



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You need to configure Microsoft Dynamics CRM to use a special service level agreement (SLA) for selected customers. Which action should you perform?

- A. Select the SLA in the cases for the selected customers.
- B. Select the SLA in the entitlements for the selected customers.
- C. Select the SLA and then use the Set as Default function.
- D. Select the SLA on the customer account for the selected customers.

Correct Answer: B

QUESTION 2

Your company's marketing team attends a conference and collects business cards of attendees who do not already use your services. After the conference, the team enters the information from the cards into Microsoft Dynamics CRM.

You assign the records to the sales team so that the team can decide which products and services align with the attendees' needs.

Which common business scenario in Microsoft Dynamics CRM does this sequence of events depict?

- A. Creating contacts
- B. Supporting customers
- C. Lead qualification
- D. Creating quotes

Correct Answer: C

QUESTION 3

Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.

You need to complete the configuration of the goal metric.

What should you do?

- A. Add rollup fields.
- B. Create goals.
- C. Create fiscal years.
- D. Create rollup queries.



Correct Answer: A

QUESTION 4

You plan to bulk import new case records.

You do not want the service level agreement (SLA) to apply to the new cases.

What should you do?

- A. Set the Disable the SLAs system option.
- B. Pause all SLAs.
- C. Set the Ignore SLAs import option.
- D. Deactivate all SLAs.

Correct Answer: D

QUESTION 5

You are the service desk manager for a large engineering firm. You want to track how many cases are resolved each month by each individual service technician.

Which three items in Microsoft Dynamics CRM do you need to configure? Each correct answer presents part of the solution. Choose three.

- A. Goal metric
- B. Goal
- C. Rollup field
- D. Target
- E. Parent goal

Correct Answer: ABC

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