



MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You have Dynamics CRM organization that has 50,000 contacts in regions around the world. Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers.

You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

- A. Follow the contact records.
- B. Add access teams.
- C. Create a dashboard.
- D. Create personal views.

Correct Answer: D

QUESTION 2

You have a Dynamics CRM organization that uses server-side synchronization to process email. A manager requests that you create the mailbox records defined as shown in the following table.

Record name	Incoming Email	Outgoing Email	Appointments, Contacts, and Tasks	Is Forward Mailbox
User1	Microsoft Dynamics CRM for Outlook	Microsoft Dynamics CRM for Outlook	Microsoft Dynamics CRM for Outlook	No
User2	Server-Side Synchronization or Email Router	None	Server-Side Synchronization	Yes
User3	Forward Mailbox	Server-Side Synchronization or Email Router	Microsoft Dynamics CRM for Outlook	No
User4	Forward Mailbox	Server-Side Synchronization or Email Router	Server-Side Synchronization	Yes

You need to identify which record will fail to be created. Which record should you identify?

- A. User2
- B. User3
- C. User1



D. User4

Correct Answer: A

QUESTION 3

You have a Dynamics CRM organization that uses Microsoft OneNote integration. A user named User1 enters some information in a OneNote notebook for an account record named Account. User1 owns the record for Account 1.

You need to identify who can open the notebook for Account1 directly from OneNote.

Who should you identify?

- A. all of the users who can view a notebook in CRM
- B. only User1
- C. all of the users who have Read access to Account1 in CRM
- D. all of the users who can add notes to Account1 in CRM

Correct Answer: B

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 identify? 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 employs consultants who bill customers for their time. Your 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

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