MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You have two opportunities named Opp1 and Opp2 that created to a customer. The customer request a single quote that contains the line items from both opportunities. From Opp1, you generate a new quote that contains all of the line items

in Opp1. You need to add the line items in Opp2 to the quote.

What should you did?

A. From Opp2, Click Assign

B. From Opp2, Click New Quote

C. From the quote, Click Get Products

D. From the quote, associate the quote to Opp2

Correct Answer: C

QUESTION 2

You need to create a goal that will show the previous seven days of activity. Which two actions should you perform? Each correct answer presents part of the solution.

A. close the goal after seven days.

B. Add a filter

C. Set the Goal period as a Custom Period.

D. Add a rollup field.

E. Add a rollup query.

Correct Answer: AC

QUESTION 3

Your marketing team is promoting a sale that they will announce by using email. The email message will be sent to existing customers who recently purchased similar products and to potential customers from a purchased mailing list. Any sales made as a result of the sale need to have the pricing applied, the sales must be tracked so that the marketing team can report on the return on investment (ROI) of the initiative. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

A. Convert the email activities to leads.

B. Convert the campaign response activities to opportunities.

C. Convert the campaign response activities to leads.

D. Convert the email activities to opportunities.

Correct Answer: BD

QUESTION 4

You quality a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

A. opportunity

B. lead

C. contact

D. account

Correct Answer: C

QUESTION 5

You have a Dynamics CHM organization that uses folder tracking. You have a folder named Customers that is currently being tracked- Customers contains a folder for The main contact named Contact1.

A new email message from Contact1 is delivered to your Inbox. You need to identity what will occur when you move the message to the Customer1 folder.

What should you identify?

A. An email activity will be created in CRM that has a connection to Customer1 and to Contact1

B. An email activity will be created in CRM that has a connection to Contact1 only.

C. An email activity will be created m CRM that has a connection To Customer1 only.

D. An email activity will be created in CRM that has the Set regarding field set to Contact1

E. An email activity will be created in CRM that has the Set regarding field Set to Customer1

Correct Answer: A

QUESTION 6

You have Dynamics CRM organization that has 50,000 contacts in regions around the world. Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers.

You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

A. Follow the contact records.

B. Add access teams.

C. Create a dashboard.

D. Create personal views.

Correct Answer: D

QUESTION 7

You work for a hotel chain.

You integrate Dynamics CRM and Microsoft Social Engagement.

You need to identify which sources are available for Microsoft Social Engagement. What are two possible sources? Each correct answer presents a complete solution.

A. Twitter

B. Facebook

C. Trip Advisor

D. Instagram

Correct Answer: AB

QUESTION 8

Your company has a Dynamics CRM organization.

The company plans to use the product catalog.

You need to identify which component must be configured before you can implement the product catalog.

A. product families

B. product

C. price lists

D. unit groups

Correct Answer: C

QUESTION 9

You are reviewing the sales pipeline of your Dynamics CRM organization. You need to identify which type of data is contained in the sales pipeline. What should you identify?

A. the combined estimated revenue of all active quotes

B. the combined estimated revenue of all open leads

B. the combined estimated revenue of all open opportunities

C. the combined estimated revenue of all open orders

Correct Answer: C

QUESTION 10

You have a Dynamics CRM organization that has several currencies enabled. What occurs when a user creates a record that has a currency field?

A. The currency is based on the sales territory of the user.

B. The currency is based on the location of the user record.

C. The currency is converted into the base currency and is always displayed in the base currency

D. The system default currency is the record default, unless a customer has a default currency

Correct Answer: C

QUESTION 11

Your company uses seminars and trade shows as its two primary methods to generate leads. You want to analyze which method generates the most leads.

You generate a report that displays the number leads generated from trade shows and the number of leads generated from seminars.

Which report should you use?

A. Sales Pipeline

B. Neglected Leads

C. Lead Source Effectiveness

D. Sales History

Correct Answer: C

QUESTION 12

You need to create a quarterly goal to measure completed phone calls regarding open opportunities. Which three components should you use? Each correct answer presents part of the solution.

A. a calculated field

B. a goal metric that has the Amount metric type

C. a rollup field

D. a rollup query

E. a goal metric that has the Count metric type

Correct Answer: CDE

QUESTION 13

Your company uses Dynamics CRM Online.

You need to provide Dynamics CRM users with the ability to collaborate on CRM data, meetings, and notes with users who do not have a CRM account.

Which two actions should you perform? Each correct answer presents part of the solution,

A. Install the Microsoft Office 365 Groups solution.

B. Create a Microsoft SharePoint document library.

C. Enable integration with Microsoft OneDrive for Business.

D. Configure Microsoft SharePoint server-based integration.

E. Configure the Microsoft Office 365 Group Settings

Correct Answer: AE

QUESTION 14

You have lead that has an open phone call activity. You qualify the load.

You need to identify what occurs to the open phone call.

What should you identify?

A. The activity is canceled.

B. The Regarding field of the activity is changed to the opportunity.

C. The activity is completed

D. The activity is displayed on the opportunity record.

Correct Answer: D

QUESTION 15

You have a Dynamics CRM organization that uses Microsoft OneNote integration. A user named User1 enters some information in a OneNote notebook for an account record named Account. User1 owns the record for Account 1.

You need to identify who can open the notebook tor Account1 directly from OneNote.

Who should you identify?

A. all of the users who can view a notebook in CRM

B. only User1

C. all of the users who have Read access to Account1 in CRM

D. all of the users who can add notes ro Account1 in CRM

Correct Answer: B

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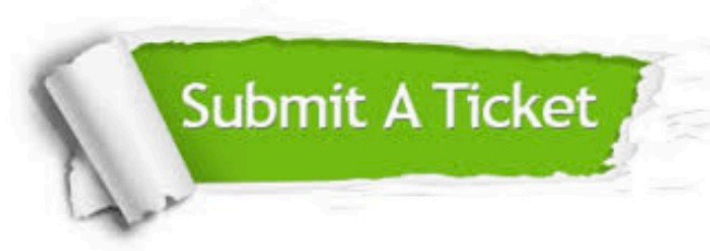Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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