# MB2-704 Q&As

Microsoft Dynamics CRM Application

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**QUESTION 1**

You are implementing Microsoft Dynamics CRM. Your company delivers training for customers on various topics. Not all trainers are capable of delivering all training classes.

You need to ensure that each training service is associated with the required resource.

What should you create?

A. Selection rules

B. Service activities

C. Resource groups

D. Capabilities

Correct Answer: A

**QUESTION 2**

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 3**

Your company\\'s support process has the following two business requirements:

New cases that are marked as high priority automatically move to an escalation stage when first opened.

New cases with no priority move to the research stage.

What should you configure to meet these business requirements?

A.

Two business process flows

B.

Branching business process flow

C.

Real-time workflow process

D.

Branching business rules

Correct Answer: B

**QUESTION 4**

Your customer requests that deliveries be made on Thursdays only.

You need to configure Microsoft Dynamics CRM to meet this requirement.

What should you create?

A. A new site with a weekly schedule for Thursdays only

B. A new resource group linked to the service for the customer

C. Service preferences on the customer record

D. A business closure for every day except Thursday

Correct Answer: C

**QUESTION 5**

The service desk frequently receives email requests directly from contacts that are not currently in Microsoft Dynamics CRM.

You need to configure an automatic case creation rule to ensure that these requests are not overlooked.

Which option should you select in the case creation rule?

A. Cases for email from unknown senders

B. Automatic email response to customer on case creation

C. Cases for activities associated with a resolved case

D. Cases if a valid entitlement exists for the customer

Correct Answer: A

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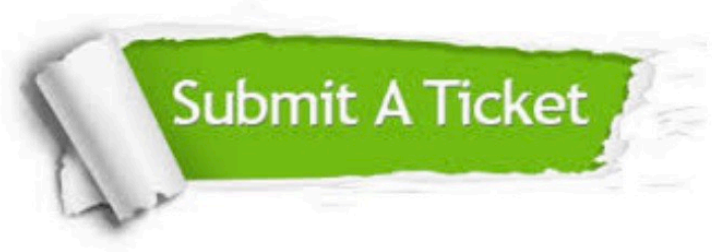

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