



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You need a dashboard that shows your cases only.

Which dashboard should you use?

- A. Customer Service Operations
- B. Customer Service Representative
- C. Customer Service Performance
- D. Sales Performance Dashboard

Correct Answer: B

QUESTION 2

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 3

What can be classified by using the subject tree?

- A. Opportunities
- B. Accounts
- C. Leads
- D. Cases

Correct Answer: D

QUESTION 4

You are the manager for all Microsoft Dynamics CRM Knowledge Base articles that the service management team submits.



A team member submits an article to Knowledge Base.

What should you do to make the article available to the entire organization?

- A. Submit it
- B. Publish it.
- C. Approve it.
- D. Draft it.

Correct Answer: B

QUESTION 5

A customer calls and wants to make a purchase.

You need to record the phone call and the purchase in Microsoft Dynamics CRM.

What should you do?

- A. Create a phone call activity, convert it to an opportunity, and close the opportunity as won.
- B. Create an opportunity, add a phone call activity, and then close the opportunity as won.
- C. Create an order, and then add a phone call activity.
- D. Create a phone call activity, and convert it to an order.

Correct Answer: A

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