



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

You are modifying a customer service Case record by using the full form.

Which of following activity type can you add to the service Case record from within the form?

- A. Letter
- B. Phone call
- C. Service activity
- D. Custom activity type

Correct Answer: B

QUESTION 2

Microsoft Dynamics CRM Client for Outlook is installed.

You view an email message from an existing customer. The customer requests a proposal for new business.

You need to create a record for the email message that ensures other users can see the email message.

What should you do?

- A. Use details from the email message to create an Opportunity by using the Quick Create form.
- B. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a Lead by using the Convert To feature.
- C. Track the email from Outlook by using the Track feature. Then convert the tracked email message to an Opportunity by using the Convert To feature.
- D. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a case by using the Convert To feature.

Correct Answer: C

QUESTION 3

Which condition must be true before you can close a case?

- A. The case must NOT be marked as high priority.
- B. All knowledge base articles that the case references must be active.



- C. All activities that are related to the case must be in a closed state.
- D. All activity parties for activities that are related to the case must be active customers.

Correct Answer: C

QUESTION 4

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 5

A user plans to run a report.

The user does NOT have the appropriate permissions to access all of the data the report requires.

What will the user see when she runs the report?

- A. Summary and detailed information for only the data to which the user has permissions
- B. Summary information for all the data included in the report and detailed information for only the data to which the user has permissions
- C. Summary information only for all the data included in the report
- D. Summary and detailed information for all the data included in the report

Correct Answer: A

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