



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

You have exchanged a few emails with a lead and it is now evident that your organization will be able to fulfill the customer's need.

You need to proceed to the next step on the sales process and remove the lead from the Open Leads view, but keep it in the system for later review.

What should you do?

- A. Delete the Lead.
- B. Activate the Lead
- C. Close the Lead as Won.
- D. Qualify the Lead.

Correct Answer: A

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### QUESTION 2

You are a sales executive for a sales organization that uses Microsoft Dynamics 365. You are doing a global search for the name of a contact that you have not communicated with in over a year. You are using a partial value search, but the global search is unable to find the contact record.

What is a reason that would prevent global search from finding the record?

- A. Only an administrator can implement global searches.
- B. The record for this contact is currently deactivated.
- C. You cannot use partial values in a global search.
- D. Global search only searches account and opportunity records.

Correct Answer: B

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### QUESTION 3

You are a mortgage broker for a bank.

You need to show the relationship between your Clients and their accountants who are already in the Microsoft Dynamics 365 system.

What should you do?

- A. Create a Connection between the Opportunity and the accountant.
- B. Add the accountant as a competitor.



- C. Tie a Document containing the accountant s business card to the Opportunity,
- D. Add a note to the Opportunity with the accountants\\' information.

Correct Answer: B

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#### QUESTION 4

You want to review the status of the sales opportunities you have been working on for the past three months.

Which three system views allow you to review Won and Lost opportunities in Microsoft Dynamics 365? Each correct answer presents a complete solution.

- A. Closed Opportunities
- B. All Opportunities
- C. Top Open Opportunities
- D. My Open Opportunities
- E. Lost Opportunities

Correct Answer: AD

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#### QUESTION 5

You are working with a sales division to better manage their sales processes by better utilizing the functionality of Microsoft Dynamics 365.

You recommend using Relationship Insights to better analyze customer-interaction data to improve sales efforts.

What are two features of Relationship Insights that can be used to accomplish this? Each correct answer presents a complete solution.

- A. Auto Capture
- B. Data Loader Service
- C. Relationship Assistant
- D. Sales Insights

Correct Answer: CD

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