



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You are viewing the opportunity by status chart and want to see the records that have a status of open. What should you use on the chart pane?

- A. Refresh chart
- B. Drill down
- C. Advanced Find
- D. Export Chart

Correct Answer: B

QUESTION 2

You are working on a case, but you need to use a different process flow. What should you do?

- A. Use a dialog to switch the business process flow.
- B. Manually switch the business process flow.
- C. Use a business rule to switch the business process flow.
- D. Use a workflow to switch the business process flow.

Correct Answer: B

QUESTION 3

You identify and create a new case. Your service team's process requires that you hand the case off to another service representative for resolution by adding the case to the service representative's My Active Cases system view.

You need to ensure that the service representative sees the new case in this view.

Which action should you perform on the case?

- A. Switch process
- B. Share OC
- C. Follow
- D. Assign

Correct Answer: D

QUESTION 4



You are implementing Microsoft Dynamics CRM. Your company delivers training for customers on various topics. Not all trainers are capable of delivering all training classes.

You need to ensure that each training service is associated with the required resource.

What should you create?

- A. Selection rules
- B. Service activities
- C. Resource groups
- D. Capabilities

Correct Answer: A

QUESTION 5

You need to use Microsoft Dynamics CRM goals and metrics to measure sales revenue of a specific business line for the upcoming fiscal year. What should you do?

- A. Create a rollup query, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.
- B. Create a goal metric, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year's goal.
- C. Create a goal metric, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.
- D. Create a rollup query, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year's goal

Correct Answer: D

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