



# MB2-868<sup>Q&As</sup>

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

In Microsoft Dynamics CRM 2011, you need to create a marketing campaign that offers a discounted price on a product. What should you do?

- A. Update the list price of the campaign product.
- B. Create a new Price List and a new Price List Item record for the campaign product with the reduced price.
- C. Create a new Product record for the campaign product with the reduced price.
- D. Update the price in the Price List Item record of the campaign product.

Correct Answer: B

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**QUESTION 2**

Which of the following fields can you enter when creating a connection to a lead record in Microsoft Dynamics CRM 2011?

- A. a security role
- B. a related opportunity
- C. a related goal
- D. a connection role

Correct Answer: D

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**QUESTION 3**

In Microsoft Dynamics CRM 2011, you need to reschedule an existing service activity to a new date and time. What should you do?

- A. Close the existing service activity as No Show, and then create a new service activity.
- B. From the service calendar, copy the service activity to a new service activity.
- C. Close the existing service activity as Cancelled, and then click Reschedule.
- D. From the service calendar, choose the service activity, and then click Reschedule.

Correct Answer: D

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**QUESTION 4**

A company uses a multitenant deployment of Microsoft Dynamics CRM 2011. When you schedule a service activity, the scheduler offers appointments at unexpected times. You discover that the times correspond to the wrong time zone.



You

need to set the time zone so that service activity appointments are offered at the correct times, without impacting other organizations.

Where should you set the time zone?

- A. in the Date and Time settings of the Microsoft Dynamics CRM server
- B. in the facility work hours settings
- C. on the General tab of the Personal Options dialog box
- D. in the facility settings

Correct Answer: B

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#### QUESTION 5

You need to export a list of only active invoices for a specific customer from Microsoft Dynamics CRM 2011 to Microsoft Office Excel. What should you do?

- A. Open the Account Summary report of the customer, and then export the report to Excel.
- B. Create an Invoice View and filter the view to display active invoices. Then export the view to Excel.
- C. Open the Invoice Associated View of the customer and filter the view to display active invoices. Then export the view to Excel.
- D. In the Report Wizard, create a report with a Primary Record Type of Invoices. Then export the report to Excel.

Correct Answer: C

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