



MB2-868^{Q&As}

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

QUESTION 2

In Microsoft Dynamics CRM Online 2011, you create a static marketing list from an Advanced Find of leads. A month later, you lock and deactivate the marketing list. Which of the following statements about the marketing list are true?

- A. Deleting a lead also removes the lead from the marketing list.
- B. Deleted leads remain in the marketing list.
- C. Marketing list members cannot be qualified until the list is activated and unlocked.
- D. Marketing list members can be added after the list is activated.

Correct Answer: A

QUESTION 3

In Microsoft Dynamics CRM 2011, you are distributing an email campaign activity to leads. How can the owner of the distributed campaign activities be assigned? (Choose all that apply.)

- A. The activities can be assigned to a list of users.
- B. The activities can be assigned to a specific user.
- C. The activities can be assigned to a team.
- D. The activities can be assigned to the owners of the lead records.
- E. The activities can be assigned to you.



Correct Answer: BCDE

QUESTION 4

Which of the following actions can you perform with articles? (Choose all that apply.)

- A. email an article to a contact
- B. attach an article to a case
- C. add a connection to an article
- D. add an article to a campaign
- E. add an article to a product

Correct Answer: AB

QUESTION 5

The Microsoft Dynamics CRM 2011 system administrator moves a goals fiscal start date ahead by five days, changes the fiscal period type from monthly to quarterly, and saves the goal. How does this affect the goal records?

- A. The fiscal start dates for all goals are automatically realigned. The fiscal period for all goals is unchanged.
- B. The fiscal start dates and fiscal period for all goals are automatically realigned.
- C. The fiscal start dates and fiscal period for all goals are unchanged.
- D. The fiscal start dates for all goals are unchanged. The fiscal period for all goals is automatically realigned.

Correct Answer: C

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