



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

Your organization uses territories in Microsoft Dynamics CRM to manage sales.

You need to ensure that all sales managers and sales people are associated with the correct territories.

What should you do?

- A. Add a sales manager and the relevant sales people as members to each territory.
- B. Add a territory to each sales person's record, and add the sales manager and territory to each opportunity record.
- C. Add the relevant sales people to each territory record, and make the sales manager the owner of the territory record.
- D. Add a sales manager to each territory record and to each sales person's user record.

Correct Answer: A

QUESTION 2

You are a sales representative at a trade show.

A trade show attendee leaves a business card at your company's booth.

You need to enter the attendee's information into Microsoft Dynamics CRM for the sales team to qualify.

Which record type should you create?

- A. Contact
- B. Account
- C. Opportunity
- D. Lead

Correct Answer: D

QUESTION 3

You need a dashboard that shows your cases only.

Which dashboard should you use?

- A. Customer Service Operations
- B. Customer Service Representative
- C. Customer Service Performance
- D. Sales Performance Dashboard



Correct Answer: B

QUESTION 4

You need to create a dashboard that will include an external website. Which component should you add?

- A. Quick view
- B. Sub-grid
- C. IFRAME
- D. Web resource

Correct Answer: C

QUESTION 5

You work at the support desk for a software company.

When the newest version of a popular app is released, you receive an influx of support requests regarding an issue. The research and development team identify the issue as a bug and prepare to fix it. You need to identify existing cases in

which this bug was reported and relate them to one another so that they can be closed simultaneously when the bug fix has been released.

What should you do?

- A. From the parent case, select create child case for each of the cases that reported the bug.
- B. From the active cases view, select all of the cases that are reporting the bug, and then select merge cases.
- C. From the child case, select similar cases to find the cases that reported the bug.
- D. From the active cases view, select all of the cases that are reporting the bug, and then select associate child cases.

Correct Answer: B

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