



MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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**QUESTION 1**

You are using Microsoft Dynamics 365 to track competitors.

A user has closed an opportunity as lost but the user forgot to add the correct competitor in the process.

How should you instruct the user to ensure the correct competitor is tracked?

- A. Ask the user to open the opportunity, close record associated with the opportunity, and add the competitor.
- B. Ask the user to reopen the opportunity, and add the competitor association directly to the opportunity.
- C. Ask the user to reopen the opportunity, repeat the close process, and add the competitor during this process.
- D. Ask the user to change the competitor association on the opportunity record.

Correct Answer: A

QUESTION 2

You are a sales person using Microsoft Dynamics 365.

You need to use the web client to show the outcomes of an Opportunity to your sales team.

Which three types of information should you capture on a Resolution Activity related to a closed Opportunity? Each correct answer presents part of the solution.

- A. actual revenue amount from the Opportunity
- B. the status of the Opportunity, Won or Lost
- C. appointment activities Q D. phone call activities
- D. close date of the Opportunity

Correct Answer: BC

QUESTION 3

You are a sales professional for an insurance company.

You have been working with a potential customer who was identified in Microsoft Dynamics 365 as an Opportunity. That customer has just signed a coverage agreement.

How should you now modify the status of the designated Opportunity record?

- A. close the opportunity as Lost
- B. delete the opportunity record, and create a customer record
- C. close the opportunity as Won



D. delete the opportunity record, and create a contact record

Correct Answer: B

QUESTION 4

One of your custom has sent you an email requesting an invoice for products you have sold and delivered to them. You are getting ready to send the invoice.

You need to quickly the next step to be completed in the sales process regards this customer in Microsoft Dynamics 365.

Where should you look to see the status of the transaction?

- A. Opportunity
- B. Quote
- C. Invoice
- D. Order

Correct Answer: C

QUESTION 5

An organization uses goals aligned with fiscal periods.

The fiscal periods were never set up and will now need to be aligned with the organization's actual fiscal year and period. What will happen to the goal records that use the old fiscal period when the settings are updated?

- A. Goals will automatically set the date range to match the new fiscal periods.
- B. Goals will become inactive until they are manually aligned with the new fiscal periods.
- C. Fiscal periods cannot be changed when used by active goals. Deactivate the goals while adjusting the fiscal period.
- D. Goals will continue to run using the old fiscal periods. A user can manually update the goals if needed.

Correct Answer: A

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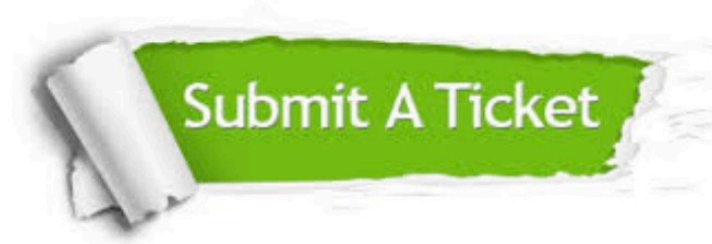
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