



MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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**QUESTION 1**

You create a personal view.

You need to ensure that both you and a coworker can use the view. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Email the Fetch xml file.
- B. Share the view.
- C. Email a link from the Advanced Find ribbon.
- D. Assign the view.

Correct Answer: BD

QUESTION 2

You have Dynamics CRM organization that has 50,000 contacts in regions around the world. Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers.

You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

- A. Follow the contact records.
- B. Add access teams.
- C. Create a dashboard.
- D. Create personal views.

Correct Answer: D

QUESTION 3

You are viewing the My Open Opportunities view.

You need to update the Rating field for all of the records that have the field set to warm. Also, you must delete all of the values in the Probability field for all the records.

What are two possible ways to edit the data? Each correct answer presents a complete solution.

- A. Export the data as a dynamic worksheet
- B. Export the data to a Microsoft Excel static worksheet



- C. Open the view in Microsoft Excel Online.
- D. Select the records and click Edit.

Correct Answer: BC

QUESTION 4

Your marketing team is promoting a sale that they will announce by using email. The email message will be sent to existing customers who recently purchased similar products and to potential customers from a purchased mailing list. Any sales made as a result of the sale need to have the pricing applied, the sales must be tracked so that the marketing team can report on the return on investment (ROI) of the initiative. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Convert the email activities to leads.
- B. Convert the campaign response activities to opportunities.
- C. Convert the campaign response activities to leads.
- D. Convert the email activities to opportunities.

Correct Answer: BD

QUESTION 5

You qualify a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

- A. opportunity
- B. lead
- C. contact
- D. account

Correct Answer: C

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