



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

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

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

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**QUESTION 2**

Which of the following actions can you perform with articles? (Choose all that apply.)

- A. email an article to a contact
- B. attach an article to a case
- C. add a connection to an article
- D. add an article to a campaign
- E. add an article to a product

Correct Answer: AB

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**QUESTION 3**

You need to configure the Case Summary Table report for all customers and cases as shown in the exhibit by setting the vertical and horizontal groups. (Click the Exhibit button.)



First Horizontal Group: [Dropdown] First Vertical Group: [Dropdown]  
Second Horizontal Group: (none) Second Vertical Group: [Dropdown]

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### Case Summary Table

Customer	Status Reason	Data	Problem	Question	Request	Total	
Advanced Components (sample)	Problem Solved	Count	1	1	0	0	2
		Total %	5.88 %	5.88 %	0.00 %	0.00 %	11.76 %
	In Progress	Count	0	0	1	0	1
		Total %	0.00 %	0.00 %	5.88 %	0.00 %	5.88 %
	Total	Count	1	1	1	0	3
		Total %	5.88 %	5.88 %	5.88 %	0.00 %	17.65 %
Affordable Equipment (sample)	In Progress	Count	0	1	0	0	1
		Total %	0.00 %	5.88 %	0.00 %	0.00 %	5.88 %
	Canceled	Count	0	1	0	0	1
		Total %	0.00 %	5.88 %	0.00 %	0.00 %	5.88 %
	Total	Count	0	2	0	0	2
		Total %	0.00 %	11.76 %	0.00 %	0.00 %	11.76 %

What should you do?

- A. Clear existing filters. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Case Type as the First Horizontal Group.
- B. Clear existing filters. Set Case Type as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.
- C. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Severity as the First Horizontal Group.
- D. Set Severity as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.

Correct Answer: A

#### QUESTION 4

In Microsoft Dynamics CRM 2011, which of the following types of activities can you distribute? (Choose all that apply.)

- A. email campaign activities
- B. phone campaign activities
- C. planning activities
- D. other campaign activities



Correct Answer: AB

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#### QUESTION 5

A company uses Microsoft Dynamics CRM 2011. Client computers run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following statements about conditional formatting in Microsoft Dynamics CRM for Outlook are true? (Choose all that apply.)

- A. Conditional formatting is available only on client computers that are running Outlook 2010.
- B. Microsoft Dynamics CRM fields are available to the conditional formatting tool as user- defined fields in the Filter dialog box.
- C. Views that include conditional formatting can be shared.
- D. With the appropriate rights, conditional formatting can be applied to system views.

Correct Answer: BCD

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