Microsoft MB2-632

Applications in Microsoft Dynamics CRM 4.0

Version: 4.0

QUESTION NO: 1

Which of the following applies to knowledge base articles?

A. Articles can be viewed by users as soon as they are submitted.
B. Articles can be shared.
C. Articles can be assigned.
D. Only users who have permission can view articles.

Answer: D
Explanation:

QUESTION NO: 2

You work for a company that produces accountancy software. Version 6 is the current version, but version 7 is about to be released. You use knowledge base articles to hold information about the software and how to use it. Version 7 is a significant upgrade and you have identified that documents for version 7 will need an additional section. You will still need to keep the Version 6 documents for your customers using that version of the software, but no new documents for Version 6 must be written. How can you achieve this in the most efficient way? Each answer presents part of the solution. Choose the 2 that apply.

A. Deactivate the article template for version 6 documents.
B. Create a new article template for version 7 documents.
C. Delete the article template for version 6 documents.
D. Copy the article template for version 6 documents, and use it to create version 7 documents.

Answer: A,B
Explanation:

QUESTION NO: 3

With which of the following records can sales literature be associated? Choose the 2 that apply.

A. Accounts
B. Competitors
C. Quotes
D. Products

Answer: B,D

Explanation:

QUESTION NO: 4

Your organization uses contracts and contract lines for service management. All cases must be associated with a contract line, as this information is necessary for reporting and analysis purposes. In the past a subject hierarchy was created, which is only used for cases. You are now reviewing your subject hierarchy, and note that some subjects that have been used in the past are no longer needed. These subjects are not associated with any open cases. What action should you take?

A. Restructure the subject hierarchy, and place the subjects no longer needed under an archive parent subject area.
B. Delete cases with subjects that are no longer needed, and then delete the subjects that are no longer needed.
C. Delete the subjects which are no longer needed.
D. Deactivate the subjects no longer needed.

Answer: A
Explanation:

QUESTION NO: 5

Your organization employs and schedules cleaning staff. Some staff are permanent employees, but others are employed on a casual basis, sometimes for one week. The schedules are used by management; the cleaning staff do not log on to the network. What is the best way to accomplish this?

A. Create a Facility/Equipment record for each temporary staff member. Disable the record when the staff member leaves.
B. Create a Facility/Equipment record for each temporary staff member. Delete the record when the staff member leaves.
C. Create a user record for each temporary staff member. Delete it when they leave.
D. Create a user record for each temporary staff member. Disable it when they leave.

Answer: B
Explanation:

QUESTION NO: 6

You work for a company that offers support for software via conferencing software. You want to define a service which requires a junior technician and a team leader. However, the team leader tells you that most of the time, the junior technician can handle the discussion, so the team leader can support up to three junior technicians at the same time. You define a service which needs the team leader and one of the three junior technicians. What else should you do?

A. In the service, define the team leader's capacity to be 3, and the junior technicians' capacity to be 1.
B. In the user records, define the team leader with a capacity of 3, and the junior technicians with a capacity of 1.
C. In the user records, define the team leader with a capacity of 1, and the junior technicians with a capacity of 3.
D. In the service, define the team leader's capacity to be 1, and the junior technicians' capacity to be 3.

Answer: B
Explanation:

QUESTION NO: 7

You are a marketing manager and discover that not all of your telemarketers call leads to verify contact details such as the postal address. You want to remind your telemarketers do this before the lead is included in any campaign activity. What is the most efficient way to do this?

A. Set up an automated workflow to generate an email informing you when a new lead is created so you can generate a follow up activity.
B. Set up an automated workflow that generates a follow up call for each new lead, and assign the call to a queue. Instruct the telemarketers to make the calls in the queue.
C. Ask your administrator to only allow a small group of telemarketers who are trusted to generate follow up calls for all the leads they enter.
D. Create a view using advanced find to identify any new leads generated which do not have any activities associated with them. Generate follow up calls for these leads.

Answer: B
Explanation:

QUESTION NO: 8

You are creating a campaign template. The head of the legal department has instructed that all emails sent using marketing campaigns contain some standard terms and conditions. He has provided you with the standard text that should be included. Where should you put the text so that it appears in the emails that are sent via campaigns created from this campaign template?

A. In the Offer field of the campaign template.
B. In a note on the campaign template.
C. In the Description field of the campaign template.
D. In the body of a campaign activity in the campaign template.

Answer: A
Explanation:

QUESTION NO: 9

Your company has just started trading internationally, and the Head of Sales at your company has asked you to produce a list of Opportunities, showing the estimated revenue in both the transaction currency and the base currency, and also the exchange rate. None of the existing Opportunities views include all the fields you need. How can you produce the data and make it available to the Head of Sales as quickly as possible? Choose the 2 that apply.

A. Export to Excel and choose 'Dynamic PivotTable? Select the columns you need in the report.
B. Export to Excel and choose 'Static worksheet with records from this page'. Select the columns you need in the report.
C. Use advanced find to generate a view with the correct fields. Save the resulting view and share it.
D. Export to Excel and choose 'Dynamic worksheet'. Select the columns you need in the report.

Answer: C,D
Explanation:

QUESTION NO: 10

You manage the product catalog for your organization which is using Microsoft Dynamics CRM 4.0. You have been asked to set up the product catalog for products. The products are sold in single units, and in three different currencies: Euros, Dollars, and Yen. The product is available to members of a trade association at a 10% discount of the price available to other customers. How should you set up the price list information?

A. Set up two price lists: one for members and one for non-members. Record the prices for each of the three currencies within each price list.

B. Set up one price list. Record the prices for each of the three currencies within the price list. Create a discount list for members.
C. Set up three price lists: one for each currency, and create a discount list for members.
D. Set up six price lists: three for members (one for each currency), and three for non-members (one for each currency).

Answer: D
Explanation:

QUESTION NO: 11

You want to schedule a service. Which of the following must be specified to book the service appointment? Choose the 2 that apply.

A. Time
B. Subject for the appointment
C. Place for the service to be performed
D. Customer

Answer: A,B
Explanation:

QUESTION NO: 12

Your company manufactures medical equipment. With each purchase of a product, a customer is entitled to make three support calls, which are to be recorded as CRM cases. Your company also provides a technical information line, with calls charged by the hour. Trey Research purchases two different products, and also wants to use your technical information line. What is the best way to use Microsoft Dynamics CRM 4.0 to record Trey Research entitlements?

A. Create two contracts. In the first contract, create one contract line for the two products. In the second contract, create one contract line for the technical information line.
B. Create one contract, with two contract lines: one for the two products, and one for the technical information line.
C. Create one contract, with three contract lines: one for each product, and one for the technical information line.
D. Create two contracts. In the first contract, create two contract lines, one for each product. In the second contract, create one contract line for the technical information line.

Answer: D
Explanation: