



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.

You need to complete the configuration of the goal metric.

What should you do?

- A. Add rollup fields.
- B. Create goals.
- C. Create fiscal years.
- D. Create rollup queries.

Correct Answer: A

QUESTION 2

An existing goal tracks the number of cases resolved per month. You need to enable it to show the number of cases that are still open. What should you do?

- A. Create a new goal, and add it as a child to the existing goal.
- B. Create a new goal metric, and add it to the existing goal.
- C. Add a new rollup field to the existing goal metric.
- D. Add a rollup query to the existing goal.

Correct Answer: C

QUESTION 3

You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement. What should you do?

- A. Add each contact to the case associated to the entitlement.
- B. Configure a contact method on each contact.
- C. Add each contact to the entitlement.
- D. Mark each contact as Primary.

Correct Answer: C



QUESTION 4

You create an Advanced Find view that consists of columns from the account entity. Which action is possible when customizing the view?

- A. Adding columns from related of records
- B. Creating three levels of sort criteria
- C. Setting the option to filter columns to ensure it displays by default when opening the view
- D. Merging two columns into one

Correct Answer: A

QUESTION 5

You are a support technician.

You resolve an issue for a customer. You need to schedule a follow-up with the customer in three weeks, before the next payroll.

What should you do?

- A. Create a case for the customer, and add it to a Queue.
- B. Schedule an appointment or task from the case to follow up before the customer processes the next payroll.
- C. Develop a workflow to reopen the case before the customer processes the next payroll.
- D. Create a new case for the customer, and set the resolve by date before the customer processes the next payroll.

Correct Answer: B

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