



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

You need to schedule a phone call to a group of Accounts and Contacts, followed three days later by an email message. What should you do?

- A. Create one campaign with one marketing list.
- B. Create one campaign with two marketing lists.
- C. Create two quick campaigns.
- D. Create one quick campaign.

Correct Answer: B

QUESTION 2

In Microsoft Dynamics CRM 2011, you create a quick campaign to announce the launch of a new product line. Which of the following can be done with a quick campaign?

- A. Create a campaign from a template.
- B. Track financial information to determine return on investment (ROI).
- C. Create an appointment activity.
- D. Associate target products and price lists.

Correct Answer: C

QUESTION 3

You receive an email message from a potential customer. You need to track the potential customer as a new lead in Microsoft Dynamics CRM 2011. What should you do?

- A. Convert the email message into a lead.
- B. Create a new lead and set a connection to the email message.
- C. Create a new lead, attach the email message to the lead, and then save the lead.
- D. Create a new lead from the Regarding lookup of the email message.

Correct Answer: A

QUESTION 4

In Microsoft Dynamics CRM 2011, a queue that contains some old queue items is no longer needed. You need to remove the queue by using the least amount of effort. What should you do? (Choose all that apply.)



- A. Deactivate the queue without removing the queue items.
- B. Delete the queue without removing the queue items.
- C. Remove the queue items, and then delete the queue.
- D. Remove the queue items, and then deactivate the queue.

Correct Answer: AC

QUESTION 5

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

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