

Exam MB-330 All Actual Questions(2025/10/23)

Question #1

Topic 20

Introductory Info

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 -

Wide World Importers is a distribution company whose primary customers are small boutique shops which sell globally-sourced products including unique or hand-crafted items such as perfumes and ceramicware. Through the Wide World Importers sales cycle, the commission-based sales team identifies opportunities and negotiates with shops by using a quoting process. The products may or may not already exist in the company's current product list. The company has the following divisions and areas of responsibility:

Division	Responsibilities
Sales	Source customers, generate quotes
Inventory	Create products and associated setups, manage costing
Compliance	Define testing, set up regulatory requirements
Customer service	Create and manage orders

Current environment -

Wide World Importers use Dynamics 365 Finance and Dynamics 365 Supply Chain Management. There is a single legal entity. The primary distribution center for the company is located in Las Vegas, Nevada, USA. There is an additional warehouse in California which receives imported goods from container ships. When goods are received in California, the goods are

transferred to Nevada for distribution. No orders are shipped directly from California.

Requirements. Sales -

The company has two teams of sales representatives: East and West. Each team has one representative for each of the following categories of goods: perfumes, ceramicware, and all other goods. Sales representatives are paid commissions based on sales. Commissions must be paid based on the home office location for customers. For example, commission for a customer that is headquartered in the Western United States is paid to the West group of sales representatives.

Sales representatives are responsible for driving new business. Company executives must be able to see metrics that define the companies that the sales representatives is targeting, where there is potential to do business, and where quotes are being generated. Customer records must not be created until a sale is confirmed.

The sales team quoted a new perfume for a customer named Customer1. The customer has shipping locations in the following regions: United States, Austria, and Japan. Sales must only be made to the US and Japan due to product ingredients.

Automated checks must be put into place so that users do not have to remember to select the correct item.

Requirements. Testing -

The company periodically performs testing on ceramicware as it is received to determine whether the products contain lead.

The company labels and markets ceramicware as Lead Free or Not for food use. Perfumes may contain restricted ingredients that cannot be sold to customers in the European Union. The company performs testing on perfumes and has processes to ensure that perfumes containing restricted ingredients are not sold to customers in Europe.

Ten percent of all ceramicware items received must be tested for lead. The process for managing testing must be automated.

There must be tolerances setup that define the acceptable amount of lead levels in a product.

Requirements. Inventory management

The inventory team must control costing of items by using FIFO principles. The finance team must be able to see updated FIFO adjustments throughout the month but will only settle FIFO for month-end reporting.

Inventory close must be run at the end of each month. A report must be provided to the finance team that includes the physical quantities and inventory value for items, with totals at the bottom. The warehouse team needs a similar report but does not want the inventory value included.

During inventory close, some items cannot be fully costed because the issue cannot be settled against the receipt. The finance team must know which items were excluded.

Other inventory requirements -

Inventory must be reserved against physical inventory.

Items must be grouped so that the inventory costing can be posted to the ledger by using the following groups: perfumes, ceramicware, other goods.

All goods are FIFO. Financial reports must be grouped by these three categories, even though transactions from all categories post to the same ledger accounts.

Wide World Importers plans to import a specific type of pottery from a local company in Mexico that makes the goods. The pottery must be available in orange or red colors. The cost is the same regardless of the color selection.

A new line of perfumes is being introduced. The procurement team must be able to identify which perfumes are men's or women's fragrances, and must be able to further categorize perfumes as Perfume, Eau de Perfume, Eau de Toilette, Eau de Cologne, or Eau Fraiche.

You must set up a structure of products for classifying each item for purchase, sales, and reporting analysis.

Issue -

Customer service representatives report that some inventory shows as ordered reserved when the ordered reserved parameter is turned off.

An item that typically carried is out of stock. A customer named Customer2 wants to place a special rush order for the item.

This will result in a significantly increased cost from the supplier. The finance team does not want to have this special order affect the FIFO tiers.

Question

DRAG DROP -

You need to configure the system to meet the metric requirement for sales representatives.

How should you configure the system? To answer, drag the appropriate entities to the correct requirements. Each entity may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Entities	Requirement	Entity
Lead	Create a record for a company for which you provide a quote.	Entity
Prospect	Create a record for a company that confirms an order.	Entity
Opportunity	Create a record for companies identified by sales representatives.	Entity
Customer		

Correct Answer:

Entities	Requirement	Entity
	Create a record for a company for which you provide a quote.	Opportunity
Prospect	Create a record for a company that confirms an order.	Customer
	Create a record for companies identified by sales representatives.	Lead

Comments

AntoonvM Highly Voted 2 years, 8 months ago

When a quote is created, a prospect is connected. No Opportunity is required or created automatically. And leads are created if a potential customer is identified, but the company is not yet a customer. Opportunities are potential sales to existing customers. Taking that in consideration, the answers should be b-prospect,d-customer,a-lead.

Anyone?

upvoted 8 times

Przemok Highly Voted 2 years, 4 months ago

Prospect, Customer, Lead

upvoted 8 times

Daichisan Most Recent 1 year, 10 months ago

Answer correct

upvoted 3 times

mondays 7 months, 3 weeks ago

Accidentally upvoted this. Answer is not correct.

Should be prospect, customer, lead
upvoted 1 times

COrdasi 2 years, 6 months ago

The answer is correct
upvoted 1 times

k_vin007 2 years, 6 months ago

lead is created by marketing and handed over to sales and if leads meets the qualifications then its converted to opportunity. Opportunity is converted to customer when the quote is confirmed.
so the answer is the right
upvoted 1 times

H_Incandenza 11 months, 2 weeks ago

Opportunities are typically not thought of as "companies" or parties. The lead is the actual company / party. An opportunity might be associated with a company, but they're usually not the same thing.

Of course, your experience may differ.
upvoted 1 times

David92400 2 years, 6 months ago

So Prospect / Customer / Lead ?
upvoted 4 times

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Question #2

Topic 20

HOTSPOT -

You need to configure the system to support regional sales requirements.

Which group assignments should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Configurable object	Assignment
Customer	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; padding: 2px;">Commission group</div> <div style="border: 1px solid black; padding: 2px;">Price group</div> <div style="border: 1px solid black; padding: 2px;">Item group</div> <div style="border: 1px solid black; padding: 2px;">Customer group</div> </div>
Sales Rep	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; padding: 2px;">Sales group</div> <div style="border: 1px solid black; padding: 2px;">Lead</div> <div style="border: 1px solid black; padding: 2px;">Prospect</div> <div style="border: 1px solid black; padding: 2px;">Item group</div> </div>
Item	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; padding: 2px;">Commission group</div> <div style="border: 1px solid black; padding: 2px;">Item group</div> <div style="border: 1px solid black; padding: 2px;">Item Model group</div> <div style="border: 1px solid black; padding: 2px;">Customer group</div> </div>

Answer Area

Correct Answer:

Configurable object	Assignment
Customer	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; padding: 2px;">Commission group</div> <div style="border: 1px solid black; padding: 2px;">Price group</div> <div style="border: 1px solid black; padding: 2px;">Item group</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Customer group</div> </div>
Sales Rep	<div style="border: 1px solid black; padding: 2px;"> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; padding: 2px; background-color: #e0f2f1;">Sales group</div> <div style="border: 1px solid black; padding: 2px;">Lead</div> <div style="border: 1px solid black; padding: 2px;">Prospect</div> <div style="border: 1px solid black; padding: 2px;">Item group</div> </div>