child Business Unit
D. Business Unit
Answer: C (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges

NEW QUESTION: 25

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 Personalization settings for each user, change the default revenue type to System Calculated

B. In custom controls, change the default revenue setting to System Calculated

C. In the System Settings sales tab, change the default revenue type to System Calculated

D. In Opportunities, change the default value of the revenue type to System Calculated

Answer: D (LEAVE A REPLY)

NEW QUESTION: 26

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 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: Change the opportunity to an inactive state.

Does the solution meet the goal?

A. No

B. Yes

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

You need to choose where to enter the other show names in the system. Where should you add the shows?

A. Product

B. Accounts

C. Contacts

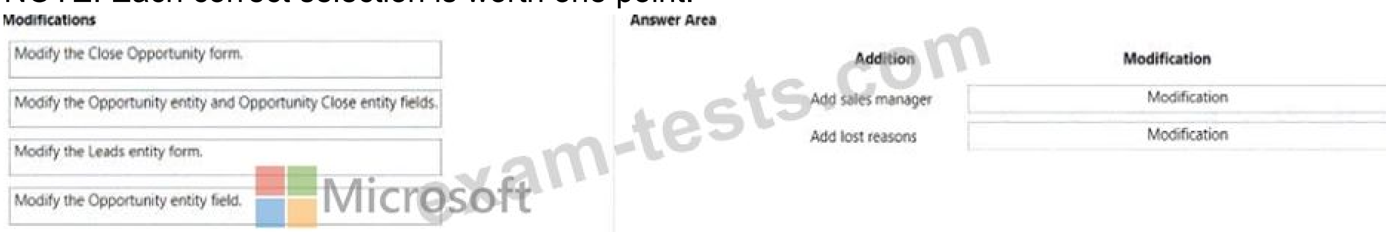
D. Competitor

Answer: (SHOW ANSWER)

NEW QUESTION: 28

You need to determine which configuration changes to make to address closed and lost opportunities.

Which modifications should you complete? To answer, drag the appropriate modifications to the correct additions. Each modification 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

NEW QUESTION: 29
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. mail merge template
B. Microsoft Word template
C. template editor
D. Report Wizard
Answer: (SHOW ANSWER)

NEW QUESTION: 30
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.

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

Answer:

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

Explanation

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

NEW QUESTION: 31

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.

Actions

- Add custom views using Versium Predict solution
- Authenticate Versium Predict
- Install Versium Predict from the Dynamics 365 Administration Center
- Install Versium Predict from Microsoft AppSource
- Add custom views using web resources

Answer Area

Answer:

Actions

- Add custom views using Versium Predict solution
- Authenticate Versium Predict
- Install Versium Predict from the Dynamics 365 Administration Center
- Install Versium Predict from Microsoft AppSource
- Add custom views using web resources

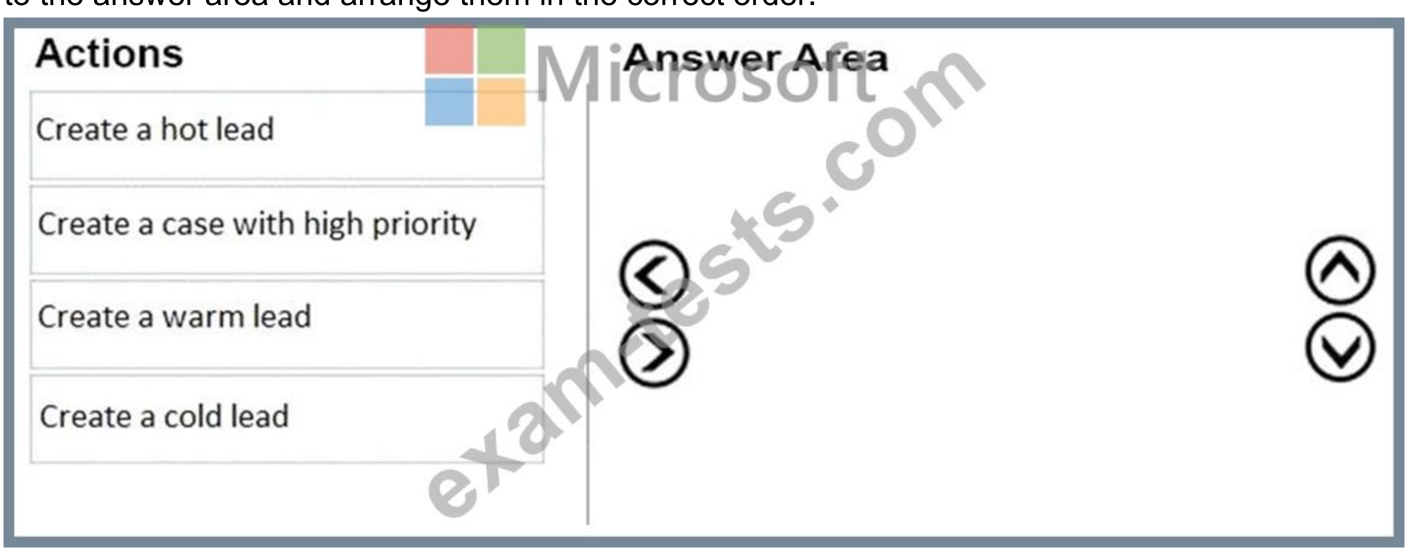
Answer Area

1. Install Versium Predict from Microsoft AppSource
2. Authenticate Versium Predict
3. Add custom views using web resources

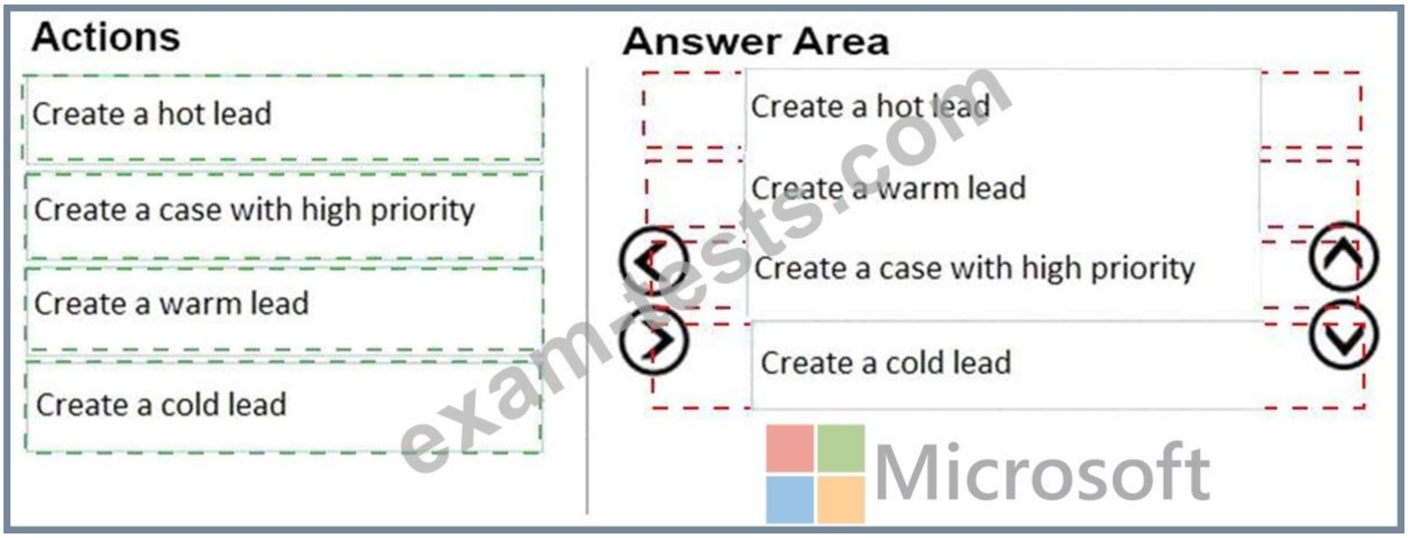
Explanation

- Install Versium Predict from Microsoft AppSource
- Authenticate Versium Predict
- Add custom views using web resources

NEW QUESTION: 32
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.



