

**Microsoft MB2-868**

**Microsoft Dynamics CRM 2011 Applications**  
**Practice Test**  
Version: 14.21

**QUESTION NO: 1**

The Microsoft Dynamics CRM 2011 system administrator moves a goal's fiscal start date ahead by five days, changes the fiscal period type from monthly to quarterly, and saves the goal. How does this affect the goal records?

- A. The fiscal start dates for all goals are automatically realigned. The fiscal period for all goals is unchanged.
- B. The fiscal start dates and fiscal period for all goals are automatically realigned.
- C. The fiscal start dates and fiscal period for all goals are unchanged.
- D. The fiscal start dates for all goals are unchanged. The fiscal period for all goals is automatically realigned.

**Answer: C**

**Explanation:**

**QUESTION NO: 2**

A company uses Microsoft Dynamics CRM 2011. Employees run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following tasks can be performed by using Microsoft Dynamics CRM for Outlook?

- A. Synchronize service activity records the employee owns.
- B. Synchronize service activity records assigned directly to resource groups of which the employee is a member.
- C. Automatically create contact or lead records from tracked email messages while online.
- D. Automatically create contact or lead records from tracked email messages while offline.

**Answer: C**

**Explanation:**

**QUESTION NO: 3**

In Microsoft Dynamics CRM 2011, which of the following specifies how the status values of a record map to a goal's in-progress or actual values?

- A. the goal targets
- B. the goal metric
- C. the time period
- D. the roll-up fields

**Answer: B**

**Explanation:**

**QUESTION NO: 4**

In Microsoft Dynamics CRM 2011, which of the following fields is part of a goal metric?

- A. the goal owner
- B. the fiscal period
- C. the record type
- D. the target value

**Answer: C**

**Explanation:**

**QUESTION NO: 5**

In Microsoft Dynamics CRM 2011, you need to create a marketing campaign that offers a discounted price on a product. What should you do?

- A. Update the list price of the campaign product.
- B. Create a new Price List and a new Price List Item record for the campaign product with the reduced price.
- C. Create a new Product record for the campaign product with the reduced price.
- D. Update the price in the Price List Item record of the campaign product.

**Answer: B**

**Explanation:**

**QUESTION NO: 6**

In Microsoft Dynamics CRM 2011, you need to display all opportunities and account names of your accounts and a sum of the revenue of the opportunities. What should you do?

- A. In the Report Wizard, create a report with a primary record type of Accounts and a related record type of Opportunities (Potential Customer). Display the account name and the revenue of the opportunities.
- B. Create an opportunity view that displays the revenue of the opportunities and the account

name.

**C.** In the Report Wizard, create a report with a primary record type of Opportunities and a related record type of Accounts (Potential Customer). Display the revenue of the opportunities and the account name.

**D.** Create an account view that displays the account name and the revenue of the opportunities of the accounts.

**Answer: A**

**Explanation:**

### QUESTION NO: 7

In Microsoft Dynamics CRM 2011, you need to close an opportunity as lost. Which of the following must you do?

**A.** Enter the close date on the close opportunity form.

**B.** Activate all draft quotes related to the opportunity.

**C.** Relate the opportunity to at least one competitor.

**D.** Close all open activities on the opportunity.

**Answer: A**

**Explanation:**

### QUESTION NO: 8

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.

**Answer: C**

**Explanation:**

**QUESTION NO: 9**

A lead stored in Microsoft Dynamics CRM 2011 does not want to purchase any products. You need to disqualify the lead and remove it from the list of open leads. What should you do?

- A. Convert the lead to an opportunity with a rating of Cold.
- B. Change the rating of the lead to Cold.
- C. Convert the lead to a contact and then deactivate the contact record.
- D. Change the status of the lead to No Longer Interested.

**Answer: D**

**Explanation:**

**QUESTION NO: 10**

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.

**Answer: B,C,D**

**Explanation:**

**QUESTION NO: 11**

In Microsoft Dynamics CRM 2011, you need to send the Sales Attachment of a Sales Literature record to a Customer. What should you do?

- A. Open the Sales Attachment and send it to the customer as an email message.
- B. Create an email message, add the Sales Attachment record, and send the email message to the Customer.

- C. Create an email message, add the Sales Literature record, and send the email message to the Customer.
- D. Open the Sales Literature and send it to the customer as an email message.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 12**

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.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 13**

In Microsoft Dynamics CRM 2011, you need to create a new quote for a customer. The new quote is for products that are used in an existing opportunity for a different customer. What should you do?

- A. Create the new quote and get the products from the existing opportunity.
- B. Create the new quote directly from the existing opportunity.
- C. Create the new quote and relate the existing opportunity.
- D. Copy the existing opportunity and create the new quote directly from the new opportunity.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 14**