



# MB2-868<sup>Q&As</sup>

Microsoft Dynamics CRM 2011 Applications

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### QUESTION 1

You use Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on a portable computer. You are tracking several email messages, tasks, and contacts within Outlook. Which of the following statements about deleting tracked items is true?

- A. Deleting a contact record in Microsoft Dynamics CRM for which you are the owner will delete the contact from Outlook.
- B. Deleting an email message in Microsoft Dynamics CRM will delete the tracked email message from Outlook.
- C. Deleting a completed task that is tracked in Outlook will delete the task activity record from Microsoft Dynamics CRM.
- D. Deleting a task activity record for a completed task in Microsoft Dynamics CRM will delete the tracked task from Outlook.
- E. Deleting a tracked email message in Outlook will delete the email message from Microsoft Dynamics CRM.

Correct Answer: C

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### QUESTION 2

In Microsoft Dynamics CRM 2011, a queue that contains some old queue items is no longer needed. You need to remove the queue by using the least amount of effort. What should you do? (Choose all that apply.)

- A. Deactivate the queue without removing the queue items.
- B. Delete the queue without removing the queue items.
- C. Remove the queue items, and then delete the queue.
- D. Remove the queue items, and then deactivate the queue.

Correct Answer: AC

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### QUESTION 3

A company uses a multitenant deployment of Microsoft Dynamics CRM 2011. When you schedule a service activity, the scheduler offers appointments at unexpected times. You discover that the times correspond to the wrong time zone. You

need to set the time zone so that service activity appointments are offered at the correct times, without impacting other organizations.

Where should you set the time zone?

- A. in the Date and Time settings of the Microsoft Dynamics CRM server
- B. in the facility work hours settings



- C. on the General tab of the Personal Options dialog box
- D. in the facility settings

Correct Answer: B

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#### QUESTION 4

Which of the following statements about Microsoft Dynamics CRM 2011 opportunities is true?

- A. Opportunities can be created for leads.
- B. A Price List is required to add products to an opportunity.
- C. The Pipeline Phase field is mandatory.
- D. All quotes related to an opportunity must be in the same currency.

Correct Answer: B

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#### QUESTION 5

In Microsoft Dynamics CRM 2011, you need to ensure that all currently scheduled delivery trucks are fully utilized before a new truck is scheduled. What should you do?

- A. On the Service item, set the selection rule selection criteria to Most Busy.
- B. Set the capacity on the utilized trucks to 2, and the capacity on the non-utilized trucks to 1.
- C. Set the capacity on the utilized trucks to 1, and the capacity on the non-utilized trucks to 2.
- D. On the Service item, set the selection rule selection criteria to Least Busy.

Correct Answer: A

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