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Microsoft AB-210 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Develop deals by using intelligent opportunity research	25-30%	- Optimize opportunity management workflows - Deploy and configure Sales Close Agent - Configure forecasting and goal management - Use AI for opportunity research and insights
Topic 2: Configure Dynamics 365 Sales core features for AI	15-20%	- Set up core sales entities and relationships - Configure security and access for AI features - Integrate Microsoft Power Platform components - Design and configure sales data model
Topic 3: Qualify and prioritize leads by using AI	15-20%	- Automate lead routing and prioritization - Configure lead qualification processes - Implement Sales Qualification Agent - Fine-tune predictive lead scoring models
Topic 4: Optimize AI-driven sales workflows and insights	20-25%	- Configure Copilot for Sales - Configure Sales accelerator and work distribution - Implement predictive scoring and relationship intelligence - Set up conversational intelligence

Topic 5: Extend and enhance sales solutions with AI

10-15%

- Configure reporting and visualization
- Deploy and manage AI agents
- Implement collaboration features
- Monitor and optimize AI performance

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AB-210 Practice Materials: Accelerating Sales Pipelines with AI in Dynamics 365 and AB-210 Study Guide - Itcertkey

The Itcertkey team is updating the Microsoft AB-210 study material according to the changes in the syllabus on daily basis. The users will receive AB-210 updates for 365 days so they can prepare according to the updated content. The 24/7 support system has been made for customers to solve their problems and serve them in the best possible ways in order to pass the Accelerating Sales Pipelines with AI in Dynamics 365 (AB-210) certification exam on the first try!

Microsoft Accelerating Sales Pipelines with AI in Dynamics 365 Sample Questions (Q45-Q50):

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

You are deploying AI agents for a company using Microsoft Dynamics 365 Sales.

The company wants to ensure that AI usage is tracked and billed monthly.

The company requires that AI billing uses pre-paid credits.

You need to configure the billing based on the requirements.

Solution: Create an Azure subscription.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

The solution does not meet the goal. Creating an Azure subscription is associated with pay-as-you-go billing scenarios, not the required pre-paid credits model. Microsoft's Dynamics 365 Sales agent billing guidance states that Sales Copilot and agent capabilities support two billing models: prepaid capacity and pay-as-you-go. Prepaid capacity uses Copilot Studio message pack subscriptions purchased in advance, while pay-as-you-go bills for actual message consumption during the month.

Because the requirement explicitly says AI billing must use pre-paid credits, the correct approach is to purchase Copilot Studio message packs or Copilot Credits and assign/manage that capacity for the relevant environment. Power Platform guidance explains that Copilot Studio credits/capacity are managed and monitored through the Power Platform admin center, and if prepaid capacity is exhausted, admins must reallocate capacity, purchase more credits, or enable pay-as-you-go. An Azure subscription may be required for pay-as-you-go cost management, but it does not satisfy a prepaid-credit requirement by itself. Therefore, the proposed solution is incorrect.

References/topics: Dynamics 365 Sales agent billing; prepaid capacity; Copilot Studio message packs; Copilot Credits; pay-as-you-go billing.

NEW QUESTION # 46

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 on the review screen.

You are deploying AI agents for a company using Microsoft Dynamics 365 Sales.

The company wants to ensure that AI usage is tracked and billed monthly.
The company requires that AI billing uses pre-paid credits.
You need to configure the billing based on the requirements.
Solution: Create a billing policy for the Dynamics 365 Sales environment.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

The solution does not meet the goal because a billing policy for the Dynamics 365 Sales environment is associated with the pay-as-you-go consumption model, not the prepaid-credit model required in the question. Microsoft separates Dynamics 365 Sales Copilot and agent billing into two models:

prepaid capacity and pay-as-you-go. Prepaid capacity uses Copilot Studio message pack subscriptions that are purchased in advance, while pay-as-you-go charges for the actual number of messages consumed by agents during the month.

For prepaid AI credits, the correct configuration is to purchase the Copilot message pack subscription and then assign that prepaid capacity to the required Power Platform/Dynamics 365 Sales environment. Microsoft's setup steps for prepaid capacity specifically state that admins must purchase Copilot message packs through the Microsoft 365 admin center or Partner Center and assign prepaid capacity to the Power Platform environment through the Power Platform admin center.

So the proposed solution is wrong for the stated requirement. It may support monthly tracked consumption under pay-as-you-go, but it does not satisfy the explicit requirement to use pre-paid credits.

NEW QUESTION # 47

You are responsible for improving lead prioritization in Dynamics 365 Sales.

Sales managers report that predictive scores do not match current conversion trends.

You need to edit the predictive lead scoring model to improve accuracy based on recent lead data.

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.

Predictive lead scoring model retraining workflow	Answer Area
Export all lead records.	
Configure predictive scoring settings.	
Retrain the predictive scoring model.	
Verify predictive score accuracy.	
Edit health score grading.	
Edit model attributes.	

Answer:

Explanation:

Predictive lead scoring model retraining workflow	Answer Area
Export all lead records.	
Configure predictive scoring settings.	
Retrain the predictive scoring model.	
Verify predictive score accuracy.	
Edit health score grading.	
Edit model attributes.	

Configure predictive scoring settings.
Edit model attributes.
Retrain the predictive scoring model.
Verify predictive score accuracy.

Explanation:

The correct sequence starts by opening and configuring the predictive scoring settings for lead scoring. The administrator must access the predictive lead scoring configuration page before changing the model.

Microsoft's predictive scoring configuration guidance states that the Predictive lead scoring page is where administrators configure model settings, including model criteria and field behavior.