Answer:



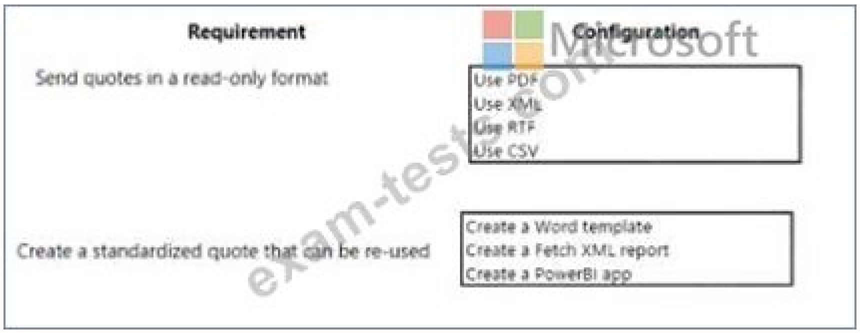
Explanation

NEW QUESTION: 33

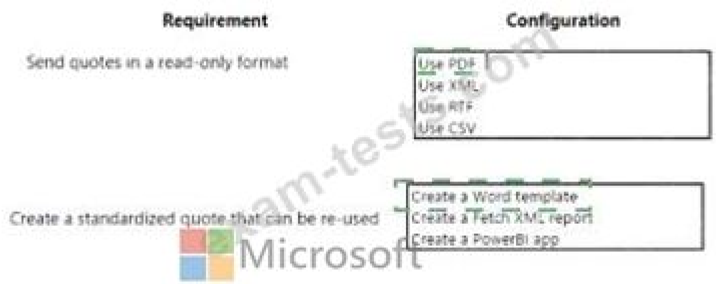
You need to set up quotes to meet the requirements.

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

NOTE: Each correct selection is worth one point.



Answer:



Explanation

NEW QUESTION: 34

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

Answer: A (LEAVE A REPLY)

Explanation

References:

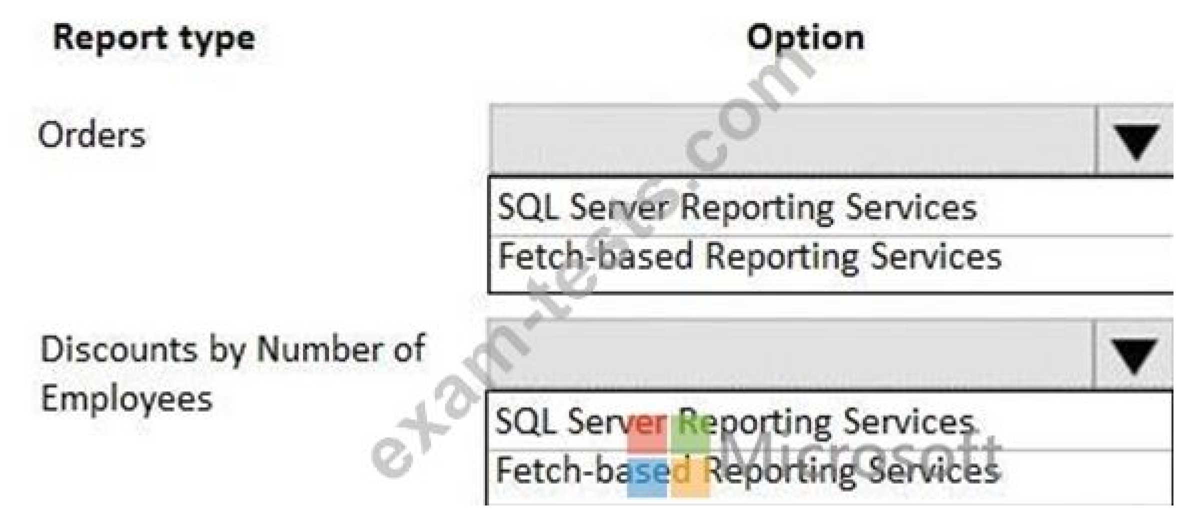
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quotesales-

NEW QUESTION: 35

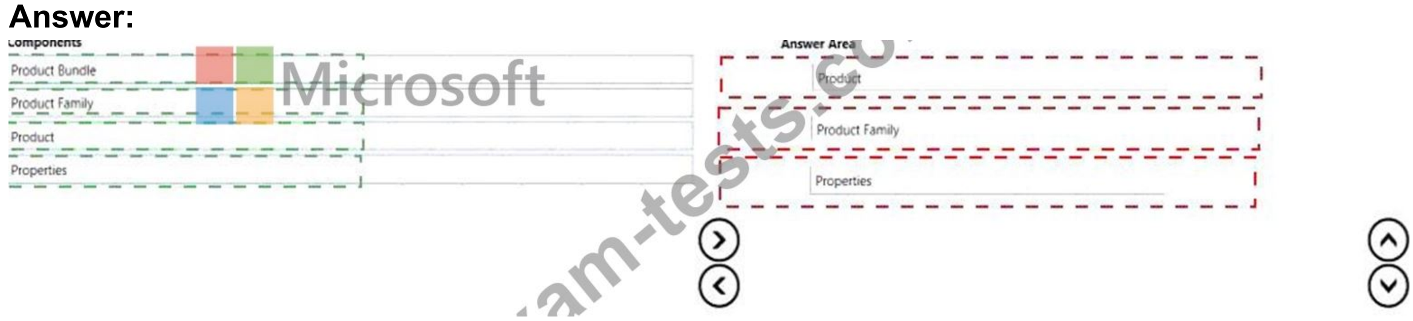
You need to create and configure access to the Orders report and the Discounts by Number of Employees report.

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

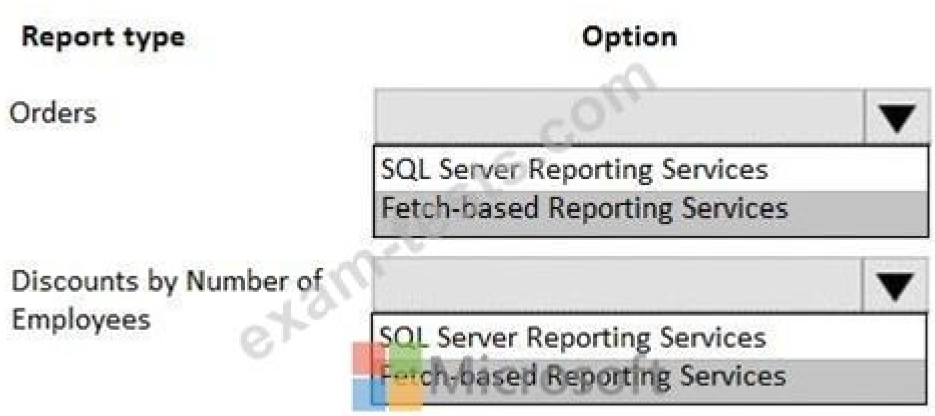
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW QUESTION: 36

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?

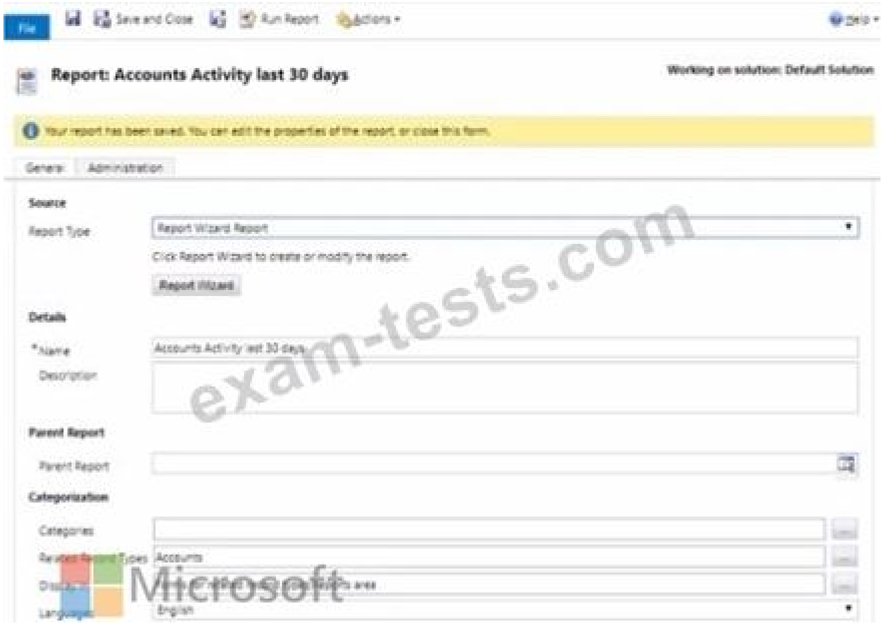
A. No

B. Yes

Answer: (SHOW ANSWER)

NEW QUESTION: 37

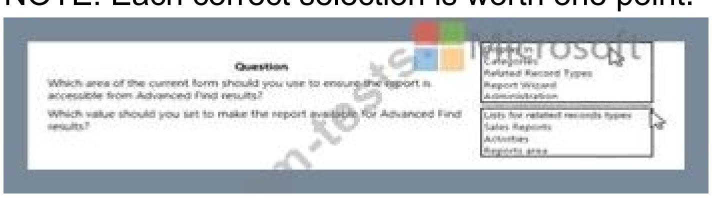
You have a sales report that shows activities for Accounts in the last 30 days. When you run an advanced find query for Accounts with the custom field Heat Level equal to Hot, you are not able to access the report.



