



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

A customer with an open opportunity selects one of your company's competitors.

You need to change the status of this opportunity so that the opportunity no longer shows in Open Opportunities.

What should you do?

- A. Mark all activities on the opportunity as complete.
- B. Close the opportunity as lost.
- C. Change the estimated revenue to zero.
- D. Activate all draft quotes related to the opportunity.

Correct Answer: B

QUESTION 2

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

QUESTION 3

You identify and create a new case. Your service team's process requires that you hand the case off to another service representative for resolution by adding the case to the service representative's My Active Cases system view.

You need to ensure that the service representative sees the new case in this view.

Which action should you perform on the case?

- A. Switch process
- B. Share OC
- C. Follow



D. Assign

Correct Answer: D

QUESTION 4

Your manager needs an analysis that contains four views and three charts.

Which two actions should you perform? Each correct answer presents a complete solution. Choose two.

- A. Create one dashboard.
- B. Create a Report Wizard Report.
- C. Create an SSRS report.
- D. Create two dashboards.

Correct Answer: CD

QUESTION 5

Your customer requests that deliveries be made on Thursdays only.

You need to configure Microsoft Dynamics CRM to meet this requirement.

What should you create?

- A. A new site with a weekly schedule for Thursdays only
- B. A new resource group linked to the service for the customer
- C. Service preferences on the customer record
- D. A business closure for every day except Thursday

Correct Answer: C

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