Next, the administrator should edit model attributes . This is the actual model-tuning step. Microsoft states that Edit model is used to update or add fields that affect the prediction accuracy score, especially when the organization wants the model to consider different fields or a unique business process.

After modifying the attributes, the model must be retrained . Retraining is required when prediction accuracy does not meet expectations or when recent data should be incorporated. Microsoft explains that retraining uses the latest leads in the organization so the model can provide more accurate scores.

Finally, the administrator must verify predictive score accuracy by reviewing the model accuracy and performance. Exporting all lead records is unnecessary, and editing health score grading applies to opportunity health scoring, not predictive lead scoring.

References/topics: Predictive lead scoring; model attributes; model retraining; scoring accuracy; lead prioritization in Dynamics 365 Sales.

NEW QUESTION # 48

Hotspot Question

You are configuring Microsoft Teams calling for a company. The company uses Dynamics 365 Sales and Microsoft Teams. The Microsoft Teams dialer is enabled with all the prerequisites.

Sellers report the following issues:

- The Microsoft Teams dialer is enabled and the security role is assigned in the dialer configuration, but sellers in the security role are not able to access the dialer in Sales Hub.
- Sellers report that their existing third-party telephony system stopped working in Sales.
- Sellers are able to use the Microsoft Teams dialer in Sales Hub, but sellers that are using a custom model-driven app are not able to access the dialer.

You need to resolve the issues.

How should you configure the Microsoft Teams dialer setup? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Configuring Teams calling prerequisites

Issue	Configuration
Sellers are not able to access the dialer in Sales Hub.	- Update the dialer scope to all security roles. - Assign the security role to the root business unit. - Add the security role to the dialer's allowed roles list.
Existing third-party telephony system stopped working.	- Deactivate the phone system in Channel Integration Framework. - Disable the Microsoft Teams dialer for sellers using the third-party system. - Remove the public switch telephone network connection from the Microsoft Teams admin center.
Dialer is not accessible in a custom model-driven app.	- Republish the dialer configuration after saving changes. - Set the custom app as an available app in the dialer configuration. - Enable the Microsoft Teams dialer for all security roles in the dialer settings.

Microsoft

Answer:

Explanation:

Configuring Teams calling prerequisites

Issue	Configuration
Sellers are not able to access the dialer in Sales Hub.	- Update the dialer scope to all security roles. - Assign the security role to the root business unit. - Add the security role to the dialer's allowed roles list.
Existing third-party telephony system stopped working.	- Deactivate the phone system in Channel Integration Framework. - Disable the Microsoft Teams dialer for sellers using the third-party system. - Remove the public switch telephone network connection from the Microsoft Teams admin center.
Dialer is not accessible in a custom model-driven app.	- Republish the dialer configuration after saving changes. - Set the custom app as an available app in the dialer configuration. - Enable the Microsoft Teams dialer for all security roles in the dialer settings.



Explanation:

For the first issue, the security role must be associated with the root business unit. Microsoft states that when Teams dialer is enabled for specific security roles, the selected roles must be associated with the root business unit; otherwise, users do not see the Teams dialer in Sales Hub. Merely assigning the role in the dialer configuration is not enough if the role is not rooted correctly.

For the second issue, Teams dialer conflicts with third-party telephony integrations that use Dynamics 365 Channel Integration Framework. Microsoft explicitly notes that when Microsoft Teams dialer is enabled, other telephony systems connected through Channel Integration Framework stop working for users for whom Teams dialer is enabled. Therefore, sellers who must continue using the third-party telephony system should not have Teams dialer enabled.

For the custom model-driven app issue, the dialer must be made available for that app in the dialer configuration. In the Teams dialer advanced options, administrators select the apps where the dialer should be available; Sales Hub is selected by default, so custom apps must be added explicitly.

NEW QUESTION # 49

You need to standardize the lead qualification process for field sellers.

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

Configure seller workflow automation

Requirement	Configuration
Advance the lead to the Development stage.	- Specify the customer need. - Change to a different process. - Set the decision maker field as required. - Use Power Automate to advance the lead.
Ensure that the default process is applied.	- Enable a lead business rule. - Switch to a different process. - Authorize the process for field sellers. - Authorize the process for inside sellers.



Answer:

Explanation:

Configure seller workflow automation

Requirement

Advance the lead to the Development stage.

Configuration

Specify the customer need.
Change to a different process.
Set the decision maker field as required.
Use Power Automate to advance the lead.

Ensure that the default process is applied.

Enable a lead business rule.
Switch to a different process.
Authorize the process for field sellers.
Authorize the process for inside sellers.

Explanation:

Requirement

Configuration

Advance the lead to the Development stage

Set the decision maker field as required.

Ensure that the default process is applied

Authorize the process for field sellers.

The lead qualification process should be controlled through the Lead to Opportunity Business Process Flow, because the case study states that field sellers use this existing process to manage leads. To prevent a lead from advancing to the Development stage until a decision maker is confirmed, configure the Decision Maker step as required in the business process flow. Microsoft's business process flow guidance states that each stage contains steps mapped to columns, and a step can be made required so users must enter data before moving to the next stage. This stage-gating behavior directly satisfies the requirement that leads cannot progress until the decision maker is confirmed.

To ensure the correct process is applied for field sellers, authorize the business process flow for the field seller security role.

Microsoft explains that business process flows can be associated with security roles so only users with those roles can view or use them, and that the first active process available for a user's security role is applied by default according to process order.

Do not choose Power Automate to advance the lead; the requirement is to block advancement until a required qualification criterion is completed, not to automate progression. "Switch to a different process" is user action, not a configuration standard.

References/topics: Business process flows; stage-gating; Lead to Opportunity Sales Process; security role authorization; seller workflow standardization.

NEW QUESTION # 50

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