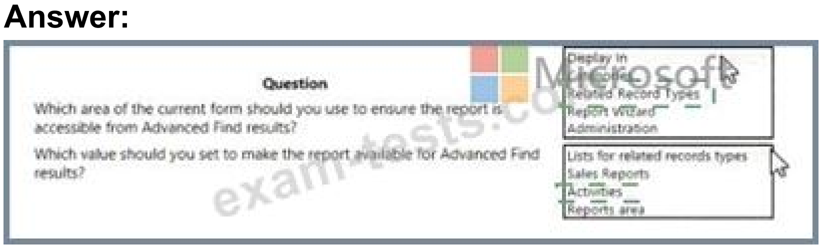
A Form: Report: Account Activity last 30 Days.

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.



Answer:



Explanation

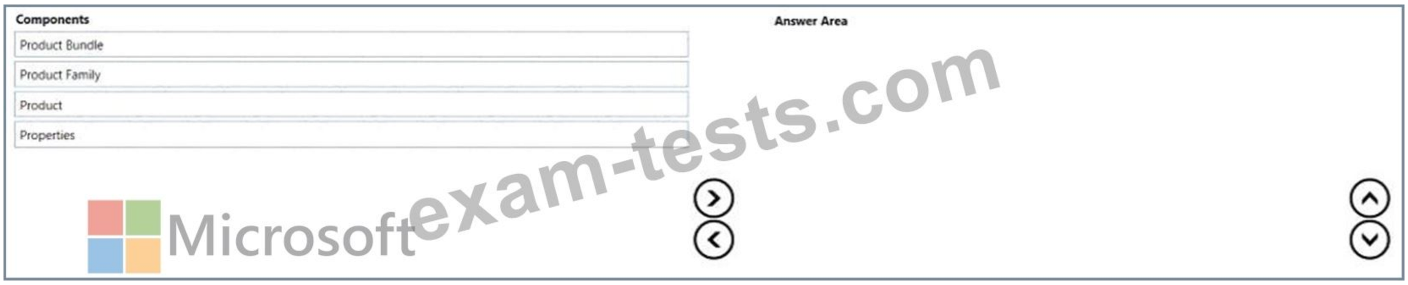
NEW QUESTION: 38

You use products with properties for your opportunities in Dynamics 365.

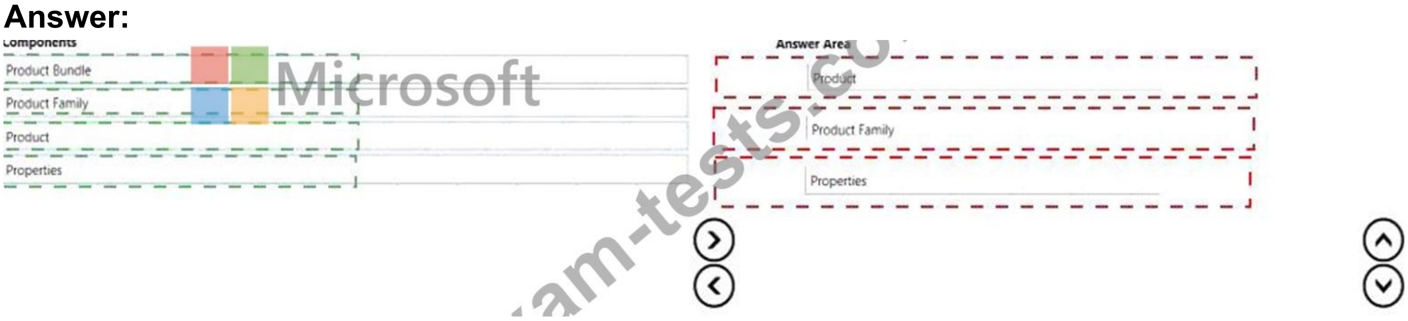
You are adding a new product to your product catalog.

You need to create the product with a new set of properties.

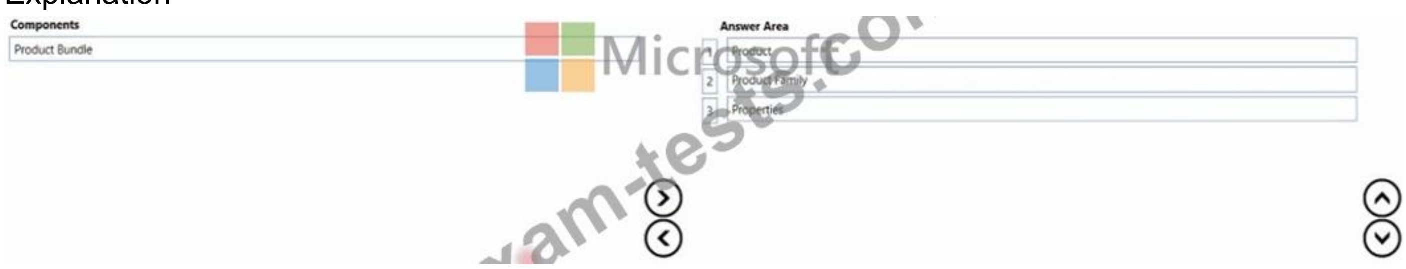
Which Three product catalog components should you configure in sequence? To answer, move the appropriate components from the list of components to the answer area and arrange them in the correct order.



Answer:



Explanation



NEW QUESTION: 39

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

Answer: A,C,D (LEAVE A REPLY)

Explanation

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactivedashboards

NEW QUESTION: 40

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 current format in personal options
B. the currencies in settings
C. the currency display option in system settings
D. the default currency in personal options
Answer: D (LEAVE A REPLY)

NEW QUESTION: 41
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. Quote
B. Order
C. Opportunity
D. Lead
Answer: (SHOW ANSWER)

NEW QUESTION: 42
You need to determine which fields are required when opportunities are marked as lost.
Which fields are required?
A. Status and Stakeholders
B. Status and Contact
C. Status Reason and Competitor
D. Status Reason and Description
Answer: (SHOW ANSWER)

NEW QUESTION: 43
You need to configure a phone call activity for the dean.
To which value should you set the value of the Call With field?
A. contact name
B. stakeholder
C. record owner
D. dean
Answer: A (LEAVE A REPLY)
Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/add-phone-call-task-em
Topic 3, group of theaters Case Study
This is a case study Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the button to return to the question.
Background
A company owns a group of theaters that stage live performances. Tickets to shows are sold by individual representatives by using a mobile app.
Each theater has a manager. The managers rotate between theaters every six months.
The company plans to implement Dynamics 365 Sales.
Current environment
The company uses the following pricing structure for tickets:

Quantity tickets per show	Pricing per ticket
Fewer than 10	$50.00
11 or more but fewer than 25	10 percent off ticket price
More than 26	15 percent off ticket price

Representatives create Microsoft Word documents to use as invoices. Pricing for tickets is often inconsistent.
Ticket sales are often lost because customers go to other shows.
Requirements
Business cards
* The business card of every group sales customer must be scanned and the image saved with the contact record.
* A customer's business card must be scanned even if the customer has been to the theater before.
* Business cards must show up on all contact forms.

Salespeople
* Each salesperson needs to sell a certain amount of tickets per month.
* The number of tickets each salesperson sells must be totaled only at the end of the month, before the monthly meeting between the salesperson and their manager.
* Salespeople must not be able to check the quantity sold in the system daily.

Opportunities
* The name of the sales manager must be added to opportunity records when sales representatives close opportunities.
* Opportunities that are lost must include the reasons other show and not interested.
* Some of the opportunities who order a large quantity of tickets every week want quotes quickly on various quantities. They want it broken down as follows:

*Price breakout by ticket
*Quantity discount amount
*Original ticket price

Orders
* Customers who buy a large quantity of tickets to a show must always get a quote first.
* Orders must always be created from the Quote record when it is a large purchase.
* Customers who buy a smaller quantity of tickets that do not have quotes must have an invoice sent to them.

Data Analysis
* Analyze email messages that pertain to ticket sales of the shows.
* Analyze relationships to help with potential sales of friends and coworkers for potential ticket buyers.
* Analyze accounts and assess the account representative's relationship with the customer to gauge the level of communication.

