



MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

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 2

You have been communicating with a lead for two weeks, and now you have determined that you are in a good position to move forward on your sales process. You have decided to qualify the lead. When qualifying the lead, what happens next in your standard sales process?

- A. An order is created.
- B. An opportunity is created.
- C. An invoice is created.
- D. A quote is created.

Correct Answer: D

QUESTION 3

You are the sales manager for your company.

You want to track key performance indicators as well as record activities for all of your clients in order to improve the ratio of, and turn leads into, sales.

Which feature of Microsoft Dynamics 365 will allow you to do this?

- A. Relationship Analytics
- B. Email Engagement
- C. Auto Capture
- D. Relationship Assistant



Correct Answer: C

QUESTION 4

You are working with the Microsoft Dynamics 365 for Phones app.

You have created a new Opportunity to track information that could lead to a sale while visiting a customer and have a Business Process Flow at the Qualify stage.

You need to be able to update the record with information for qualifying the Opportunity.

What are three items you can capture on the Opportunity to help you manage this opportunity through to a sale? Each correct answer presents a complete solution.

- A. tracking product returns
- B. tracking activities related to the opportunity
- C. tracking Invoice adjustment notes
- D. tracking competitors
- E. tracking the products in which the customer is interested

Correct Answer: AC

QUESTION 5

You are using Microsoft Dynamics 365 to sell products in different currencies. The currency exchange rates are updated on a regular basis.

You need to anticipate the impact of the exchange rates on your analytics and KPIs.

What are all the circumstances in which the money fields are updated according to the current exchange rate in Microsoft Dynamics 365?

- A. When the exchange rate is updated, all active records with the changed currency are updated.
- B. It is updated any time the record is updated in any way.
- C. It is updated when the record is created, a money field is updated, or the status changes.
- D. When the currency is added to a record, the exchange rate is set until the currency field is changed.

Correct Answer: C

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