



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

An employee who you manage requests one week of paid vacation.

You need to ensure that no work is assigned to this employee during that week.

What should you create?

- A. A service schedule
- B. A service restriction
- C. A time off record
- D. A new weekly schedule

Correct Answer: C

QUESTION 2

You create an opportunity view and want to export the fields in the view for further analysis. You need to ensure the data can be refreshed automatically without requiring the data to be re-exported. What should you do?

- A. Open a view of the records, and export it to a dynamic worksheet.
- B. Run a report on the view, select the option to include all applicable records, and then export the results to Microsoft Excel.
- C. Run a report on the view, select the option to include all records on all pages, and export the results to Microsoft Excel.
- D. Open a view of the records, and export it to a dynamic pivot table.

Correct Answer: A

QUESTION 3

Your organization uses business process flows to help users complete their cases.

You want the stage of a business process flow to automatically change when a field value is set to research complete.

What should you add?

- A. Business rule
- B. Branch
- C. Workflow
- D. Conditional step



Correct Answer: C

QUESTION 4

You are a marketing specialist. You receive an email message from a prospective client who was referred to your company by a current client.

You need to add the client to Microsoft Dynamics CRM so that a salesperson can follow up with the potential client.

After tracking the email message, what should you do?

- A. Convert the email message to an opportunity, and assign it to a salesperson.
- B. Convert the email message to a lead, and assign it to a salesperson.
- C. Create a task, and set the Regarding field to the existing customer who referred the potential client.
- D. Create a new account for the potential client and assign a follow-up phone call activity to a salesperson.

Correct Answer: B

QUESTION 5

You need to specify the number of support hours a customer will receive. What should you create?

- A. A service activity
- B. A service level agreement (SLA)
- C. An entitlement
- D. A contract template

Correct Answer: C

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