

MB7-846

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NAV 2009 Relationship Management

Version 3.1

MB7-846

QUESTION NO: 1

What must you set up in Relationship Management to synchronize customers, vendors, and bank accounts with contacts?

- A. Interaction IDs
- B. Duplicates
- C. Inheritance codes
- D. Business relation codes

Answer: D

QUESTION NO: 2

Which of the following activities in Microsoft Dynamics NAV 2009 can be automatically recorded as an interaction?

- A. Creating a finance charge memo
- B. Archiving a sales order
- C. Posting a purchase order
- D. Printing a purchase receipt

Answer: D

QUESTION NO: 3

What must you set up in the Interaction Template Setup window for the program to automatically log outgoing phone calls you make as an interaction?

MB7-846

- A. Synchronization with customers and vendors
- B. Interaction template code
- C. Logging user ID
- D. Correspondence type

Answer: B

QUESTION NO: 4

You are a sales manager for a company that has just upgraded to Microsoft Dynamics NAV 2009. You are setting up Relationship Management and need to set up e-mail logging to trace your e-mail messages with contacts, customers, and vendors. Where can you define all of the e-mail logging setup options?

- A. Role Center
- B. Marketing Setup window in the RoleTailored client
- C. Marketing Setup window in the Classic client
- D. Interaction Template Setup window in the Classic or RoleTailored client

Answer: C

QUESTION NO: 5

Which of the following Relationship Management entities are processed by the program when you search for a contact using the Contact Search feature? Choose the 3 that apply.

- A. Contacts

MB7-846

- B. Campaigns
- C. To-dos
- D. Comments

Answer: A, C, D

QUESTION NO: 6

You are a sales manager. One of the contacts your company collaborates with has become a vendor. Another salesperson in your company has created a vendor card for this contact, but the synchronization of the contact with this vendor does not work. What can you do to ensure synchronization of the information between the contact and vendor card?

- A. Create a vendor from contact using the Create as Vendor function on the contact card
- B. Create a contact from vendor using the Create as Contact function on the vendor card
- C. Fill in the Contact field on the vendor card
- D. Link the contact with the vendor using the Link with existing Vendor function on the contact card

Answer: D

QUESTION NO: 7

You are a sales manager and are attending a meeting with your companys potential partners. One of the attendees gives you a business card. Upon return to the office, you want to register this contact person in the program. From the information on the business card you find out that the person is not working for any company. How can you specify that this person is an independent contact?

- A. By leaving the Company No. field on the contact card empty

MB7-846

- B. By selecting the Independent Contact check box on the contact card
- C. By specifying the salutation code on the contact card other than COMPANY
- D. By including the contact into the related contacts list in the Related Contacts window

Answer: A

QUESTION NO: 8

You have recorded an interaction with the help of the Create Interaction wizard. Where can you view the recorded interaction?

- A. In a specified folder on the hard drive
- B. In the Interaction Log Entries window
- C. In the Interaction Group Statistics window
- D. In the Interaction Tmpl. Statistics window

Answer: B

QUESTION NO: 9

What is the maximum number of attachments with the same language code that can be linked to an interaction template?

- A. One
- B. Ten
- C. Twenty