



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

You are working with a sales division to better manage their sales processes by better utilizing the functionality of Microsoft Dynamics 365.

You recommend using Relationship Insights to better analyze customer-interaction data to improve sales efforts.

What are two features of Relationship Insights that can be used to accomplish this? Each correct answer presents a complete solution.

- A. Auto Capture
- B. Data Loader Service
- C. Relationship Assistant
- D. Sales Insights

Correct Answer: CD

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### QUESTION 2

You are building a sales dashboard for your organization using Microsoft Dynamics 365.

You want to make sure that your users get insights into the sales pipeline.

Using only the built-in chart editor, which of the following combinations should you choose?

- A. a combination of column charts and bar charts, along with a bubble chart to indicate the value of each opportunity and where it is in the pipeline
- B. a combination of column charts and bar charts, along with a funnel chart to indicate how much estimated revenue is in each phase of the pipeline
- C. a combination of column charts, bar charts, and pie charts, with a tag chart to visualize the different sales stages
- D. a combination of column charts and bar charts, along with an area chart to indicate the value of each opportunity and where it is in the pipeline

Correct Answer: C

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### QUESTION 3

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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#### QUESTION 4

Your sales manager has asked you to take over management of a sale for a customer that was managed by a previous employee.

You want to make sure everyone who views the Opportunity has full visibility to everything that has happened with the sale to this point and allow other staff to see that you are now managing the sale.

How can you meet these needs in Microsoft Dynamics 365?

- A. Email the new management information to everyone in the company.
- B. Delete the Opportunity and recreate it.
- C. Assign the record to yourself.
- D. Assign the record to a team.

Correct Answer: D

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#### QUESTION 5

You are a sales manager who has a large sales team.

You want to track when you lose sales to your competitors.

Which activity allows you to track your competitors in relationship to a lost opportunity?

- A. Resolution activities
- B. Phone activities
- C. Task activities
- D. Email activities

Correct Answer: B

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