Visuals
A Tickets dashboard for all cashiers must be created that contains the following bar Charts:
* all the tickets sold for each show
* all the tickets available for each show
* accounts that have purchased groups of 10 or more tickets
* purchased tickets by age groups

Shows
* Representatives must track which shows customers go to when they do not purchase the tickets to their shows. This information must be entered in the records.
* Every time a potential large sale is lost, the representative needs to ask the customer which show ticket was purchased instead of their show.
* Shows at other theaters must be updated on a monthly basis.
* Quantity discounts and bulk purchase for different shows must be consistent.

Issues

* The Tickets dashboard has eight sections. The dashboard includes a line chart that displays data about age groups. The dashboard also has a chart that group ticket sales. The chart shows 10 or more tickets sold but is missing accounts that purchased more than 20 tickets.
* Cashiers report that they cannot see two specific area of the Tickets dashboard. Salespeople report that they can see all areas of the dashboard.
* Representative 1 is unable to scan business cards.
* Some users do not see the business cards when using their desktop machines, but they see them from their tablets and mobile phones.
* There are no business card images in the system.
* Duplicate contacts are being created with business card scans.

NEW QUESTION: 44

You need to identify new customer pending sales.

What should you do?

A. Create status reasons in the solution and associate them with Open status

B. Add statuses for all the pending sales stages

C. Set all new leads to a default status of Qualified

D. Configure the solution to automatically convert leads to opportunities

Answer: A ([LEAVE A REPLY]())

Explanation

To support reporting, pending new customer sales will go through a verification process using the stages New, Pending Approval, Approved.

NEW QUESTION: 45

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

Answer: B ([LEAVE A REPLY]())

Explanation

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/convert-opportunity-quotesales- order-invoice

NEW QUESTION: 46

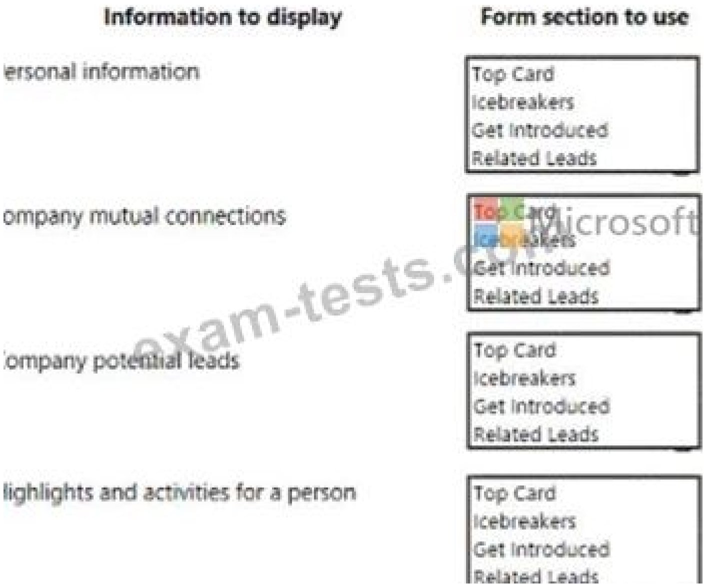
An organization implements Dynamics 365 Sales.

A consultant is adding new controls to existing application forms.

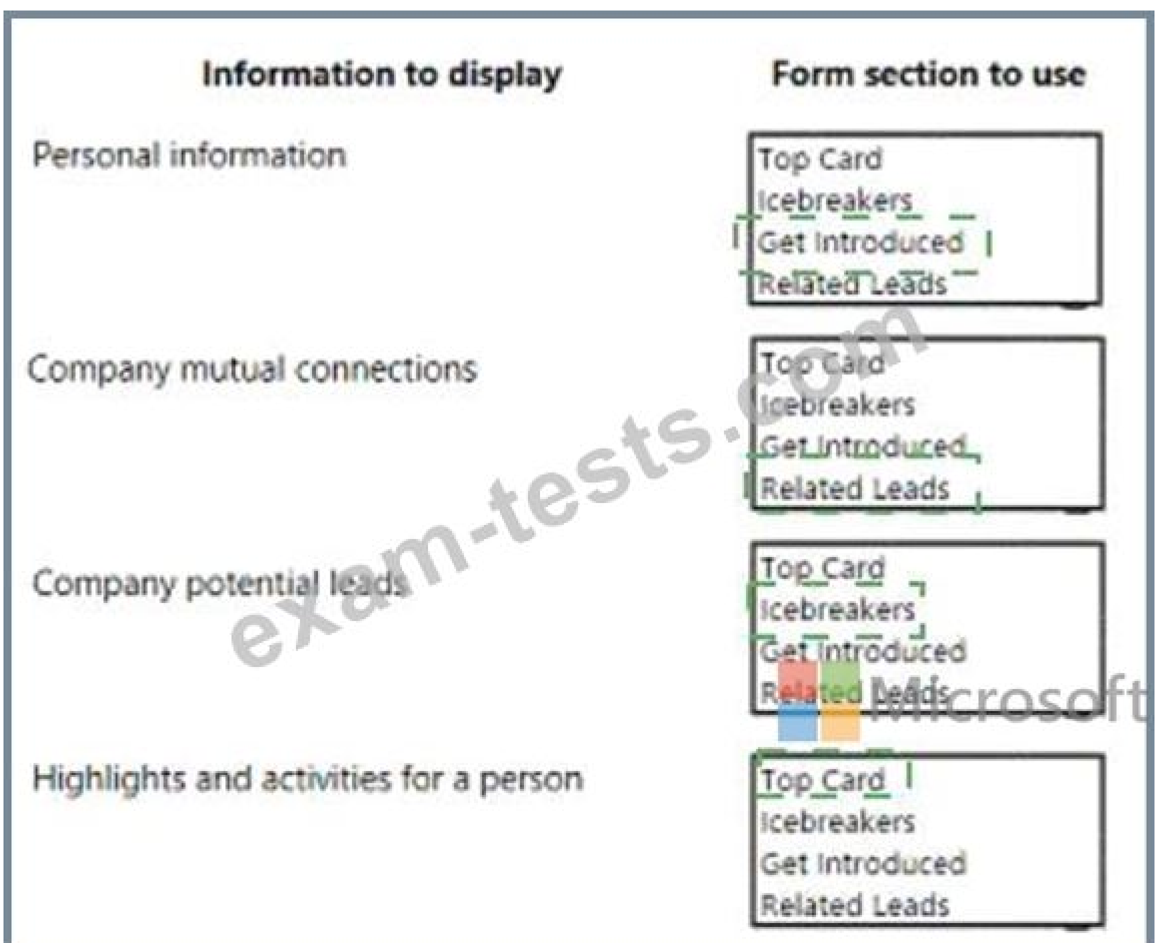
You need to ensure that Linkedin information appears on the Sales form.

Which form sections should you use? To answer, select the appropriate options m the answer area?

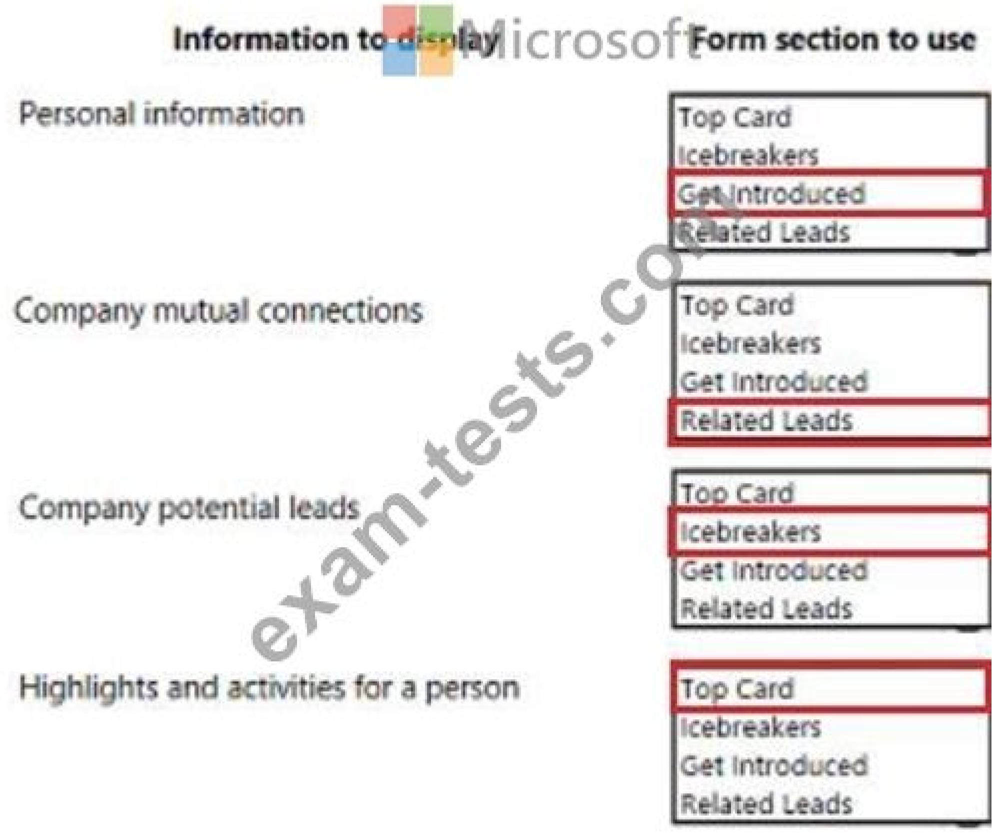
NOTE: Each correct selection is worth one point.



