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Microsoft AB-210 Exam Syllabus Topics:

Section	Weight	Objectives
Configure Dynamics 365 Sales core features for AI	15-20%	- Integrate Microsoft Power Platform components - Configure security and access for AI features - Set up core sales entities and relationships - Design and configure sales data model
Develop deals by using intelligent opportunity research	25-30%	- Use AI for opportunity research and insights - Deploy and configure Sales Close Agent - Optimize opportunity management workflows - Configure forecasting and goal management
Optimize AI-driven sales workflows and insights	20-25%	- Configure Copilot for Sales - Set up conversational intelligence - Implement predictive scoring and relationship intelligence - Configure Sales accelerator and work distribution
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

Extend and enhance sales solutions with AI	10-15%	- Configure reporting and visualization - Monitor and optimize AI performance - Implement collaboration features - Deploy and manage AI agents
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Originating the AB-210 exam questions of our company from tenets of offering the most reliable backup for customers, and outstanding results have captured exam candidates' heart for their functions. Our AB-210 practice materials can be subdivided into three versions. All those versions of usage has been well-accepted by them. There is not much disparity among these versions of AB-210 simulating practice, but they do helpful to beef up your capacity and speed up you review process to master more knowledge about the exam, so the review process will be unencumbered.

Microsoft Accelerating Sales Pipelines with AI in Dynamics 365 Sample Questions (Q35-Q40):

NEW QUESTION # 35

A company uses Dynamics 365 Sales to manage enterprise opportunities. The sales team enables the Sales Research Agent to generate research summaries for each opportunity.

Sales managers must determine whether opportunities have strong external indicators that support deal progression.

You need to analyze insights from the research canvas for evidence that a deal environment is favorable.

Which two research canvas insights should you provide to the sales managers? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Record audit history and related activity creation timestamps.
- **B. Strategic landscape analysis relative to the seller 's value proposition.**
- C. Seller activity and email response rates from CRM records.
- **D. Recent public developments that influence the account ' s business environment.**

Answer: B,D

Explanation:

The correct insights are recent public developments and strategic landscape analysis relative to the seller' s value proposition . The question is asking for external indicators that show whether the account's deal environment is favorable. Sales Research Agent is designed to analyze business questions using sales and business data, generate a blueprint with analysis, recommendations, charts, and graphs, and allow users to add external data sources such as PDFs, Excel, or CSV files to augment research. Microsoft describes the blueprint as a research output containing findings, visualizations, and recommendations that can support evidence-based sales decisions.

Option B is correct because recent public developments can reveal external buying triggers, market pressure, expansion activity, regulatory change, funding, partnerships, or competitive movement that may support deal progression. Option D is correct because strategic landscape analysis connects those external conditions to the seller's value proposition, which is exactly what managers need to judge deal favorability. Option A is internal CRM engagement data, useful but not an external indicator. Option C is administrative audit metadata and does not indicate market fit, urgency, or strategic opportunity.

References/topics: Sales Research Agent; research canvas; AI-generated blueprint; external business context; opportunity research insights.

NEW QUESTION # 36

A company uses the Sales Qualification Agent to analyze leads and determine qualification probability.

The Sales Qualification Agent is configured in Research-only mode. The agent processes a lead and determines the lead's target customer profile suitability is Low.

You need to determine the outcome of the agent's action.

What should you infer about the agent?

- A. Sends a personalized outreach email automatically and transfers the lead only when it detects positive intent.
- **B. Disqualifies the lead, notifies the supervisor, and the lead continues to be assigned to the agent.**

- C. Evaluates the Budget, Authority, Need, and Timeline criteria.
- D. Always transfers the lead to a seller for outreach and does not disqualify leads in Research-only mode.

Answer: B

Explanation:

The correct outcome is that the agent disqualifies the lead, notifies the supervisor, and the lead continues to be assigned to the agent. In Research-only mode, the Sales Qualification Agent evaluates whether the lead fits the target customer profile. Microsoft states that when target customer profile suitability is high or medium, the lead is handed over to a seller according to the configured assignment rule. When target customer profile suitability is low, the agent disqualifies the lead, notifies the supervisor, and the lead remains assigned to the agent.

