



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You view the service calendar with the resource view applied.

You notice a box with the number two in it.

What does this information identify?

- A. The service activities need to be scheduled,
- B. The resources are assigned to the same service activity.
- C. The service activity was rescheduled twice.
- D. The service activities on the schedule are conflicting.

Correct Answer: D

QUESTION 2

You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further. You need a report that displays the number of service activities by owner. Which report should you use?

- A. Progress Against Goals report
- B. Service Activity Volume report
- C. Account Service Overview report
- D. Case Summary Table report

Correct Answer: B

QUESTION 3

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 4

A customer calls to request a quote for a product.

You need to log the call and create an opportunity for the potential sale.

What should you do?

- A. Create a lead, and qualify it to create an opportunity.
- B. Create an account and an opportunity.
- C. Create a phone call, and convert it to an opportunity.
- D. Create a connection, and convert it to an opportunity.

Correct Answer: C

QUESTION 5

Your organization uses territories in Microsoft Dynamics CRM to manage sales.

You need to ensure that all sales managers and sales people are associated with the correct territories.

What should you do?

- A. Add a sales manager and the relevant sales people as members to each territory.
- B. Add a territory to each sales person's record, and add the sales manager and territory to each opportunity record.
- C. Add the relevant sales people to each territory record, and make the sales manager the owner of the territory record.
- D. Add a sales manager to each territory record and to each sales person's user record.

Correct Answer: A

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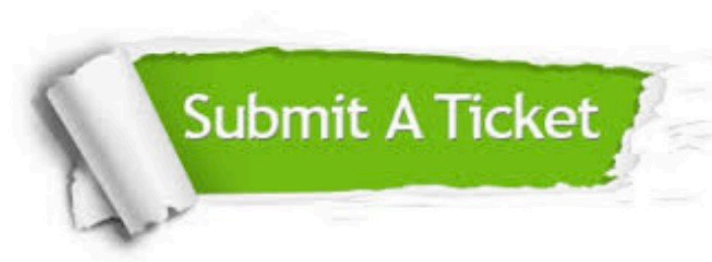
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