



MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

You have created a personal dashboard in Microsoft Dynamics 365, consisting of personal charts and personal views. You want your team members to be able to fully take advantage of your dashboard. How should you fully share the needed components with the individuals on your team?

- A. Share only the views with the team.
- B. Share the views with each team member individually.
- C. Share the dashboard, views, and charts with the team.
- D. Share the dashboard and charts with each team member individually.

Correct Answer: D

QUESTION 2

You are a sales executive for a sales organization that uses Microsoft Dynamics 365. You are doing a global search for the name of a contact that you have not communicated with in over a year. You are using a partial value search, but the global search is unable to find the contact record.

What is a reason that would prevent global search from finding the record?

- A. Only an administrator can implement global searches.
- B. The record for this contact is currently deactivated.
- C. You cannot use partial values in a global search.
- D. Global search only searches account and opportunity records.

Correct Answer: B

QUESTION 3

You receive an email from a person who was referred to your organization by a third party.

You track the email and create a Lead for the prospect. After a few emails exchanged between you and the prospect, you realize that the service they want is not a service your company offers.

How do you capture this information in Microsoft Dynamics 365?

- A. Disqualify the Lead.
- B. Close the Lead as Lost.
- C. Untrack the emails exchanged with the prospect.
- D. Qualify the Lead. Close the Opportunity as Lost.



Correct Answer: C

QUESTION 4

An organization uses Microsoft Dynamics 365 for lead management

The organization wants to keep leads warm by contacting them weekly.

How should you help your users contact leads on a regular basis by using Relationship Insights?

- A. Create a workflow on leads to remind the owner if there has been no activity for seven days.
- B. Enable the Relationship Assistant on the card options for "No Activity with Lead." and change the "Days before notifyingTM" to 7.
- C. Enable Email Engagement on the card options for No Activity with Lead," and change the "Days before notifyingTM" to 7.
- D. Enable Relationship Insights with Relationship Analytics to show cards for leads with no activity.

Correct Answer: D

QUESTION 5

You are using Microsoft Dynamics 365 for sales.

Your marketing department has given you a number of illustrated documents that explain how your product is superior to various competitors.

You have been tasked with adding this material to Dynamics 365 so the salespeople can use and email the material to their prospects, all from within Dynamics 365.

How should you complete this task?

- A. Add the documents to SharePoint and set up the SharePoint integration with Dynamics 365.
- B. Add the documents as sales literature, and associate them with the right competitors.
- C. Add the documents as Email Templates associated with the opportunity entity.
- D. Add the documents as attachments in the notes section for each competitor.

Correct Answer: B

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