MB2-700 Q&As

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

Which list shows a correct contract life cycle?

A. 1. Draft

2.

Active

3.

Invoiced

4.

On Hold

5.

Expired

B. 1. Draft

2.

Invoiced

3.

Active

4.

On Hold

5.

Active

6.

Expired

C. 1. Draft

2.

Invoiced

3.

Active

4.

On Hold

5.

Canceled

D. 1. Invoiced

2.

Draft

3.

Active

4.

On Hold

5.

Active

6.

Canceled

Correct Answer: B

QUESTION 2

You create a sales order by using the latest currency exchange rate.

Which three changes to a sales order will force a recalculation of the sales order money?(Choose Three)

A. The record is created.

B. The state of the record is changed.

C. A money field is updated.

D. The shipping address is changed.

E. The order name is changed.

Correct Answer: BCD

QUESTION 3

Which definition is used to describe how users or equipment are combined to perform a service?

A. selection rule

B. resource

C. scheduling

D. weekly schedule

Correct Answer: C

QUESTION 4

Which action is possible directly from the All Contracts view?

A. Delete an active contract by using the Delete button.

B. Delete a canceled contract by using the Delete button.

C. Set an on-hold contract to Active by using the Release Contract button.

D. Set an on-hold contract to Active by using the Activate button.

Correct Answer: D

QUESTION 5

Which characteristic of a contract template governs how many cases a customer is allowed to have against a contract?

A. allotment type

B. contract allotment

C. billing frequency

D. calendar

Correct Answer: A

QUESTION 6

You create an Order from a Quote by using the Create Order process. On the Create Order dialog, which action should you perform?

A. Close the originating Opportunity.

B. Specify a ship-to address.

C. Fulfill the order.

D. Add additional write-in products.

Correct Answer: A

QUESTION 7

You review a Knowledge Base article.

On the Article tab of the ribbon, which of following option is NOT in the Action group?

A. Publish

B. Unpublish

C. Approve

D. Reject

E. Submit

Correct Answer: A

QUESTION 8

To which entity type can you convert an Activity record?

A. Case

B. Account

C. Quote

D. Contact

Correct Answer: A

QUESTION 9

You view a Case Summary Table report in the Microsoft Dynamics CRM report viewer tool. Which action is available in the report viewer tool?

A. Export the report to Microsoft Outlook.

B. Assign Microsoft Dynamics CRM records to other users.

C. Close open cases.

D. Save the report to Microsoft Excel.

Correct Answer: D

QUESTION 10

Which of following benefit does service scheduling NOT provide?

A. A predictable workload for employees

B. Reliable time estimates for customers

C. Firm appointments

D. A designated service manager

Correct Answer: D

QUESTION 11

You are creating a case from an email message by using the Microsoft Dynamics CRM Outlook client.You need to complete the task by using the least number of steps. What should you do?

A. Create a new case from the Outlook email message by using the Track and Convert To Case features. Set the Customer field of the case to the account of the person who sent the email message.

B. Track the email message from Outlook in Microsoft Dynamics CRM. Create a case in Microsoft Dynamics CRM and set the Customer field of the case to the account of the person who sent the email message. Change the Set Regarding field on the email message to the case.

C. Track the email message from Outlook in Microsoft Dynamics CRM by using the Track feature. Use the View in CRM feature to open the Microsoft Dynamics CRM email record. Convert the Microsoft Dynamics CRM email message to a case after the Microsoft Dynamics CRM email record opens.

D. Create a new case from the Outlook email message by using the Set Regarding feature. Set the Customer field of the case to the account of the person who sent the email message.

Correct Answer: A

QUESTION 12

Which benefit does service scheduling NOT provide?

A. A predictable workload for employees

B. Reliable time estimates for customers

C. A designated service manager

D. Firm appointments

Correct Answer: C

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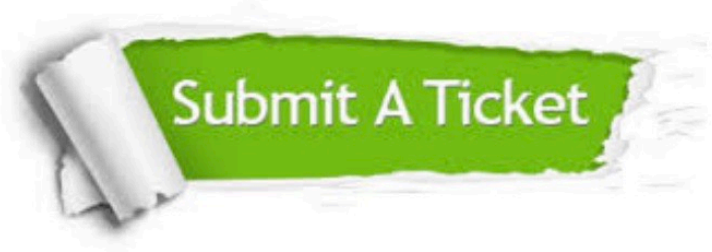

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