



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

A company with offices in Boston, Massachusetts, and Paris, France uses Microsoft Dynamics CRM 2011. You need to ensure that resources in Boston can be scheduled to deliver services only for the Boston office. What should you do? (Choose all that apply.)

- A. Set the time zone for each user associated with the Boston site to match the time zone of that site.
- B. Set the service selection rules to choose resources from The same site.
- C. Set the time zone for each facility/equipment record associated with the Boston site to match the time zone of that site.
- D. Create a Boston site record. Add all the users and facilities/equipment that are associated with that site.

Correct Answer: BD

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to create an appointment with a recurrence pattern. What should you do? (Choose all that apply.)

- A. Create a recurring appointment, save the recurring appointment, and then create a recurrence for the recurring appointment.
- B. Create an appointment, create a recurrence for the appointment, and then save the appointment.
- C. Create an appointment, save the appointment, and then create a recurrence for the appointment.
- D. Create a recurring appointment, create a recurrence for the recurring appointment, and then save the recurring appointment.

Correct Answer: BCD

QUESTION 3

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



QUESTION 4

A company uses Microsoft Dynamics CRM 2011. You need to ensure that you are not booked for any service activities while you are on vacation. Which of the following options will achieve the goal? (Choose all that apply.)

- A. Add a service restriction to your work schedule.
- B. Add an appointment in Microsoft Outlook showing the time as Busy and track the appointment in Microsoft Dynamics CRM.
- C. Edit a new weekly work schedule and set your work capacity to zero.
- D. Use the Schedule Time Off feature.

Correct Answer: BD

QUESTION 5

In a Microsoft Dynamics CRM 2011 organization, you have a default service template with a billing frequency of Monthly. You need to create a service template with a billing frequency of Quarterly. What should you do?

- A. Change the billing frequency in the default service template to Quarterly, and then save a copy of the template.
- B. Create a copy of the default service template and change the billing frequency in the copy to Quarterly.
- C. Change the billing frequency in the default service template to Quarterly, and then save the template.
- D. Create a new template with a Quarterly billing frequency.

Correct Answer: D

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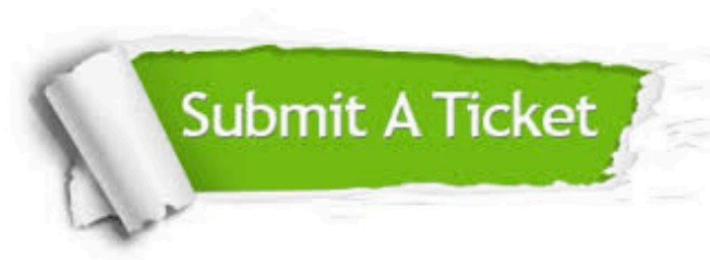
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