



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

You create an Order from a Quote by using the Create Order process. On the Create Order dialog, which action should you perform?

- A. Close the originating Opportunity.
- B. Specify a ship-to address.
- C. Fulfill the order.
- D. Add additional write-in products.

Correct Answer: A

QUESTION 2

A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM. The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and the Account, which represents the competitor. Accounts have a flag which designates the record as a competitor.

Which statement is true?

- A. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Lost Opportunities.
- B. A Connection record is created between the Opportunity and the Account.
- C. The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor
- D. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Won Opportunities.

Correct Answer: B

QUESTION 3

Microsoft Dynamics CRM Client for Outlook is installed.

You view an email message from an existing customer. The customer requests a proposal for new business.

You need to create a record for the email message that ensures other users can see the email message.

What should you do?



- A. Use details from the email message to create an Opportunity by using the Quick Create form.
- B. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a Lead by using the Convert To feature.
- C. Track the email from Outlook by using the Track feature. Then convert the tracked email message to an Opportunity by using the Convert To feature.
- D. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a case by using the Convert To feature.

Correct Answer: C

QUESTION 4

You are building a report with the Report Wizard.

Which types of related records can you use in the report?

- A. The Primary record type only
- B. The Primary record type and five Related record types
- C. The Primary record type and one Related type
- D. Any number of record types as long as they are related

Correct Answer: B

QUESTION 5

You are creating parent and child goals in Microsoft Dynamics CRM. The goal entity has NOT been modified.

Which two entities must be the same between the parent and child goals? Each correct answer represents part of the solution.(Choose TWO)

- A. Goal Metric
- B. Subject
- C. Manager
- D. Rollup Query
- E. Time Period

Correct Answer: AE



QUESTION 6

You need to update the status of a service activity to show that it is ready for billing.

Which status value should you use?

- A. Closed
- B. On Hold
- C. Cancelled
- D. Open

Correct Answer: A

QUESTION 7

User1 is the owner of the Specialists team. User2 adds a case that she owns to the Specialists team's queue. Who now owns the case?

- A. The Specialists team
- B. The owner of the Specialist team's queue
- C. User1
- D. User2

Correct Answer: D

QUESTION 8

What role do keywords play in the Knowledge Base?

- A. Keywords are only used to manage the Knowledge Base.
- B. Keywords relate similar cases to each other
- C. Keywords are used to search for articles.
- D. Keywords define the subject tree.

Correct Answer: C



QUESTION 9

Which definition is used to describe how users or equipment are combined to perform a service?

- A. selection rule
- B. resource
- C. scheduling
- D. weekly schedule

Correct Answer: C

QUESTION 10

When you qualify a lead, which two records will also be created?(Choose TWO)

- A. Account
- B. Contract
- C. Campaign Response
- D. Opportunity
- E. Contact

Correct Answer: AD

QUESTION 11

You need to schedule a resource for a service during a business closure.

Which statement is true?

- A. You cannot schedule resources for a service during a business closure.
- B. You can schedule the resource if the start date is before the business closure period, or the schedule end date and time is after the business closure period.
- C. You can schedule the resource if the resource is a user who is also the owner of the service.
- D. You can schedule the resource if the Do not observe option for the resource is selected.

Correct Answer: D



QUESTION 12

Which records are included in the Sales Pipeline report by default?

- A. Leads with a status of Open
- B. Leads with a status of Closed
- C. Opportunities with a status of Closed
- D. Opportunities with a status of Open

Correct Answer: D

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