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QUESTION 1

A user plans to run a report.

The user does NOT have the appropriate permissions to access all of the data the report requires.

What will the user see when she runs the report?

A. Summary and detailed information for only the data to which the user has permissions

B. Summary information for all the data included in the report and detailed information for only the data to which the user has permissions

C. Summary information only for all the data included in the report

D. Summary and detailed information for all the data included in the report

Correct Answer: A

QUESTION 2

You review the Similar Cases section for a case by using the Default Case form. Which cases does Microsoft Dynamics CRM show?

A. cases with the same product

B. cases with similar case descriptions

C. cases with the same customer

D. cases with the same subject

Correct Answer: D

QUESTION 3

You are modifying a customer service Case record by using the full form.

Which of following activity type can you add to the service Case record from within the form?

A. Letter

B. Phone call

C. Service activity

D. Custom activity type

Correct Answer: B

QUESTION 4

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.

Correct Answer: C

QUESTION 5

You are creating parent and child goals in Microsoft Dynamics CRM. The goal entity has NOT been modified.

Which two entities must be the same between the parent and child goals? Each correct answer represents part of the solution.(Choose TWO)

A. Goal Metric

B. Subject

C. Manager

D. Rollup Query

E. Time Period

Correct Answer: AE

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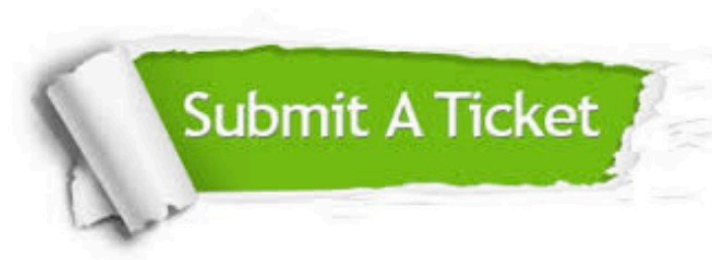
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