



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You want to track your interactions with an organization. Which type of customer record should you create?

- A. Activity
- B. Account
- C. Contact
- D. Lead

Correct Answer: B

QUESTION 2

Your company's support team is handling all inbound requests for support for a new product.

You want to configure Microsoft Dynamics CRM so that phone calls and email messages regarding the new product are held until a team member with expertise on the new product is available. The phone calls and email messages need to be assigned in the order in which they were received.

Which feature should you use?

- A. Resolution activities
- B. Service level agreements
- C. Queues
- D. Scheduling modules

Correct Answer: C

QUESTION 3

You choose a case from the customer support queue. Your company mandates that all requests with customers be tracked regardless of the outcome.

You call the customer and learn that the case was submitted on your company's customer portal by mistake. What should you do?

- A. Cancel the case.
- B. Delete the case.
- C. Resolve the case.
- D. Reactivate the case.



Correct Answer: C

QUESTION 4

You need to create a product in Microsoft Dynamics CRM. Which product catalog component is required?

- A. Price list item
- B. Unit group
- C. Price list
- D. Discount list

Correct Answer: B

QUESTION 5

You work at the support desk for a software company.

When the newest version of a popular app is released, you receive an influx of support requests regarding an issue. The research and development team identify the issue as a bug and prepare to fix it. You need to identify existing cases in

which this bug was reported and relate them to one another so that they can be closed simultaneously when the bug fix has been released.

What should you do?

- A. From the parent case, select create child case for each of the cases that reported the bug.
- B. From the active cases view, select all of the cases that are reporting the bug, and then select merge cases.
- C. From the child case, select similar cases to find the cases that reported the bug.
- D. From the active cases view, select all of the cases that are reporting the bug, and then select associate child cases.

Correct Answer: B

QUESTION 6

You identify and create a new case. Your service team's process requires that you hand the case off to another service representative for resolution by adding the case to the service representative's My Active Cases system view.

You need to ensure that the service representative sees the new case in this view.

Which action should you perform on the case?

- A. Switch process



B. Share OC

C. Fellow

D. Assign

Correct Answer: D

QUESTION 7

You send a quote to a customer, who accepts the quote. You need to complete the sale and collect payment. What should you do?

A. Convert the quote to an order, and convert the order to an invoice.

B. Close the quote as invoiced.

C. Close the quote as won.

D. Convert the quote to an invoice, and convert the invoice to an order.

Correct Answer: A

QUESTION 8

What is required to view a Dynamic Excel report?

A. Have Outlook Client installed.

B. Create the export from a System View.

C. Have system administrator rights.

D. Save the Advanced Find query in Microsoft Dynamics CRM.

Correct Answer: A

QUESTION 9

You complete your work on a queue item and want to allow others to work on it. What should you do?

A. Save your changes to the queue item.

B. Release the queue item.

C. Route the queue item.

D. Change the action to Work On.

Correct Answer: B



QUESTION 10

You are the manager for all Microsoft Dynamics CRM Knowledge Base articles that the service management team submits.

A team member submits an article to Knowledge Base.

What should you do to make the article available to the entire organization?

- A. Submit it
- B. Publish it.
- C. Approve it.
- D. Draft it.

Correct Answer: B

QUESTION 11

You need to add a product brochure to Microsoft Dynamics CRM so that users can send the brochure via email to potential customers. Which record type should you add the brochure to?

- A. Sales literature
- B. Competitor
- C. Product
- D. Marketing list

Correct Answer: A

QUESTION 12

You are adding products to an opportunity.

You want to calculate the estimated revenue based on the products added.

What should you do to enable this function?

- A. Set the estimated budget.
- B. Configure the exchange rate.
- C. Use write-in products.
- D. Add a price list

Correct Answer: C



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