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Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You recently visited a trade show and you interacted with many potential customers. As a vendor al the trade show, you receive a CSV file that contains detailed information about the 643 attendees who showed interest in your products.

You need to efficiently and accurately input this information into Dynamics CRM for future use in the sales process.

Which method should you use?

A. Import the details as new activates.

B. Import the details as new leads.

C. Update opportunities to reflect new prospects.

D. Import the information as part of a solution file.

Correct Answer: B

QUESTION 2

You plan to export sales data that will be used in the annual report of your company. You need to provide a copy of some of the sales data to the company stakeholders. Which format can you use to export the data?

A. Adobe PDF

B. Microsoft Word

C. MicrosoftPowerPoint

D. Microsoft Visio

Correct Answer: A

QUESTION 3

You company employs consultants who bill customers for their time. You sales team is responsible for selling the consultants time, in addition to selling product licenses. You need to provide the sales team with the ability to create

opportunities , quotes, and invoices for the consultant\\'s time. .

What should you create first?

A. a product family

B. a price list

C. a product bundle

D. a unit group

Correct Answer: D

QUESTION 4

Your company plans to deploy Dynamics CRM.

In the previous sales database, you did not track products

Members of the management team are evaluating whether to use the product catalog in the CRM organization. You need to identify which enhancements to the sales flow can be achieved by using the product catalog. What are two possible

enhancements that you can identity? Each correct answer presents a complete solution.

A. inventory management integration

B. automated sales pipeline velocity tracking

C. automated revenue calculation

D. automated quotes, orders, and invoicing

Correct Answer: CD

QUESTION 5

Your company wants to integrate the Microsoft Yammer enterprise subscription and the Dynamics CRM organization. The managers at the company are cornered about potential data from CRM being visible to users who do not have a CRM

account.

They want to limit which user can see post in CRM.

In Yammer, you can create a private group named CRM Posts, and you connect CRM to the CRM Posts group. Users report that they fail to see posts in Yammer that are created in CRM. You need to Identity what prevents the users from

seeing the posts What should you identity?

A. The users are not added to the CRM Posts group in Yammer.

B. The posts are not being shared with the team of the users.

C. The security role assigned to the users does not provide access to yammer posts

D. The users are not following any records.

Correct Answer: B

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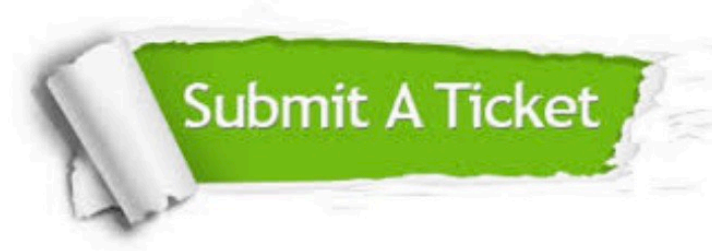
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