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Microsoft AB-210 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Extend and enhance Sales	10–15%	- Deploy and configure Sales mobile app and Teams calling - Create Power Platform components (Power Automate, Power Apps, Power BI)
Topic 2: Configure Dynamics 365 Sales core features for AI	15–20%	- Examine Sales security model - Evaluate prerequisites for deploying Sales - Configure mailboxes and business process flows - Configure timeline and data import/export
Topic 3: Optimize AI-driven sales	20–25%	- Prepare and deploy AI agents in Sales - Set up conversational intelligence and forecasting - Configure predictive scoring and relationship intelligence - Design AI-first sales strategy with Copilot and agents
Topic 4: Develop deals using intelligent opportunity research	25–30%	- Optimize opportunity management and pipeline views - Configure Sales Close Agent and interpret actions - Configure and use Sales Research Agent insights
Topic 5: Qualify and prioritize leads using AI	15–20%	- Configure lead and opportunity experience - Configure Sales Qualification Agent and monitor its performance - Fine-tune predictive scoring model

>> AB-210実際試験 <<

AB-210学習関連題、AB-210試験解説問題

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Microsoft Accelerating Sales Pipelines with AI in Dynamics 365 認定 AB-210 試験問題 (Q22-Q27):

質問 # 22

You are preparing to deploy AI agents for a company's sellers.

The company wants to ensure that AI capacity is available before agents begin operating.

You need to configure Dynamics 365 so AI agents can consume AI credits.

Which action should you perform?

- A. Create a new Microsoft Power Platform environment for the agents.
- B. Monitor Copilot Credit usage in the Microsoft Power Platform admin center.
- C. Assign Copilot Studio author permissions to sellers.
- **D. Assign AI capacity to the Dynamics 365 environment.**

正解: D

解説:

The correct action is to assign AI capacity to the Dynamics 365 environment. AI agents and AI- powered features run inside a Power Platform/Dynamics 365 environment, and the environment must have available AI capacity or credits before those features can execute reliably. Microsoft's AI capacity guidance states that once acquired, AI credits can be allocated or assigned to a specific environment, and when an environment has access to the credits, AI features are enabled in that environment. It also states that if consumption exceeds available credits, some features may be blocked.

質問 # 23

A seller asks Copilot to prepare for an upcoming customer meeting. The customer has multiple open opportunities, recent emails, and support cases. What should Copilot primarily generate?

- A. A forecast approval request
- **B. A meeting preparation summary**
- C. A duplicate account report
- D. A commission calculation

正解: B

解説:

Copilot can generate meeting preparation summaries by combining CRM records, customer communications, opportunity status, and related activities. The summary provides sellers with relevant business context before customer meetings, improving readiness while reducing manual research.

質問 # 24

Hotspot Question

You are implementing Dynamics 365 Sales for a company.

The company sells products globally and requires pricing to be managed for different currencies.

The company has the following requirements:

- Must define the quantities in which a product can be sold.
- Must group product pricing based on different currencies.
- Must identify the sale price of a product.

You need to configure the product catalog.

How should each pricing requirement be configured? To answer, select the appropriate options in the answer area.

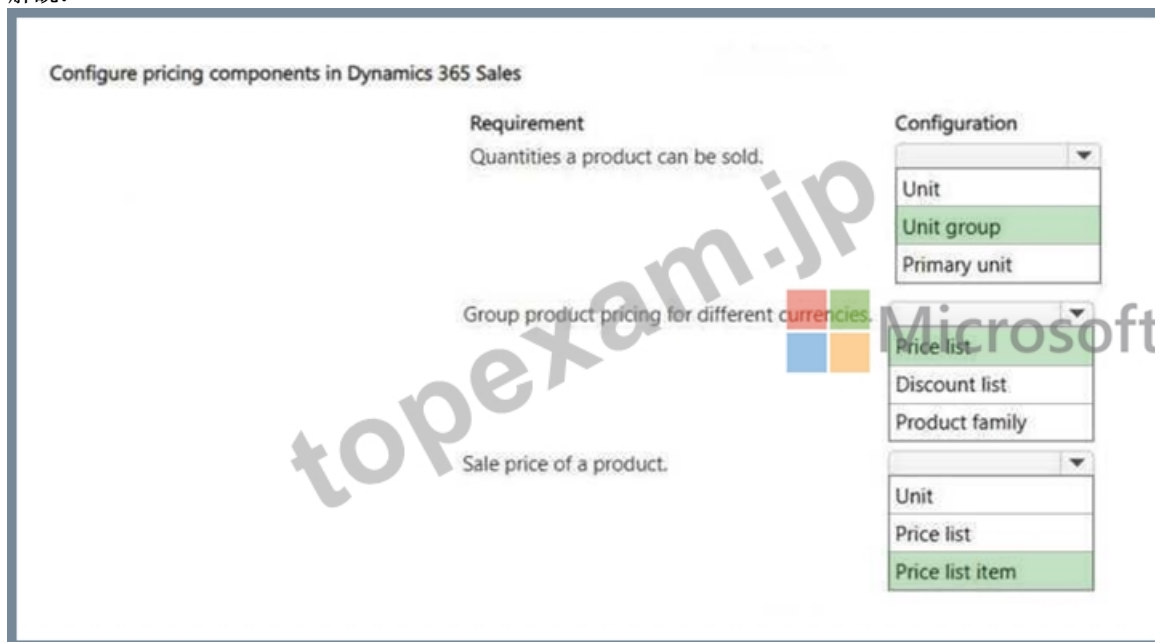
NOTE: Each correct selection is worth one point.

