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Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

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 2

When can you resolve, cancel, or delete a case that has activities associated with it?

A. You can resolve cases when all activities associated to the case are completed. You can cancel or delete cases at any time.

B. You can resolve or cancel cases only when the associated activities are closed. You can delete cases at any time.

C. You can resolve, cancel, or delete cases at any time.

D. You can resolve, cancel, or delete cases only when all activities associated with the case are completed.

Correct Answer: B

QUESTION 3

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

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. Delete the contract line. Add a new contract line that has the correct product.

C. On the active contract, add a new contract line that has the correct product. Cancel the contract line that has the incorrect product referenced.

D. Copy the active 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.

Correct Answer: C

QUESTION 4

A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM. The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and the Account, which represents the competitor. Accounts have a flag which designates the record as a competitor.

Which statement is true?

A. The Connection record is used to populate the options in the Competitor field on the Opportunity\\'s resolution activity for Lost Opportunities.

B. A Connection record is created between the Opportunity and the Account.

C. The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor

D. The Connection record is used to populate the options in the Competitor field on the Opportunity\\'s resolution activity for Won Opportunities.

Correct Answer: B

QUESTION 5

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

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