Answer:

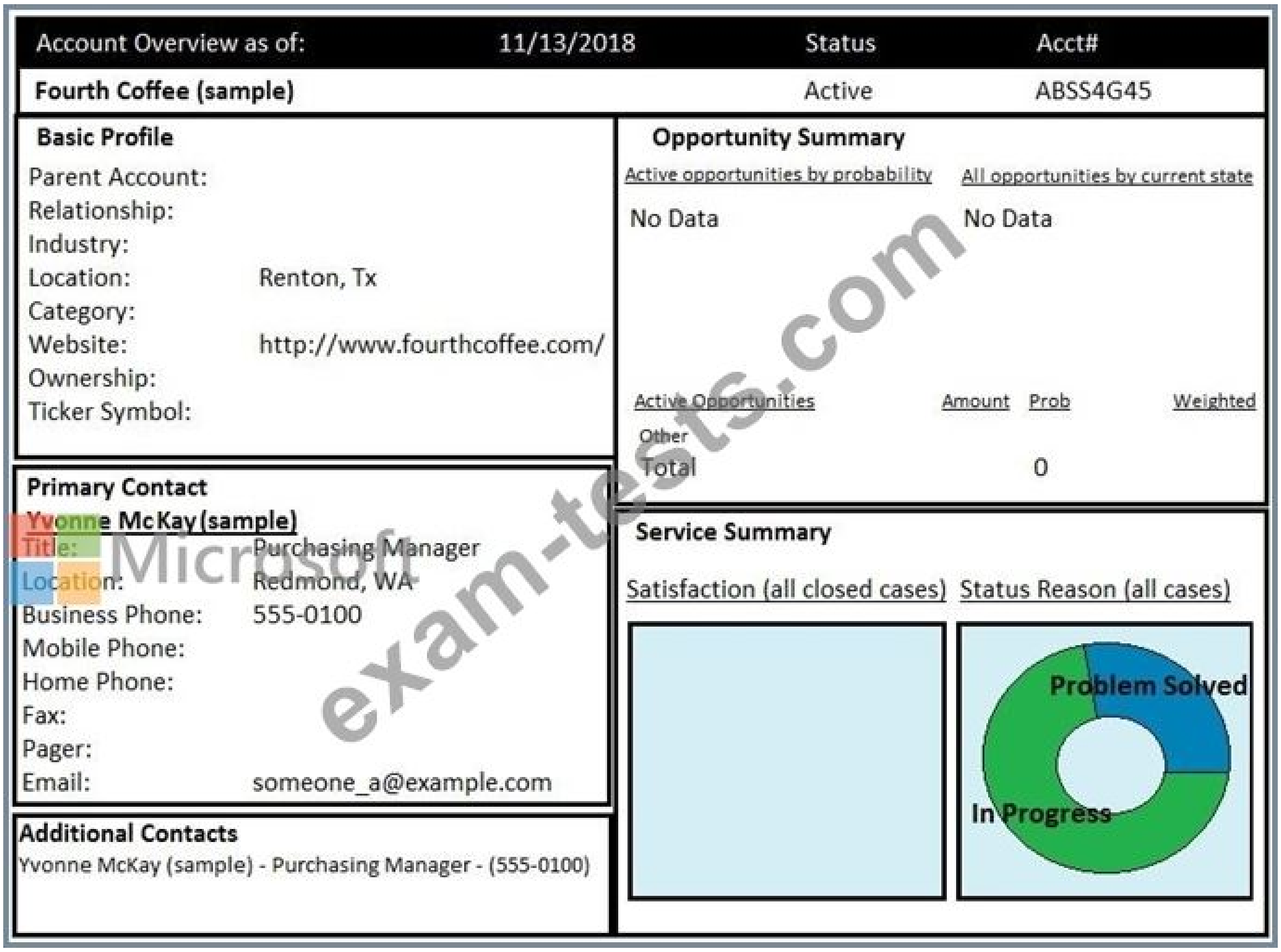


Explanation



NEW QUESTION: 47

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

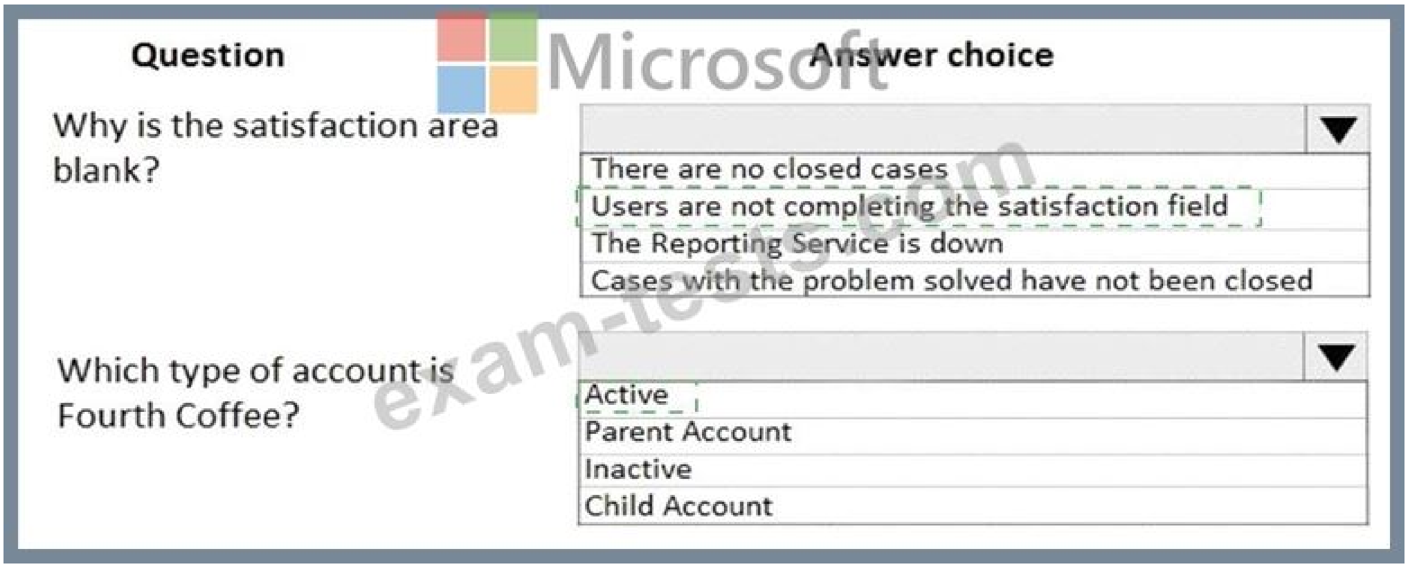


Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

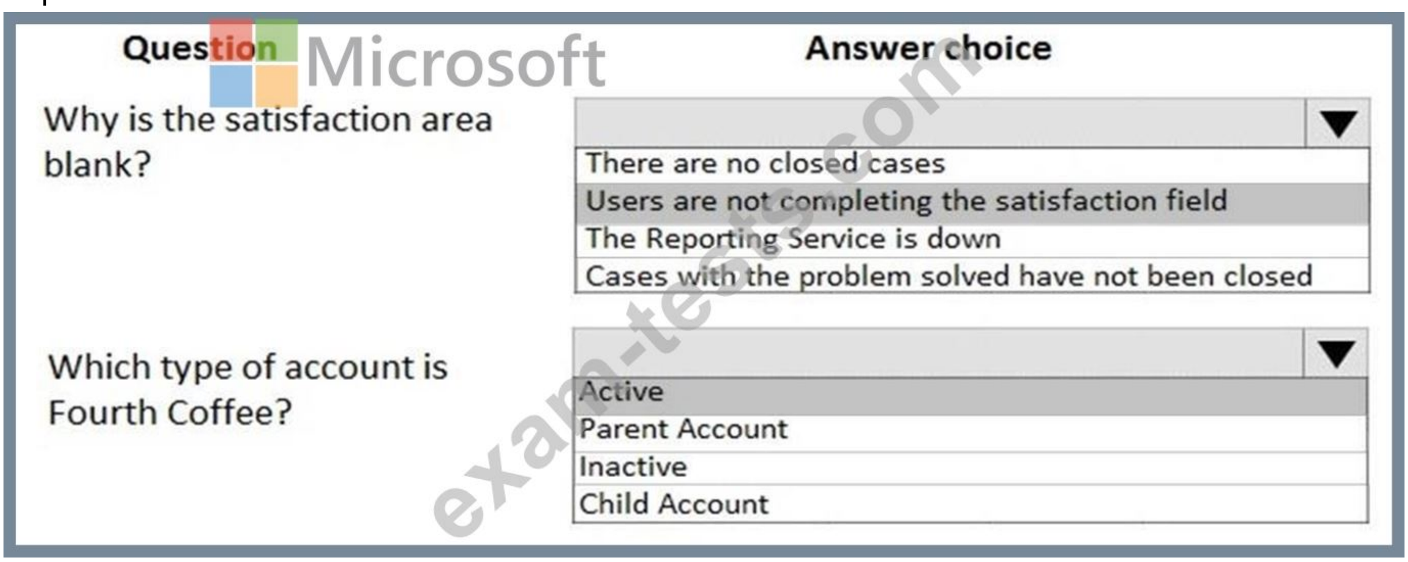
NOTE: Each correct selection is worth one point.

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

Answer:



Explanation



NEW QUESTION: 48

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 Add Line Items on the Opportunity entity

C. Select Get Products from the command bar in the Quote entity

D. Select Recalculate from the command bar on the Opportunity entity

Answer: (SHOW ANSWER)

NEW QUESTION: 49

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

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

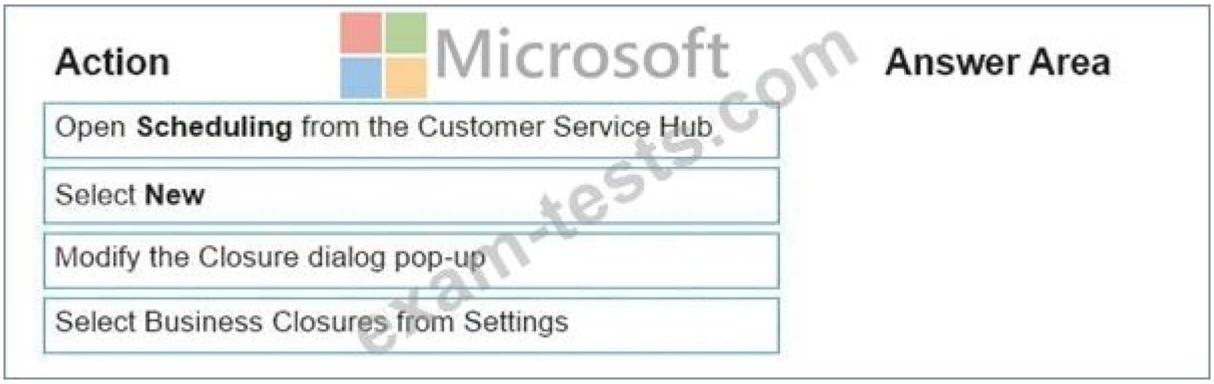
What should you do?

A. Assign the Dynamics 365 System Customizer role to the user
B. Assign the Common Data Service User role to the user
C. In the Power Apps Admin center, assign Environment Maker permissions to the user
