



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

In Microsoft Dynamics CRM 2011, you create a contract from an incident-based contract template that has three line items. You invoice the contract. Which of the following actions can be performed on contract lines while a contract is in the Invoiced state?

- A. cancel existing contract lines
- B. add new contract lines
- C. edit existing contract lines
- D. bulk-delete existing contract lines

Correct Answer: A

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to resolve a case that has open activities. What should you do?

- A. Close the open activities, and then close the case.
- B. Close the case without a resolution type, and then close the open activities when they are finished.
- C. Close the case with the resolution type Problem Solved, and then close the open activities when they are finished.
- D. Close the case without a resolution, and then close the open activities when they are finished.

Correct Answer: A

QUESTION 3

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

QUESTION 4

In Microsoft Dynamics CRM 2011, you create a view of all opportunities for a specific customer. A colleague does not have access to the view of the opportunities. You need to give your colleague Read access to the view while granting the least possible privilege on the opportunities. What should you do?



- A. Assign the view and the opportunities.
- B. Share only the view.
- C. Share the view and the opportunities.
- D. Assign only the view.

Correct Answer: C

QUESTION 5

In Microsoft Dynamics CRM 2011, you create a marketing campaign associated with several marketing lists and marketing activities. You create a new marketing list and plan to associate it with the campaign. To which marketing campaign elements can you add the new marketing list?

- A. distributed marketing campaign activities
- B. new marketing campaign responses
- C. undistributed marketing campaign activities
- D. parent target marketing lists
- E. open marketing campaign planning activities

Correct Answer: C

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