



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

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

QUESTION 2

In Microsoft Dynamics CRM 2011, the currency on an existing open opportunity is incorrect. The opportunity has no opportunity products. What should you do?

- A. Open the opportunity, and then change the currency.
- B. Create a copy of the opportunity, change the currency on the copy, and then delete the original opportunity.
- C. Change the default currency for your user account. Then open the opportunity and run the Recalculate Opportunity command.
- D. Create a new opportunity that has the correct currency, and then delete the original opportunity.

Correct Answer: A

QUESTION 3

In Microsoft Dynamics CRM 2011, which field is required to create a manual campaign response?

- A. Response Code
- B. Parent Campaign
- C. Customer
- D. Channel

Correct Answer: B

QUESTION 4



A company uses Microsoft Dynamics CRM 2011. You need to ensure that a specific customer is always offered afternoon service appointments with the customer's preferred service technician. Each service technician is a Microsoft Dynamics CRM 2011 user. What should you do?

- A. On the customer's account, set the service preferences for preferred time and preferred user.
- B. On the preferred user's record, set the service preference for the account and the preferred work hours.
- C. Create a service with a selection rule listing the preferred user. Change the preferred user's work hours to the afternoon.
- D. Create a service with a selection rule listing the preferred user. Add a service restriction on the user for the morning hours.

Correct Answer: A

QUESTION 5

Which of the following fields can you enter when creating a connection to a lead record in Microsoft Dynamics CRM 2011?

- A. a security role
- B. a related opportunity
- C. a related goal
- D. a connection role

Correct Answer: D

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