



# MB2-704<sup>Q&As</sup>

Microsoft Dynamics CRM Application

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### QUESTION 1

You want to share a personal chart that you created.

Who can you share your chart with? Each correct answer presents a complete solution. Choose two.

- A. Resource group
- B. Access team
- C. Team
- D. User

Correct Answer: CD

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### QUESTION 2

You lose an active opportunity and close it in Microsoft Dynamics CRM.

What are two results of closing the opportunity? Each correct answer presents part of the solution. Choose two.

- A. The opportunity is removed from the list of active opportunities.
- B. Notes and attachments associated with the opportunity are saved for future reference.
- C. All activities associated with the opportunity are automatically deactivated.
- D. The opportunity cannot be reactivated.

Correct Answer: AB

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### QUESTION 3

Two active case records are related to the same issue but have nothing else in common.

Your manager asks you to make an association between the records.

What should you do?

- A. Merge the two case records.
- B. Reference the case ID of the other case in the case ID field of each case.
- C. Add one case to the sub-grid on the other case for similar cases.
- D. Reference the case ID of the other case in the notes field of each case.

Correct Answer: C

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#### QUESTION 4

You create a new case that includes a service level agreement (SLA). You place the case on hold because you need to wait for additional information from the customer. What is the status of the SLA key performance indicator (KPI) instance record related to the case?

- A. Failed
- B. In progress
- C. On hold
- D. Paused

Correct Answer: D

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#### QUESTION 5

What is required to view a Dynamic Excel report?

- A. Have Outlook Client installed.
- B. Create the export from a System View.
- C. Have system administrator rights.
- D. Save the Advanced Find query in Microsoft Dynamics CRM.

Correct Answer: A

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