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Microsoft Dynamics 365 Sales Functional Consultant Sample Questions (Q225-Q230):

NEW QUESTION # 225

You need to create the required number of orders for ClientA.
How many orders should you create?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

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 Next 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 Question 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 25	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 # 226

You need to resolve the issue for PreferredCustomerA, What should you create?

- A. a product catalog for each country
- B. a product bundle for each country
- C. a price list for the currency of each country
- D. a discount list for Preferred Customers
- E. a playbook category

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-price-lists-price-list-items-define-pricing-products>

NEW QUESTION # 227

A company uses Microsoft 365 and Dynamics 365 Sales. The company sets up server-side synchronization in preparation for mailbox configuration.

A new business manager must be able to approve mailboxes for users.

You need to assign roles to the business manager by using the principle of least privilege.

Which roles should you assign? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Product	Role
Microsoft 365	Exchange Administrator
	Global Administrator
	Exchange Administrator
	Dynamics 365 Service Administrator
Dynamics 365 Sales	System Customizer
	System Customizer
	Environment Maker
	System Administrator
	Dynamics 365 App for Outlook User

Answer:

Explanation:

Answer Area

Product
Microsoft 365

Role
Exchange Administrator
Global Administrator
Exchange Administrator
Dynamics 365 Service Administrator

Product
Dynamics 365 Sales

Role
System Customizer
System Customizer
Environment Maker
System Administrator
Dynamics 365 App for Outlook User

 Microsoft

Explanation:

Answer Area

Product
Microsoft 365

Role
Exchange Administrator

Product
Dynamics 365 Sales

Role
System Customizer

 Microsoft

NEW QUESTION # 228

You need to configure forecasting according to the requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Action
Include projected revenue by factory capacity.	☐ Set the hierarchical entity to Territory. ☐ Set the rollup entity to Product. ☐ Set the goal metric to Revenue. ☐ Set the hierarchical entity to Product.
Include current revenue targets.	☐ Upload quota data for each territory. ☐ Create a goal metric. ☐ Create a goal target for revenue. ☐ Upload a goal target from an Excel template.
Include both high confidence and won opportunities.	☐ Create a calculated column and add it to the column layout. ☐ Add the Committed and Won values to the column layout. ☐ Create a rollup column and add it to the column layout. ☐ Add a calculated value to the Opportunities Forecast view.

Answer:

Explanation:

Requirement	Action
Include projected revenue by factory capacity.	☐ Set the hierarchical entity to Territory. ☐ Set the rollup entity to Product. ☐ Set the goal metric to Revenue. ☐ Set the hierarchical entity to Product.
Include current revenue targets.	☐ Upload quota data for each territory. ☐ Create a goal metric. ☐ Create a goal target for revenue. ☐ Upload a goal target from an Excel template.
Include both high confidence and won opportunities.	☐ Create a calculated column and add it to the column layout. ☐ Add the Committed and Won values to the column layout. ☐ Create a rollup column and add it to the column layout. ☐ Add a calculated value to the Opportunities Forecast view.

Explanation

Text Description automatically generated with medium confidence

Requirement	Action
Include projected revenue by factory capacity.	Set the hierarchical entity to Territory. Set the rollup entity to Product. Set the goal metric to Revenue. Set the hierarchical entity to Product.
Include current revenue targets.	Upload quota data for each territory. Create a goal metric. Create a goal target for revenue. Upload a goal target from an Excel template.
Include both high confidence and won opportunities.	Create a calculated column and add it to the column layout. Add the Committed and Won values to the column layout. Create a rollup column and add it to the column layout. Add a calculated value to the Opportunities Forecast view.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/capture-forecast-category-opportunity>

<https://rocketcrm.co.uk/sales-forecasting-dynamics-365-new-feature/>

NEW QUESTION # 229

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 a complete solution.

NOTE: Each correct selection is worth one point.

- A. Queue Item
- B. Invoice
- C. Knowledge Article
- D. Opportunity
- E. Case

Answer: A,C,E

Explanation:

Section: Perform Configuration

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/configure-interactive-dashboards>

NEW QUESTION # 230

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