D. In the Office 365 Admin center, assign Application proxy permissions to the user
Answer: A (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/add-ready-use-busin

NEW QUESTION: 50
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. Sales Manager
B. Sales Person
C. Delegate
D. System Customizer
Answer: A (LEAVE A REPLY)

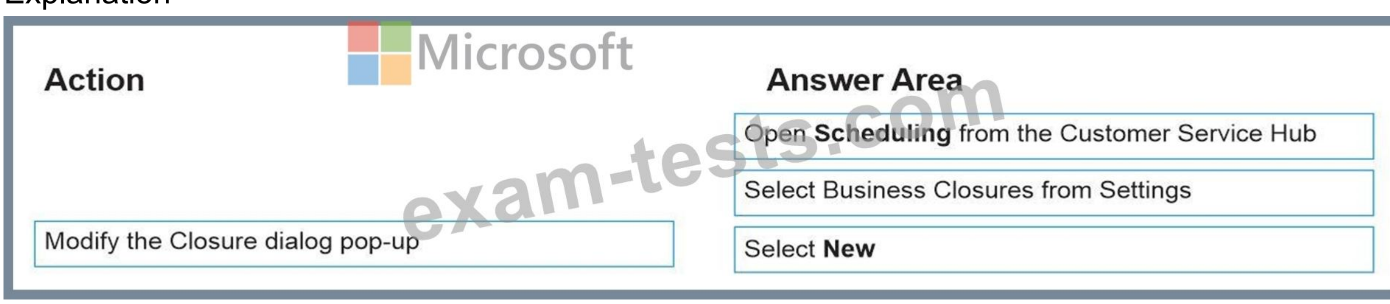
NEW QUESTION: 51
You need to configure the system to handle all ticket sales.
What should you configure?
A. Discount Lists
B. Product Bundles
C. Product Catalog Settings
D. Goals
Answer: A (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/set-up-discount-list

NEW QUESTION: 52
A sates manager needs to add a new business closure.
You need to configure a new business closure schedule.
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.



Answer:

Explanation



Schedule a new business closure

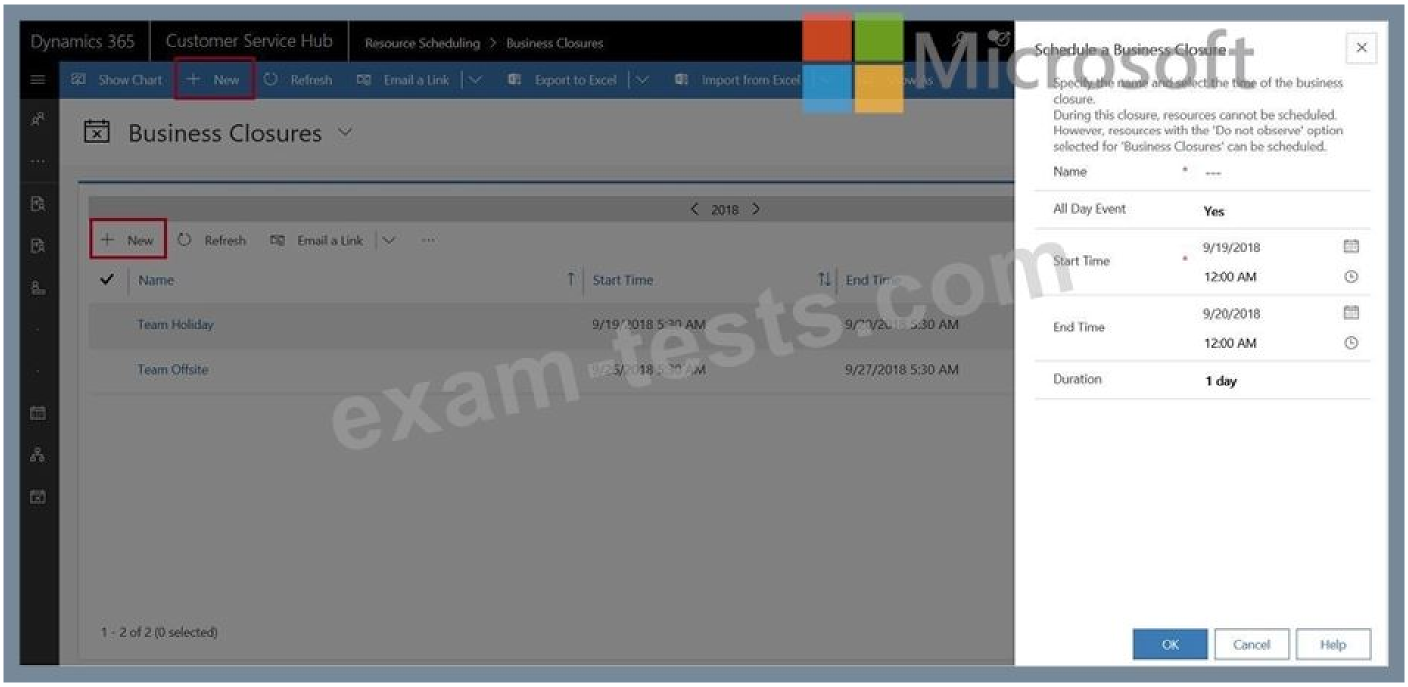
Make sure that you have the required security role or equivalent permissions.

