

Microsoft

Exam MB2-704

Microsoft Dynamics CRM Application

Version: 6.2

[Total Questions: 89]

Question No : 1

You lose an active opportunity and close it in Microsoft Dynamics CRM.

What are two results of closing the opportunity? Each correct answer presents part of the solution. Choose two.

- A. The opportunity is removed from the list of active opportunities.
- B. Notes and attachments associated with the opportunity are saved for future reference.
- C. All activities associated with the opportunity are automatically deactivated.
- D. The opportunity cannot be reactivated.

Answer: A,B

Question No : 2

You are viewing the opportunity by status chart and want to see the records that have a status of open.

What should you use on the chart pane?

- A. Refresh chart
- B. Drill down
- C. Advanced Find
- D. Export Chart

Answer: B

Question No : 3

You plan to bulk import new case records.

You do not want the service level agreement (SLA) to apply to the new cases.

What should you do?

- A. Set the Disable the SLAs system option.

- B. Pause all SLAs.
- C. Set the Ignore SLAs import option.
- D. Deactivate all SLAs.

Answer: D

Explanation:

Ref: <http://www.microsoft.com/en-us/dynamics/crm-customer-center/disable-or-enable-service-level-agreements-slas-for-cases.aspx>

Question No : 4

You are a sales representative at a trade show.

A trade show attendee leaves a business card at your company's booth.

You need to enter the attendee's information into Microsoft Dynamics CRM for the sales team to qualify.

Which record type should you create?

- A. Contact
- B. Account
- C. Opportunity
- D. Lead

Answer: D

Explanation:

Ref: <http://msdn.microsoft.com/en-gb/library/gg328442.aspx>

Question No : 5

You create five new resources for various workers, each with a capacity of one. You create

three new trucks in the facilities/equipment form, each with a capacity of two.

Next, you create a new service and add a selection rule to include one from any site. You add a resource to the selection rule for one worker and a second resource for one truck. You then create one new service activity and use the schedule function to find available time slots.

You need to identify which resources are available for scheduling.

What should you identify?

- A. One resource is available for the worker, and two resources are available for the truck.
- B. Five resources are available for the worker, or three resources are available for the truck.
- C. One resource is available for the worker, and one resource is available for the truck.
- D. Five resources are available for the worker, or one resource is available for the truck.

Answer: B

Explanation: The selection rule has a quantity of ONE. Therefore we can only select (any) one worker OR (any) one truck.

Question No : 6

You need to create a product in Microsoft Dynamics CRM. Which product catalog component is required?

- A. Price list item
- B. Unit group
- C. Price list
- D. Discount list

Answer: B

Explanation:

Ref: <http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-product.aspx>

Question No : 7

You create a new entitlement.

What is the initial status of the entitlement?

- A. Active
- B. Waiting
- C. Created
- D. Draft

Answer: D

Question No : 8

You need to ensure that the estimated revenue for your opportunity is calculated correctly based on the most recent territory price list and the associated products.

Which method should you use to configure the opportunity pricing?

- A. User Provided
- B. Automatic Recalculation
- C. System Calculated
- D. Current Pricing

Answer: C

Explanation:

Ref: <http://crmbook.powerobjects.com/basics/microsoft-dynamics-crm-sales-process/opportunities/>

Question No : 9

Your organization uses territories in Microsoft Dynamics CRM to manage sales.

You need to ensure that all sales managers and sales people are associated with the correct territories.

What should you do?

- A. Add a sales manager and the relevant sales people as members to each territory.
- B. Add a territory to each sales person's record, and add the sales manager and territory to each opportunity record.
- C. Add the relevant sales people to each territory record, and make the sales manager the owner of the territory record.
- D. Add a sales manager to each territory record and to each sales person's user record.

Answer: A

Explanation:

Ref: [http://technet.microsoft.com/en-us/library/dn531129\(v=crm.6\).aspx](http://technet.microsoft.com/en-us/library/dn531129(v=crm.6).aspx)

Question No : 10

You want to aggregate customer feedback from social websites in order to identify buying trends and customer opinions toward your company's product.

Which tool should you use in Microsoft Dynamics CRM?

- A. Microsoft Social Listening, in order to monitor social media channels
- B. Cases, in order to see and respond to negative social mentions
- C. Marketing Campaigns, in order to provide visibility to social feeds
- D. Activity feeds, in order to view interactions on the social pane

Answer: A

Explanation:

Ref: <http://technet.microsoft.com/en-us/library/dn659847.aspx>

Question No : 11

You create an opportunity and need to add products.

What should you do before adding the opportunity products?

- A. Set a price list.
- B. Change the revenue setting to user provided.
- C. Set estimated revenue.
- D. Change the revenue setting to system calculated.

Answer: A

Explanation:

Ref: <http://crmbook.powerobjects.com/basics/microsoft-dynamics-crm-sales-process/advanced-sales-processes/>

Question No : 12

You need to add a product brochure to Microsoft Dynamics CRM so that users can send the brochure via email to potential customers. Which record type should you add the brochure to?

- A. Sales literature
- B. Competitor
- C. Product
- D. Marketing list

Answer: A

Explanation:

Ref: <http://crmbook.powerobjects.com/basics/microsoft-dynamics-crm-sales-process/working-with-microsoft-dynamics-crm-sales-literature/>

Question No : 13

You are working on a case, but you need to use a different process flow.

What should you do?

- A. Use a dialog to switch the business process flow.
- B. Manually switch the business process flow.
- C. Use a business rule to switch the business process flow.
- D. Use a workflow to switch the business process flow.

Answer: B

Explanation:

Ref: [https://technet.microsoft.com/en-us/library/dn531164\(v=crm.6\).aspx](https://technet.microsoft.com/en-us/library/dn531164(v=crm.6).aspx)

Question No : 14

You are adding products to an opportunity.

You want to calculate the estimated revenue based on the products added.

What should you do to enable this function?

- A. Set the estimated budget.
- B. Configure the exchange rate.
- C. Use write-in products.
- D. Add a price list

Answer: C

Question No : 15

You implement Microsoft Social Listening and connect it to your Microsoft Dynamics CRM organization.

In which two locations within Dynamics CRM can you access social insights information? Each correct answer presents a complete solution. Choose two.

- A. Dashboards
- B. Advanced find
- C. Reports
- D. Entity forms

Answer: A,D

Explanation:

Ref: [http://technet.microsoft.com/en-us/library/dn659847\(v=crm.6\).aspx](http://technet.microsoft.com/en-us/library/dn659847(v=crm.6).aspx)

Question No : 16

You need to create a dashboard that will include an external website.

Which component should you add?

- A. Quick view
- B. Sub-grid
- C. IFRAME
- D. Web resource

Answer: C

Explanation:

Ref: <http://www.xrm.com/aboutus/press/newsletter-12-2013/quick-tip-creating-a-dashboard.aspx>

Question No : 17