



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

Your customer wants to purchase 1,000 units of your best-selling product.

Which type of record in Microsoft Dynamics CRM should you create?

- A. Quote
- B. Order
- C. Opportunity
- D. Invoice

Correct Answer: A

QUESTION 2

An employee who you manage requests one week of paid vacation.

You need to ensure that no work is assigned to this employee during that week.

What should you create?

- A. A service schedule
- B. A service restriction
- C. A time off record
- D. A new weekly schedule

Correct Answer: C

QUESTION 3

Your customer requests that deliveries be made on Thursdays only.

You need to configure Microsoft Dynamics CRM to meet this requirement.

What should you create?

- A. A new site with a weekly schedule for Thursdays only
- B. A new resource group linked to the service for the customer
- C. Service preferences on the customer record
- D. A business closure for every day except Thursday

Correct Answer: C



QUESTION 4

Your company's support team is handling all inbound requests for support for a new product.

You want to configure Microsoft Dynamics CRM so that phone calls and email messages regarding the new product are held until a team member with expertise on the new product is available. The phone calls and email messages need to be assigned in the order in which they were received.

Which feature should you use?

- A. Resolution activities
- B. Service level agreements
- C. Queues
- D. Scheduling modules

Correct Answer: C

QUESTION 5

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

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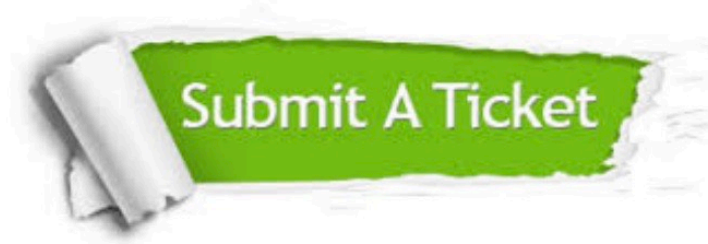
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