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Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

Where can a user locate a list of recently updated records?

- A. the My Activities view
- B. the sales dashboard
- C. the What's New view
- D. rollup queries

Correct Answer: C

QUESTION 2

You have a Contract that has a status value of Invoiced.

One of the contract lines references an incorrect product.

You need to correct the contract line.

What should you do?

- A. Open the contract line and replace the value in the Product field with the correct product.
- B. On the invoiced contract, add a new contract line that has the correct product. Cancel the contract line that has the incorrect product.
- C. Copy the invoiced contract. In the newly created draft contract, update the Product field for the affected contract line. Activate the new contract and then cancel the invoiced contract.
- D. Delete the contract line. Add a new contract line that has the correct product.

Correct Answer: C

QUESTION 3

Which service schedule component should you use to measure skill levels?

- A. resource group
- B. resources
- C. capacity planning
- D. selection rule

Correct Answer: C



QUESTION 4

You have a sales goal for a salesperson that includes all of the salesperson's opportunities for the current fiscal year. You need to modify the sales goal to include opportunities only in a particular city for the upcoming six-month period. How should you modify the goal?

- A. Create a rollup query that filters the customer list based on the customer's city and the new timeframe. Associate this rollup query with the Goal record.
- B. Create a rollup query that filters the customer list based on the customer's city. Associate this rollup query with the Goal record. Change the time period for the Goal record.
- C. Update the Rollup field on the Goal record.
- D. Deactivate the existing Goal record and then create a new Goal record. Create a new goal metric with the filter for the customer's city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric.
- E. Create a new goal metric with the filter for the customer's city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric.

Correct Answer: B

QUESTION 5

You create a personal dashboard that includes personal and system charts. The dashboard also contains the My Accounts view.

You need to share the dashboard with another user.

Which two objects should you share with the other user? (Choose TWO)

- A. the My Accounts view
- B. the system charts
- C. the personal charts
- D. the dashboard

Correct Answer: CD



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