Microsoft

Exam MB2-700

Microsoft Dynamics CRM 2013 Applications

Version: 7.0

[Total Questions: 90]

Question No : 1

You review a published Knowledge Base article.

Which two actions can you perform? (Choose TWO)

A. Add a note
B. Change the subject
C. Add a keyword
D. Add a section
E. Add a comment

Answer: A,E

Question No : 2

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.

Answer: C

Question No : 3

You review a Knowledge Base article.

On the Article tab of the ribbon, which option is NOT in the Action group?

A. Submit
B. Unpublish
C. Approve
D. Reject
E. Publish

Answer: E

Question No : 4

Which two record types require a reference to the subject tree? Each answer presents part of the solution. (Choose TWO)

A. Sales Attachments
B. Case Resolution Activity
C. Cases
D. Sales Literature
E. Knowledge Base articles

Answer: D,E

Question No : 5

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.

Answer: B

Question No : 6

In which two circumstances does the autosave process save changes to Lead

records?(Choose TWO)

A. When a user exits a changed record
B. Every 30 seconds
C. When a user creates the record
D. Every 120 seconds
E. Every time a user moves the focus out of an edited field

Answer: A,B

Question No : 7

Which field is required to create a new Opportunity record?

A. Originating Lead
B. Customer
C. Topic
D. Contact
E. Account

Answer: C

Question No : 8

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

Answer: A,D

Question No : 9

Which type of activity can you convert to a Lead?

A. Task
B. Appointment
C. Email
D. Fax

Answer: C

Question No : 10

When creating a Lead, which type of information can you enter on the Main Lead form?

A. Goals
B. Competitors
C. Additional addresses
D. Products

Answer: B

Question No : 11

A user creates a Lead and converts it to an Opportunity. The user provides several Quotes to the customer. The Opportunity is won. The user now creates an Order from the Quote by using the Create Order process.

On the Create Order dialog box, which action is the user able to perform?

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

Answer: C

Question No : 12

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.

Answer: C

Question No : 13

In Microsoft Dynamics CRM, which two record types are considered customers?(Choose TWO)

A. Opportunities
B. Accounts
C. Leads
D. Contacts

Answer: B,D

Question No : 14

To which entity type can you convert an Activity record?

A. Case
B. Account
C. Quote