MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

As a manager, you are only measured on annual goals for your staff, but your sales staff is measured quarterly.

You need to set up goals, meeting the requirements and using a minimum amount of goals without creating new rollup queries.

Which approach should you take?

A. Create quarterly and annual goals for each sales person, with an annual parent goal for you.

B. Create quarterly and annual goals for each sales person, with both a quarterly and annual parent goals for you.

C. Create quarterly goals for each sales person measured, with an annual parent goal for your measurement

D. Create quarterly goals for each sales person, and an annual goal for your opportunities.

Correct Answer: A

QUESTION 2

You are a sales professional for a medium-sized firm.

You are entering information into Microsoft Dynamics you organized at a trade show.

What type of record should you create for each card?

A. Prospect

B. Lead

C. Account

D. Opportunity

Correct Answer: D

QUESTION 3

An organization uses Microsoft Dynamics 365 to track Opportunities and Competitors.

They want to make sure that a competitor is always tracked when it is mentioned in an email from a potential customer regarding an opportunity-How can this be achieved using the fewest steps?

A. Instruct users to always manually associate the competitor when the Competitor Mentioned card is shown by the Relationship Assistant.

B. Configure the Relationship Assistant, and check the Card Option for the Competitor Mentioned card to perform the associated action automatically instead of displaying the card.

C. In the configuration for Auto Capture, enable the option to track competitors automatically when mentioned in emails

regarding an opportunity.

D. Create a workflow to scan emails for competitor names, and associate the mentioned competitor to the opportunity.

Correct Answer: A

QUESTION 4

You are a sales executive for a sates organization. You are inputting data to create your Microsoft Dynamics 365 environment.

One of your customers is the purchasing manager at Contoso Ltd- and has been ordering from you for over two years after being referred by the VP of Operations of one of your current customers, Fabrikam.

You need to input the required records for this data.

Which three examples represent accurate record configurations? Each correct answer presents a complete solution.

A. Create a lead record for Fabrikam.

B. Create an account record for the purchasing manager at Contoso Ltd.

C. Create a connection record for VP of Operations at Fabrikam.

D. Create an account record for Contoso Ltd.

E. Create a contact record for the purchasing manager at Contoso Ltd.

Correct Answer: ABD

QUESTION 5

You are a technical support specialist for your company.

The Company\\'s sales staff are issued a company laptop to use when interfacing with Microsoft Dynamics 365. They need to integrate their smart phones with Microsoft Dynamics 365 as well. Many of their phones, however, do not have a

supported web browser.

What should you suggest to meet this sales staffs need?

A. Advise them to run the Microsoft Dynamics 365 web app on their phones.

B. Advise them to use the web client to access Microsoft Dynamics 365 from their phones.

C. Advise them to download the Microsoft Dynamics 365 App from the Office 365 Admin portal.

D. Advise them to download the Microsoft Dynamics 365 App from their phone\\'s store.

Correct Answer: D

QUESTION 6

You work for an organization that uses Microsoft Dynamics 365 to quote prices to customers.

The organization wants to incentivize bulk purchases by offering discounts on purchases of larger quantities.

How should you offer bulk discounts?

A. Create a Discount List and associate it with the Price List Item directly.

B. Create a Discount List, and associate it with the Quote directly.

C. Create a Discount List and associate it with the Product directly.

D. Create a Discount List and associate it with the Price List directly.

Correct Answer: C

QUESTION 7

You are a new sales executive for a company that utilizes Microsoft Dynamics 365.

You have begun tracking your activities in Microsoft Dynamics 365. You have completed the activities for one of your customers.

How will the activity state of the designated tasks be modified to reflect the fulfillment of these

A. You must manually change the activity state to Canceled.

B. The activity state will update automatically when the associated opportunity is won.

C. The activity state will update automatically when the associated sale order is complete.

D. You must manually change the activity state to Completed.

Correct Answer: A

QUESTION 8

You are a sales professional for an insurance company.

You have been working with a potential customer who was identified in Microsoft Dynamics 365 as an Opportunity. That customer has just signed a coverage agreement.

How should you now modify the status of the designated Opportunity record?

A. close the opportunity as Lost

B. delete the opportunity record, and create a customer record

C. close the opportunity as Won

D. delete the opportunity record, and create a contact record

Correct Answer: B

QUESTION 9

You are a sales manager who has a large sates team.

You want to track when you lose sales to your competitors.

Which activity allows you to track your competitors in relationship to a lost opportunity?

A. Resolution activities

B. Phone activities

C. Task activities

D. Email activities

Correct Answer: B

QUESTION 10

After two months of communicating with a prospect your organization is ready to provide a formal offer for products and to the prospect

You need to ensure the record is correct in Microsoft Dynamics 365.

Which item should you create to represent this formal offer?

A. Opportunity

B. Quote

C. Lead

D. Order

Correct Answer: D

QUESTION 11

You are a sales person using Microsoft Dynamics 365.

You need to use the web client to show the outcomes of an Opportunity to your sales team.

Which three types of information should you capture on a Resolution Activity related to a closed Opportunity? Each correct answer presents part of the solution.

A. actual revenue amount from the Opportunity

B. the status of the Opportunity, Won or Lost

C. appointment activities Q D. phone call activities

D. close date of the Opportunity

Correct Answer: BC

QUESTION 12

You are setting up a Product Catalog in Microsoft Dynamics 365 that has a series of products that have similar properties. When added to an Opportunity, the user should be required to make selections on these properties for the products. How should you set this up?

A. For each of the products, add the Product Properties.

B. Create a Price List add the Product Properties to the Price List and add the Products as price list items.

C. Create the Products, then create the Product Family, add the Product Properties to the family, and add the products to the family.

D. Create the Product Family, add the Product Properties, create the Products, and add the Family Hierarchy in the process.

Correct Answer: C

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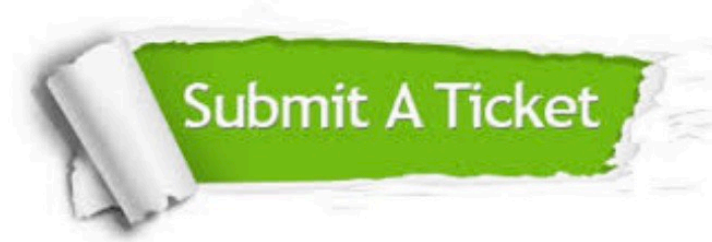
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