More information: Manage security roles in service scheduling

* In the Customer Service Hub sitemap, go to Scheduling.
* From the list of entity records, select Settings > Business Closures.
* The Business Closures view is displayed. You can switch between various system views using the drop-down menu.
* Select any existing record to see additional options in the command bar
* On the command bar, select New to schedule a new business closure.

You can also select New from the business closure grid to create a new business closure record.

Schedule business closure



A quick create dialog box is displayed.

* In the Schedule a Business Closure dialog box, type or modify information in the text boxes:
* In the Name box, type a name that describes the purpose of the closure.

The first 12 characters of the name appear on each day of the closure on the calendar view of the affected resource's Work Hours.

* If the closure is an all-day event, select the All-Day Event check box. The application automatically enters the duration of 1 day.
* In the Start Time and End Time boxes, enter the start and end date and time for the closure.
* If you want to enter duration instead of an end time, select the length of the closure in the Duration box. The application automatically calculates the end time for you.

If you want to enter a specific time period, clear the All Day Event check box. You can then specify the hours during which your organization will be closed.

* To save this business closure, select OK.

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

NEW QUESTION: 53

A company uses Dynamics 365 Sales to manage sales orders.

You need to create an order for a new customer.

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.

Actions

- Pick items and ship order
- Create a new order for the customer
- Add customer address and shipping information
- Create a new customer account in Dynamics 365 for Sales
- Add products from inventory for the sale

Answer Area

Answer:

Actions

- Pick items and ship order
- Create a new order for the customer
- Add customer address and shipping information
- Create a new customer account in Dynamics 365 for Sales
- Add products from inventory for the sale

Answer Area

- Create a new customer account in Dynamics 365 for Sales
- Create a new order for the customer
- Add products from inventory for the sale
- Add customer address and shipping information
- Pick items and ship order

Explanation

- Create a new customer account in Dynamics 365 for Sales
- Create a new order for the customer
- Add products from inventory for the sale
- Add customer address and shipping information
- Pick items and ship order

Reference:
https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-edit-order-sales#create-an-order

NEW QUESTION: 54

You need to make the appropriate change to the system to ensure that statistics are correct in time for each manager/salesperson meeting.

What should you do?

A. Create a workflow for the Goals entity

B. In the Goals section of App Settings, select Actuals

C. In the Business Management section of Settings, configure Goal Metrics

D. In the Goals Settings section of App Settings, select Rollup recurrence

Answer: D (LEAVE A REPLY)

Explanation

The number of tickets each salesperson sells must be totalled only at the end of the month, before the monthly meeting between the salesperson and their manager.

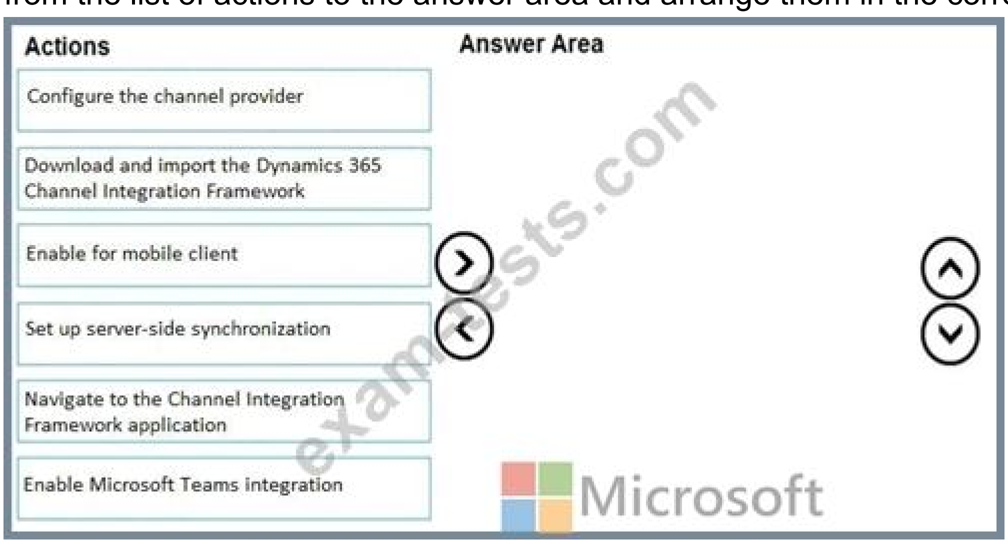
Salespeople must not be able to check the quantity sold in the system daily.

NEW QUESTION: 55

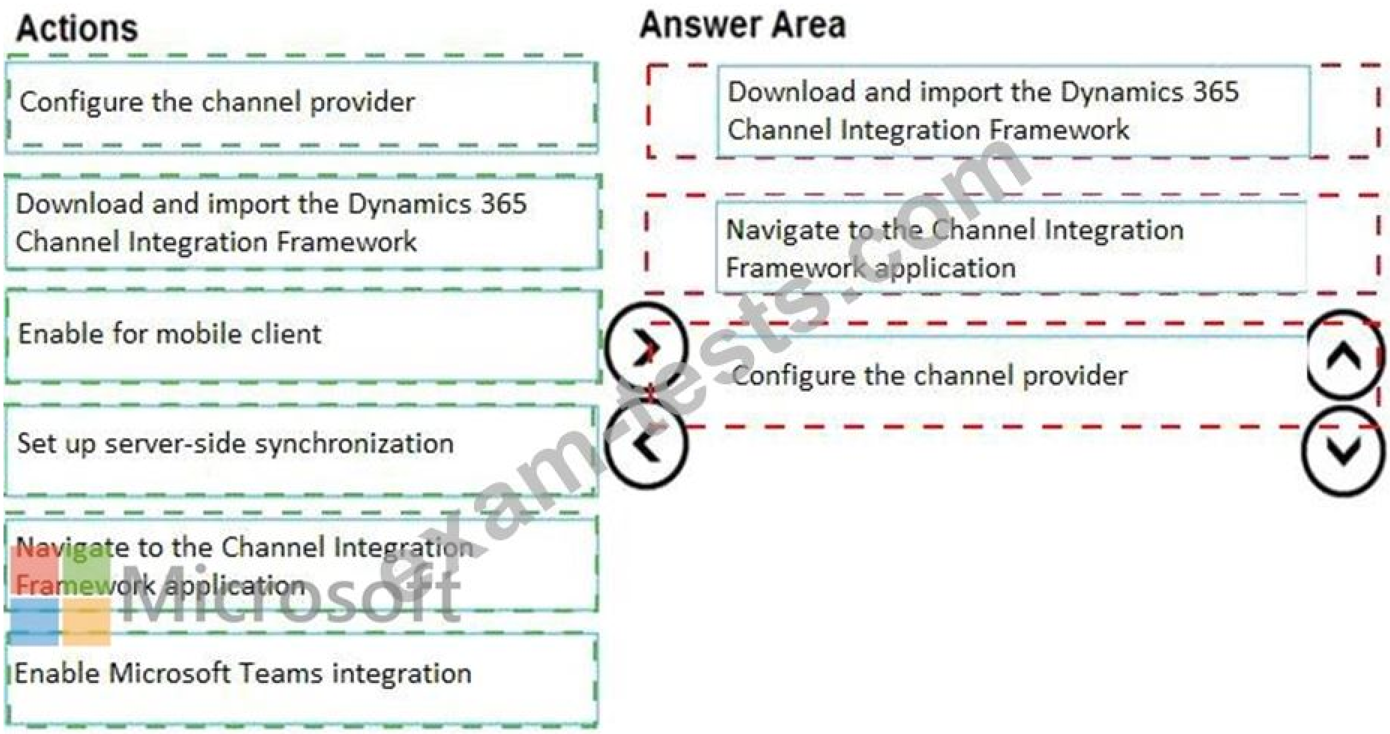
A company wants to use Dynamics 365 Sales with their internal phone system.

You need to configure Dynamics 365 to use the softphone dialer.

