



MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

You receive an email from a customer asking to discuss their need for some of the services and products your company offers. You need to track this conversation in Microsoft Dynamics 365 and manage this transaction. Which record should you use to manage this transaction?

- A. Quote
- B. Order
- C. Lead
- D. Opportunity

Correct Answer: A

QUESTION 2

You are working with a sales organization so that they can better utilize Microsoft Dynamics 365 to manage their sales process.

What are two advantages of having the organization's sales professionals utilize Auto Capture? Each correct answer presents a complete solution.

- A. They will not need to go into Outlook to track their emails.
- B. They can delay sending an email until an appropriate time.
- C. They can see untracked emails from Exchange in their activity list
- D. They can be notified when an embedded link has been clicked within a sent email-

Correct Answer: AB

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

You have been working with a potential customer for some company.

You need to disqualify the lead in Microsoft Dynamics 365.

time and learn that they are purchasing the product from another

When disqualifying the lead, which option should you select?

- A. Disqualify > Lost to competitor
- B. Disqualify > Lost
- C. Disqualify
- D. Disqualify > Reject Lead

Correct Answer: C

QUESTION 5

Based on a conversation with a potential customer, you think there may be a Lead record for the customer in Microsoft Dynamics 365. You need to find the disqualified lead so that you can review the activity history on the lead.

Where are two places you can find this information? Each correct answer presents a complete solution.

- A. Disqualified Leads view
- B. Advanced Find
- C. Closed Leads view
- D. Leads Lookup view

Correct Answer: CD

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