Option A is wrong because Research-only mode does not always transfer every lead to a seller; low-fit leads can be disqualified. Option C describes Research and engage behavior, where the agent sends outreach, manages responses, and hands over leads when positive intent is detected. Research-only mode generates outreach drafts but does not send outreach emails or engage with leads. Option D is also wrong because BANT criteria are only used by Research and engage mode, not Research-only mode. Therefore, a low target customer profile suitability result in Research-only mode results in agent disqualification and supervisor notification.

NEW QUESTION # 37

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.

A company is evaluating AI agent capabilities for opportunity management.

Sales managers require insights about deals. You must ensure that the system does not perform automatic outreach to buyers.

You need to determine whether proposed solutions meet the requirements.

Solution: Use Research mode and allow sellers to review insights manually.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Yes, the solution meets the goal. The requirement has two parts: sales managers need deal insights, and the system must not automatically perform outreach to buyers. Sales Close Agent in Research mode is the correct fit because it researches opportunities, calculates importance and risk, generates summaries, and provides actionable recommendations for sellers to review manually. Microsoft states that the opportunity research experience shows a summary and a See full research page with complete opportunity insights and recommendations.

Research mode is intentionally different from Engage mode. Engage mode is the autonomous customer-interaction mode; Microsoft describes Sales Close Agent Engage as managing customer interactions and driving sales for high-velocity deals. By contrast, Research mode focuses on research, opportunity insights, risks, and seller guidance. Microsoft's configuration guidance for Sales Close Agent Research describes selecting opportunities to research, configuring refresh frequency, and providing company context so the agent can curate research insights. Therefore, using Research mode while requiring sellers to manually review the insights satisfies both requirements: the organization receives AI-generated deal intelligence, but buyer outreach remains under human seller control.

References/topics: Sales Close Agent Research mode; opportunity research insights; manual seller review; Engage mode versus Research mode; AI-supported opportunity management.

NEW QUESTION # 38

A company uses Dynamics 365 Sales with the Sales Research Agent enabled. Sellers review the research canvas before planning outreach to customers.

You generate a Sales Research Agent blueprint on the research canvas.

You need to update a single component in the blueprint.

What should you do?

- A. Refresh the report in the Dynamics 365 AI Optimization hub.

- B. Regenerate the blueprint.
- **C. Update a single block in the canvas.**
- D. Refresh the blueprint.

Answer: C

Explanation:

The correct action is Update a single block in the canvas . In Sales Research Agent, the research canvas generates a blueprint that contains research findings, visualizations, and blocks of insight. Microsoft states that users can interact with visualizations through the AI cursor, ask follow-up questions, and then choose whether to update the existing block or generate a new blueprint. If Update block is selected, the existing block is updated with the new information; if Generate new blueprint is selected, the agent creates a new blueprint and adds a journey line.

This distinction matters. The requirement is to update one component , not rebuild the full blueprint.

Regenerate the blueprint or Refresh the blueprint would affect the broader blueprint output: Microsoft documents refresh/regenerate as actions for using latest data or producing new visualizations and insights, not for targeted single-block editing. The Dynamics 365 AI Optimization hub is unrelated to editing individual research canvas blocks.

References/topics: Sales Research Agent; research canvas; blueprint blocks; AI cursor; update block; intelligent opportunity research.

NEW QUESTION # 39

A company plans to implement Dynamics 365 Sales and wants to design a Dataverse 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 opportunities directly into orders and invoices before generating quotes.
- **B. Convert leads into opportunities that generate quotes and then convert them into orders and invoices.**
- C. Convert opportunities into leads that generate quotes and then finalize them as invoices and orders.
- D. Convert leads directly into quotes that generate opportunities before creating orders.
- E. Convert leads into opportunities that generate quotes and then convert them directly into invoices without creating orders.

Answer: B

Explanation:

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.

NEW QUESTION # 40

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