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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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: Configure the Sales Close Agent in Engage mode.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Explanation:

No, the solution does not meet the goal. The requirement clearly states that sales managers need insights about deals, but the system must not perform automatic outreach to buyers. Sales Close Agent Engage mode is designed for autonomous customer engagement. It can interact with buyers, send outreach or follow-up communications, and help progress sales conversations automatically. That violates the restriction in the question.

For this scenario, the appropriate configuration is Sales Close Agent in Research mode, not Engage mode. Research mode supports opportunity management by analyzing deal context, surfacing risks,

identifying signals, and providing recommended next actions to sellers. It gives managers and sellers AI-generated deal insights while keeping buyer communication under human control. That is exactly what the company requires.

Engage mode would only be acceptable if the company wanted the agent to actively contact buyers or automate customer-facing communication. Since the requirement explicitly prohibits automatic outreach, Engage mode fails the stated goal.

References/topics: Sales Close Agent; Research mode versus Engage mode; opportunity insights; deal risk analysis; AI-assisted opportunity management without autonomous outreach.

Question 2

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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: Configure the Sales Close Agent in Research mode.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

Explanation:

Yes, the solution meets the goal. The requirement is very specific: sales managers need deal insights, but the organization must avoid automatic outreach to buyers. Sales Close Agent in Research mode is the correct configuration because it focuses on researching opportunities, analyzing deal context, identifying risks and signals, and providing recommendations to sellers without autonomously engaging customers.

Research mode is intended to help sellers understand an opportunity more quickly by surfacing insights such as deal health, signals, risks, and suggested next actions. It supports opportunity management by giving the team intelligence that can help progress deals, while leaving communication decisions in the hands of the seller. That directly aligns with the stated requirement for insights about deals.

The critical distinction is that Engage mode is the mode that performs automated outreach and customer interaction. Since the company explicitly does not want automatic outreach to buyers, Engage mode would violate the requirement. By configuring the Sales Close Agent in Research mode, the company gets AI-assisted opportunity analysis without autonomous communications.

References/topics: Sales Close Agent; Research mode; opportunity insights; deal analysis; recommended next actions; distinction between Research mode and Engage mode.

Question 3

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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?

Options:

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.

Question 4

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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?

Options:

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.

Question 5

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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?

Options:

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.

References/topics: Dynamics 365 Sales consumption-based billing; prepaid capacity; Copilot Studio message packs; Power Platform environment capacity assignment; pay-as-you-go billing policy.

Question 6

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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: Configure capacity overages to the billing plan on the Dynamics 365 Sales environment.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Explanation:

The solution does not meet the goal. The requirement is explicit: AI billing must use pre-paid credits. Microsoft's Dynamics 365 Sales billing guidance separates 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 bills for the actual number of messages consumed during the month.

Configuring capacity overages to a billing plan is not the prepaid-credit model. Overages are tied to consumption beyond allocated capacity and are handled through billing-plan/pay-as-you-go behavior. That conflicts with the requirement to use pre-purchased credits. For prepaid billing, the correct approach is to purchase Copilot Studio message packs or capacity packs and assign that prepaid capacity to the Dynamics 365/Power Platform environment. Microsoft's Power Platform capacity guidance states that prepaid capacity can be assigned to environments, and when prepaid capacity is exhausted, administrators must reallocate capacity, purchase more credits, or enable pay-as-you-go billing.

Therefore, configuring overages may support monthly usage billing, but it does not satisfy the stated requirement that billing must use prepaid credits.

References/topics: Dynamics 365 Sales consumption-based billing; prepaid capacity; Copilot Studio message packs; Copilot credit capacity; pay-as-you-go overage handling.

Question 7

Question Type: Hotspot

Case Study: Mix Questions

Mix Questions

AB-210 Mix Questions IN THIS CASE STUDY

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.

Answer:

See the Answer in the Premium Version!

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