

PRACTICE QUESTIONS

Microsoft

AB-210

Dynamics 365 Sales AI Consultant Associate

SHARED BY [u/nifty_zebra_49](#) on aiexamcerts

EDITION	Free Set 1
QUESTIONS	10
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EXAM	Microsoft AB-210, Dynamics 365 Sales AI Consultant Associate

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10 practice questions for the Microsoft AB-210 exam, Dynamics 365 Sales AI Consultant Associate, each followed by its answer and a short explanation. More free sets and the full practice exam: www.aiexamcerts.com/microsoft/ab-210. Spotted a mistake? Email support@aiexamcerts.com with the exam code AB-210 and the question number.

1. A seller asks how Copilot features in Dynamics 365 Sales use data. Which answer is most accurate?

- A They copy all tenant data into a separate store for seller training
- B They use only data the user can already read in Dataverse
- C They work only on spreadsheets exported from the app
- D They ignore security roles so managers can see every seller's activity

Answer: B

Copilot responses are grounded in records and related data the signed-in user can already access, so existing security roles still apply. Copying all tenant data to a separate training store is not how the feature is described, and ignoring security roles would be a serious access problem. The spreadsheet option describes a manual workaround, not the feature's data path.

2. Predictive models in Dynamics 365 Sales learn from historical records that already have a final _____, such as won or lost.

Answer: outcome (also accepted: result, status)

The model needs labeled history, meaning records whose final result is known, so it can learn which patterns preceded that result. Open records are then scored against those learned patterns. Without recorded outcomes there is nothing to train on, which is why cleaning up closed records matters.

3. After a campaign changed the lead source values, scores for all new leads shifted sharply. What is the most likely cause?

- A Sellers switched to a different default dashboard
- B Inputs now differ from the history the model learned
- C A new security role was assigned to the sales team
- D Lead records were sorted alphabetically in the default view

Answer: B

When incoming values change meaning or distribution, the model is scoring inputs unlike its training history, so the output moves. A different default dashboard or a new security role does not feed the model. This is why administrators watch for changes in source fields and review scores after campaign or process changes.

4. Predictive scores should be treated as a prioritization aid, so sellers still apply judgment about each lead's specific situation.

- A True
- B False

Answer: A (True)

A score helps decide where to focus first, but it does not know everything about a buyer's situation, such as a recent budget change or a champion who left the company. Sellers and managers remain accountable for qualification. This matches the responsible-use guidance that applies to scoring features.

5. Which two steps reduce the risk of forecasting from stale pipeline data? (Choose two.)

- A Update close dates and amounts when the buyer's timeline changes
- B Remove every opportunity older than six months without reviewing it
- C Move all open opportunities to Closed Won at the end of the quarter
- D Review opportunities with no recent activity before each forecast call
- E Copy the previous quarter's forecast into this quarter without any changes

Answer: A, D

Reviewing inactive deals and keeping dates and amounts current keep the pipeline aligned with what buyers are doing. Deleting old deals without review loses evidence, closing everything at quarter end falsifies results, and copying last quarter's forecast ignores this quarter's evidence.

6. Which input most directly affects the accuracy of a sales forecast?

- A The chart type chosen for the forecast dashboard
- B Opportunity amounts, close dates and stages kept current
- C The default language set on each seller profile
- D The number of marketing campaigns running this quarter

Answer: B

A forecast is only as accurate as the amount, timing and stage of each deal, so keeping those fields current is the main driver. Chart type and profile language affect presentation, and the number of marketing campaigns does not change the deals behind the forecast.

7. A seller asks Copilot to draft a follow-up email from the opportunity notes. What should the seller do before sending?
- A Send it unchanged, because the model is always accurate in its drafts
 - B Let Copilot send the draft automatically after one hour
 - C Review and edit the draft for accuracy and tone
 - D Ask the customer to correct the draft after receiving it

Answer: C

The seller owns the message, so checking facts such as dates, prices and commitments against the notes, then editing for tone, is the responsible step. Sending unchanged assumes accuracy the model cannot guarantee, and relying on automatic sending or on the customer to catch errors skips the seller's own check.

8. Conversation intelligence analyzes recorded or transcribed customer _____ to surface insights for sellers.

Answer: conversations (also accepted: calls, meetings)

The feature works on the content of customer interactions, such as calls and meetings, that have been recorded or transcribed. Its usefulness depends on the quality of the audio and transcript, and its use depends on the consent and notice rules that apply to recording those interactions.

9. A seller's relationship health indicator drops sharply for an account after a busy quarter. What should be checked first?
- A Whether fewer emails and meetings were synced or logged
 - B Whether the account's industry code was updated
 - C Whether the account's billing address changed
 - D Whether the seller switched to a different dashboard

Answer: A

A sudden drop in an activity-based indicator most often means the activity was not captured, so checking sync and logging is the first step. An industry code update, a billing address change or a new dashboard is unlikely to affect the data source and would not be the first thing to verify.

10. Why do relationship insights matter for coaching?
- A They calculate invoice totals automatically for each customer account
 - B They show which contacts a seller engages and where coverage has gaps
 - C They replace the need for any sales methodology in the company
 - D They set the commission rate that is paid to each seller

Answer: B

Relationship insights reveal engagement breadth, which helps a manager spot single-threaded deals and missing stakeholders. Invoice totals, methodology replacement and commission rates are not functions of relationship analytics.