



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

Pass Microsoft MB2-868 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/MB2-868.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

In Microsoft Dynamics CRM 2011, you create a contract from an incident-based contract template that has three line items. You invoice the contract. Which of the following actions can be performed on contract lines while a contract is in the Invoiced state?

- A. cancel existing contract lines
- B. add new contract lines
- C. edit existing contract lines
- D. bulk-delete existing contract lines

Correct Answer: A

QUESTION 2

Which of the following statements about marketing lists are true? (Choose all that apply.)

- A. You can remove members from a dynamic marketing list by using an Advanced Find query.
- B. One dynamic marketing list can contain accounts, contacts, and leads.
- C. You can copy a dynamic marketing list to a static marketing list.
- D. You can add members to a static marketing list by using an Advanced Find query.
- E. Static marketing lists cannot be locked.

Correct Answer: CD

QUESTION 3

In Microsoft Dynamics CRM 2011, how can you display the Service Activity Volume report? (Choose all that apply.)

- A. Run the report from the Reports list.
- B. Run the report from the Run Report menu of the Cases list.
- C. Run the report from the Activities list.
- D. Run the report from the Service Calendar.

Correct Answer: AB

QUESTION 4

You are using Microsoft Dynamics CRM 2011 to schedule services. You need to distribute the work evenly across your



resources. Which resource allocation should you use?

- A. Most Busy
- B. Random
- C. Least Busy
- D. Even

Correct Answer: C

QUESTION 5

Which of the following statements about cases in Microsoft Dynamics CRM 2011 are true? (Choose all that apply.)

- A. Custom activity types can be converted into cases.
- B. A case cannot be resolved until all activities associated to the case are completed.
- C. A case must be assigned a subject.
- D. Cases can be assigned to teams.

Correct Answer: ABD

QUESTION 6

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

- A. Organization
- B. Account
- C. Contact
- D. Parent
- E. Lead

Correct Answer: ACE

QUESTION 7

A company uses Microsoft Dynamics CRM 2011. Client computers run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following statements about conditional formatting in Microsoft Dynamics CRM for Outlook are true? (Choose all that apply.)

- A. Conditional formatting is available only on client computers that are running Outlook 2010.



- B. Microsoft Dynamics CRM fields are available to the conditional formatting tool as user- defined fields in the Filter dialog box.
- C. Views that include conditional formatting can be shared.
- D. With the appropriate rights, conditional formatting can be applied to system views.

Correct Answer: BCD

QUESTION 8

In Microsoft Dynamics CRM 2011, you need to create an account, a contact, and an opportunity from a lead. What should you do?

- A. Qualify the lead and convert it to an account, a contact, and an opportunity.
- B. Qualify the lead and convert it to an account. Create the contact and the opportunity with the values of the lead, and then attach them to the account.
- C. Qualify the lead and convert it to an account and a contact. Create the opportunity with the values of the lead, and then attach it to the account.
- D. Create the account, the contact, and the opportunity with the values of the lead. Then attach the contact and the opportunity to the account.

Correct Answer: A

QUESTION 9

In Microsoft Dynamics CRM 2011, which fields are required to create a service activity? (Choose all that apply.)

- A. Subject
- B. Start Time
- C. Service
- D. Resources
- E. Customers

Correct Answer: ABC

QUESTION 10

You use Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on a portable computer. You are tracking several email messages, tasks, and contacts within Outlook. Which of the following statements about deleting tracked items is true?

- A. Deleting a contact record in Microsoft Dynamics CRM for which you are the owner will delete the contact from Outlook.



- B. Deleting an email message in Microsoft Dynamics CRM will delete the tracked email message from Outlook.
- C. Deleting a completed task that is tracked in Outlook will delete the task activity record from Microsoft Dynamics CRM.
- D. Deleting a task activity record for a completed task in Microsoft Dynamics CRM will delete the tracked task from Outlook.
- E. Deleting a tracked email message in Outlook will delete the email message from Microsoft Dynamics CRM.

Correct Answer: C

QUESTION 11

In Microsoft Dynamics CRM 2011, you create a view of all opportunities for a specific customer. A colleague does not have access to the view of the opportunities. You need to give your colleague Read access to the view while granting the least possible privilege on the opportunities. What should you do?

- A. Assign the view and the opportunities.
- B. Share only the view.
- C. Share the view and the opportunities.
- D. Assign only the view.

Correct Answer: C

QUESTION 12

You need to schedule a phone call to a group of Accounts and Contacts, followed three days later by an email message. What should you do?

- A. Create one campaign with one marketing list.
- B. Create one campaign with two marketing lists.
- C. Create two quick campaigns.
- D. Create one quick campaign.

Correct Answer: B

[Latest MB2-868 Dumps](#)

[MB2-868 PDF Dumps](#)

[MB2-868 VCE Dumps](#)



VCE & PDF

PassApply.com

<https://www.passapply.com/MB2-868.html>

2021 Latest passapply MB2-868 PDF and VCE dumps Download

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average 99.9% Success Rate

More than 800,000 Satisfied Customers Worldwide

Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.passapply.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



| | | |
|---|---|--|
|  One Year Free Update <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p> |  Money Back Guarantee <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p> |  Security & Privacy <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p> |
|---|---|--|

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © passapply, All Rights Reserved.