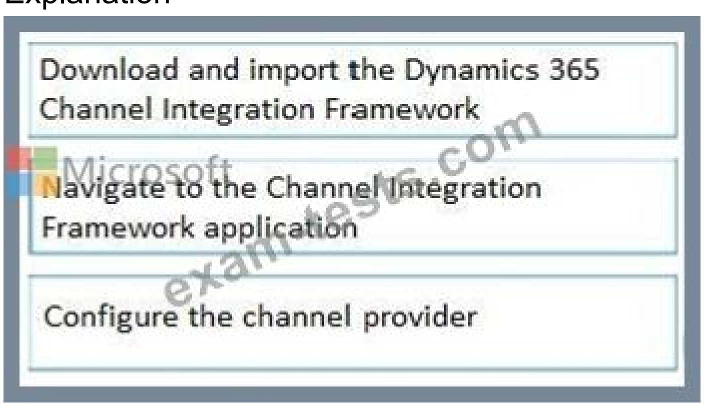
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation



Reference:

https://docs.microsoft.com/en-us/dynamics365/ai/sales/integrate-sample-softphone

https://docs.microsoft.com/en-us/dynamics365/customer-service/channel-integration-framework/configure-chann

NEW QUESTION: 56

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

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 57

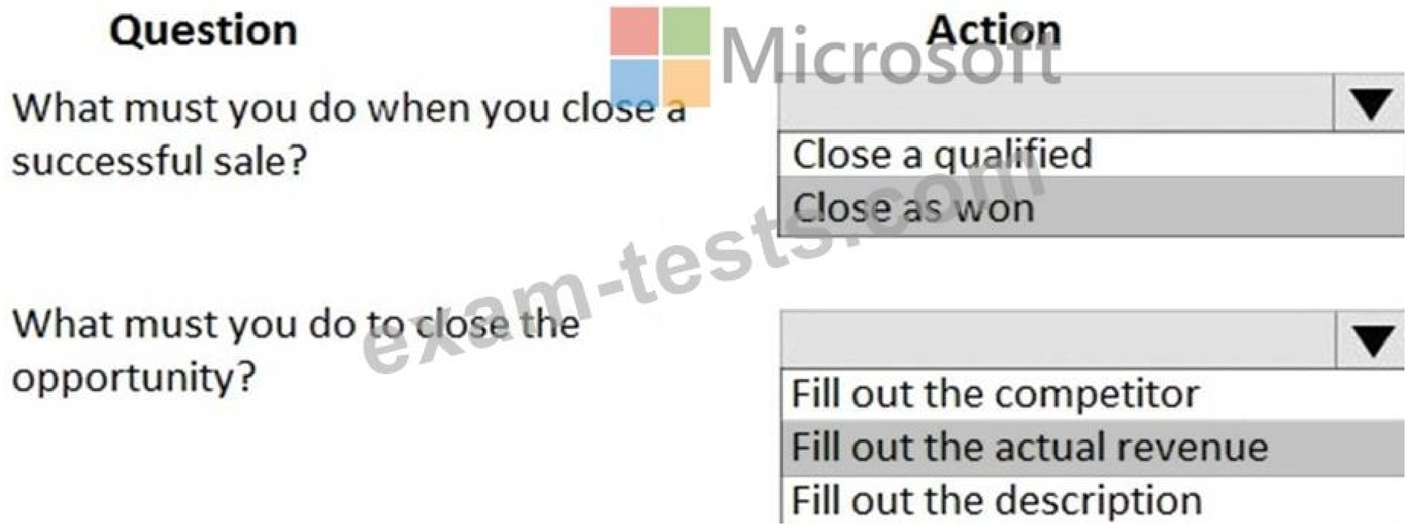
You are a salesperson working with Dynamics 365. Your role includes working with opportunities.
You need to close opportunities.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Question	Action
What must you do when you close a successful sale?	Close a qualified Close as won
What must you do to close the opportunity?	Fill out the competitor Fill out the actual revenue Fill out the description

Answer:

Question	Action
What must you do when you close a successful sale?	Close a qualified Close as won
What must you do to close the opportunity?	Fill out the competitor Fill out the actual revenue Fill out the description

Explanation



NEW QUESTION: 58
You need to ensure that sales numbers reflect the accounting calendar.
What should you configure?
A. Fiscal Year Settings
B. Sales Territories
C. Rollup Queries
D. Business Closures
Answer: (SHOW ANSWER)

NEW QUESTION: 59
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.

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

Answer:

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

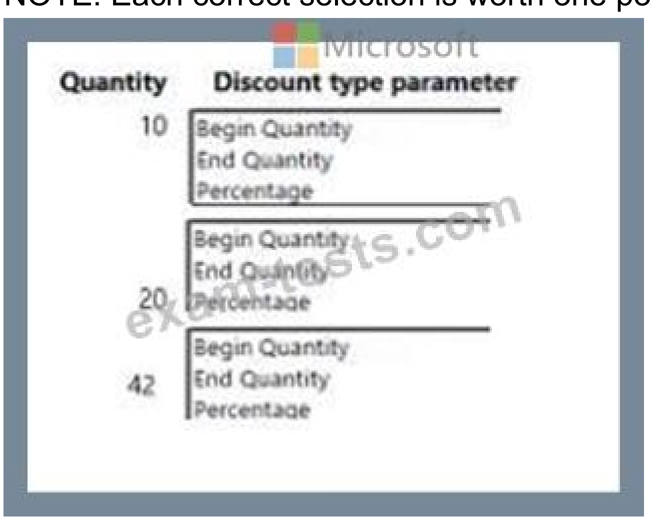
Explanation

NEW QUESTION: 60

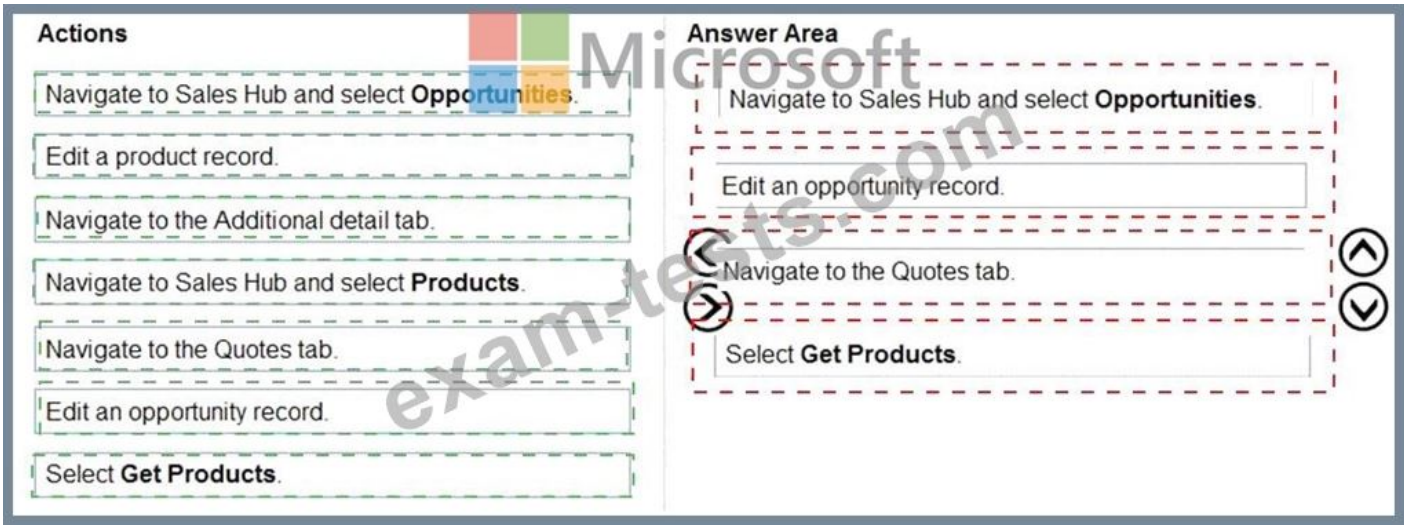
You need to configure group sales discounts for alumni.

Which discount type parameters should you use? To answer, select the appropriate options in the answer area.

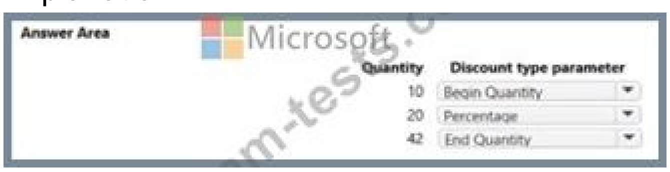
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW QUESTION: 61

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

Answer: A,D (LEAVE A REPLY)

Explanation

References:

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