Configure pricing components in Dynamics 365 Sales



正解:

解説:



Explanation:

The correct configuration uses Unit group, Price list, and Price list item because these are the core Dynamics 365 Sales product catalog pricing components. A Unit group defines the collection of units in which a product can be sold. For example, a product might be sold as each, box, case, or pallet. The unit group provides the available quantity structure, while a primary unit identifies the default or base unit inside that group. Therefore, the requirement to define the quantities in which a product can be sold maps to Unit group, not just Unit or Primary unit.

A Price list is used to group product pricing, and each price list is associated with a currency. For a global company selling in different markets, separate price lists can be maintained for currencies such as USD, EUR, or GBP. The Price list item defines the actual sale price of a specific product within a price list, including the product, unit, currency context, and pricing amount. A discount list only defines discount rules, and a product family organizes products, not pricing.

質問 # 25

A company plans to implement Dynamics 365 Sales and wants to design a Dataaverse data model that supports AI-driven insights across the sales lifecycle.

The company must be able to track the progression of a deal from initial prospect identification through to finalized billing.

The data model must support the following requirements:

- Prospects must be captured before they become qualified sales deals.
- Qualified deals must support forecasting and pipeline analysis.
- Sales teams must be able to generate pricing proposals for customers.
- Accepted proposals must transition into fulfillment records and then final billing records.

You need to design the Dataverse table model that supports the required sales lifecycle.

Which table relationship should you implement?

- A. Convert leads into opportunities that generate quotes and then convert them directly into invoices without creating orders.
- B. Convert opportunities directly into orders and invoices before generating quotes.
- C. Convert leads directly into quotes that generate opportunities before creating orders.
- D. Convert opportunities into leads that generate quotes and then finalize them as invoices and orders.
- E. Convert leads into opportunities that generate quotes and then convert them into orders and invoices.

正解: E

解説:

The correct sales lifecycle is Lead -> Opportunity -> Quote -> Order -> Invoice. In Dynamics 365 Sales, a lead captures an initial prospect before the person or organization is qualified.

Microsoft's sales process guidance explains that sellers generally work with leads during the qualifying stage, and the goal is to qualify and advance the lead to the next stage of the sales process. Once qualified, the deal becomes an opportunity, which is the record used for pipeline tracking, revenue estimation, sales stages, probability, and forecasting analysis. Microsoft's prospect-to-quote guidance states that Dynamics 365 Sales supports capturing, managing, scoring, and converting leads into opportunities when qualification criteria are met.

Quotes are then created from opportunities to present pricing proposals to customers. Microsoft states that quotes created from opportunities are prefilled with opportunity details and products.

Once the proposal is accepted, the quote can be converted into a sales order for fulfillment and then into an invoice for billing. Microsoft's quote/order/invoice process sample explicitly demonstrates converting an opportunity to a quote, a quote to a sales order, and a sales order to an invoice. Therefore, option B is the only sequence that correctly supports the full sales lifecycle.

質問 # 26

A company enables Copilot for sellers. Management wants representatives to generate personalized customer emails while preserving seller control before messages are sent. Which behavior should be expected?

- A. Copilot automatically sends every generated email.
- B. Copilot drafts emails for seller review.
- C. Copilot bypasses Outlook approval.
- D. Copilot replaces Exchange Online.

正解: B

解説:

Copilot generates personalized draft emails using CRM information and customer context, but sellers review, edit, and approve the content before sending. This approach balances AI productivity with human oversight and organizational communication standards.

質問 # 27

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