



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You use the service scheduling feature of Microsoft Dynamics CRM to manage inspection services.

You need to configure Microsoft Dynamics CRM with the following information:

A junior inspector can supervise one inspection at a time. A senior inspector can supervise two inspections at a time.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

- A. Create a connection on the resources for the inspectors.
- B. Add a selection rule to the inspection service.
- C. Configure the capacity on the resources for the inspectors.
- D. Create a connection on the resource group that includes the inspectors.

Correct Answer: BC

QUESTION 2

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

QUESTION 3

You configure a connection to Microsoft Social Listening but cannot see social insights data in Microsoft Dynamics CRM.

What should you do to make social insights visible in Dynamics CRM?

- A. Ensure that each of your social listening search topics are assigned a category.
- B. Configure social listening search topics and visuals.
- C. In system settings, change the default setting for the Disable Social Engagement option.



D. Select the Reset Social Insights option to refresh the social insights data.

Correct Answer: B

QUESTION 4

You are a customer service representative. You receive an inbound request for support for a product support request.

You need to create a new case to document the request.

What should you do?

- A. Use the quick view form to create the case.
- B. Create and close a phone call activity, and then convert it to a case.
- C. Create a lead, and convert it to a case.
- D. Use the quick create form to create a case.

Correct Answer: D

QUESTION 5

You are adding products to an opportunity.

You want to calculate the estimated revenue based on the products added.

What should you do to enable this function?

- A. Set the estimated budget.
- B. Configure the exchange rate.
- C. Use write-in products.
- D. Add a price list

Correct Answer: C

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