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Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

Which of the following statements about Microsoft Dynamics CRM 2011 opportunities is true?

A. Opportunities can be created for leads.

B. A Price List is required to add products to an opportunity.

C. The Pipeline Phase field is mandatory.

D. All quotes related to an opportunity must be in the same currency.

Correct Answer: B

QUESTION 2

In Microsoft Dynamics CRM 2011, which of the following fields is part of a goal metric?

A. the goal owner

B. the fiscal period

C. the record type

D. the target value

Correct Answer: C

QUESTION 3

You receive an email message from a prospective customer who references a promotion code from a letter that you sent to an existing customer. You need to capture a campaign response in Microsoft Dynamics CRM 2011. What should you do?

A. Create a new lead, and then convert the lead to an account, a contact, and an opportunity.

B. Create a manual campaign response and indicate that it was received from the existing customer. Then convert the campaign response to an opportunity.

C. Create a manual campaign response and indicate that it was received from the prospective customer. Then convert the campaign response to a new lead.

D. Promote the email message to a campaign response, and then convert the campaign response to a new lead.

Correct Answer: C

QUESTION 4

Using Microsoft Dynamics CRM 2011, you need to analyze the number and percent of cases in progress for each of

your employees. How can you get this information by using the least amount of effort?

A. Use Advanced Find and create a Personal Chart.

B. Run the Service Activity Volume Report.

C. Create a custom report.

D. Run the Case Summary Table Report.

Correct Answer: D

QUESTION 5

A company with offices in Boston, Massachusetts, and Paris, France uses Microsoft Dynamics CRM 2011. You need to ensure that resources in Boston can be scheduled to deliver services only for the Boston office. What should you do? (Choose all that apply.)

A. Set the time zone for each user associated with the Boston site to match the time zone of that site.

B. Set the service selection rules to choose resources from The same site.

C. Set the time zone for each facility/equipment record associated with the Boston site to match the time zone of that site.

D. Create a Boston site record. Add all the users and facilities/equipment that are associated with that site.

Correct Answer: BD

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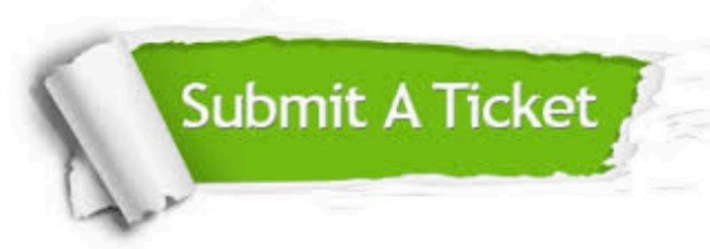Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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