



# MB2-700<sup>Q&As</sup>

Microsoft Dynamics CRM 2013 Applications

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### QUESTION 1

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

Correct Answer: B

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### QUESTION 2

You receive an email message from a prospect. The prospect expresses interest in your company's products and services.

You need to convert the email message to a Lead.

In Microsoft Outlook, which action should you take first?

- A. Click the Convert To button and then select Lead.
- B. Click the Set Regarding button.
- C. Click the Track button.
- D. Click ALT+C.

Correct Answer: C

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### QUESTION 3

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

Correct Answer: AB

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#### QUESTION 4

What is the purpose of unit groups?

- A. Unit groups are used to define the measurements in which a product is purchased or sold.
- B. Unit groups are used to create price lists for each site.
- C. Unit groups are used to group items with similar characteristics within the product catalog.
- D. Unit groups are used to create a sub-list to hold supplementary items within the product catalog.

Correct Answer: A

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#### QUESTION 5

A user views the Service area of the navigation pane in Microsoft Dynamics CRM. What is displayed when the user clicks the down arrow on the Cases button?

- A. A list of recently viewed cases
- B. The most recently viewed case record
- C. The Quick Create form for cases
- D. the New Case form

Correct Answer: A

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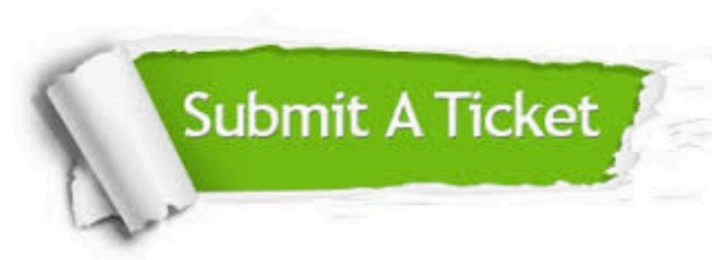
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