



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

In Microsoft Dynamics CRM 2011, you need to create a new queue and restrict access to this queue to only members of a specific team. What should you do?

- A. Create a new user-owned queue with the team members as owners. Assign an appropriate security role to the team members to access queues.
- B. Create a new team-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- C. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- D. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team members to access queues.

Correct Answer: B

QUESTION 2

You are configuring the Sales module in Microsoft Dynamics CRM 2011. Which of the following components must be configured before you can add a product to the catalog?

- A. currency
- B. price list
- C. discount list
- D. unit group

Correct Answer: D

QUESTION 3

When working with Service Management goals in Microsoft Dynamics CRM 2011, when are the Actual and In Progress goal fields recalculated? (Choose all that apply.)

- A. when the goal record is saved
- B. as scheduled on the service calendar
- C. automatically
- D. when a user clicks the Recalculate button

Correct Answer: CD



QUESTION 4

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

- A. Organization
- B. Account
- C. Contact
- D. Parent
- E. Lead

Correct Answer: ACE

QUESTION 5

In Microsoft Dynamics CRM 2011, you create a view of all opportunities for a specific customer. A colleague does not have access to the view of the opportunities. You need to give your colleague Read access to the view while granting the least possible privilege on the opportunities. What should you do?

- A. Assign the view and the opportunities.
- B. Share only the view.
- C. Share the view and the opportunities.
- D. Assign only the view.

Correct Answer: C

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