



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You have a potential sale with a prospect that you met at a trade show. You enter the prospect as a lead in Microsoft Dynamics CRM. How should you move the lead forward to track the potential sale?

- A. Enter products into the Lead Form.
- B. Close the lead as won.
- C. Qualify the lead.
- D. Activate the lead.

Correct Answer: C

QUESTION 2

You create a chart on your personal dashboard. The chart displays the service technician's monthly goals for case resolution.

You need to make this chart available on another dashboard.

What should you do?

- A. In the other dashboard, select the existing chart.
- B. Export the chart. Import the chart into Charts under the case entity. Go to the dashboard entity, and add the chart to the dashboard.
- C. Share the chart from your personal dashboard to the case entity, and add the chart to the system service dashboard.
- D. Share the chart from your personal dashboard to the system service dashboard.

Correct Answer: B

QUESTION 3

Two active case records are related to the same issue but have nothing else in common.

Your manager asks you to make an association between the records.

What should you do?

- A. Merge the two case records.
- B. Reference the case ID of the other case in the case ID field of each case.
- C. Add one case to the sub-grid on the other case for similar cases.
- D. Reference the case ID of the other case in the notes field of each case.



Correct Answer: C

QUESTION 4

You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement. What should you do?

- A. Add each contact to the case associated to the entitlement.
- B. Configure a contact method on each contact.
- C. Add each contact to the entitlement.
- D. Mark each contact as Primary.

Correct Answer: C

QUESTION 5

You are responsible for creating and managing Microsoft Dynamics CRM Knowledge Base templates and articles.

A user wants an image to be added to a Knowledge Base article.

What should you do?

- A. Create a web resource, and add it to the Knowledge Base template.
- B. Insert the image into the Knowledge Base template.
- C. Copy and paste the image into the Knowledge Base article.
- D. Drag and drop the image onto the Knowledge Base article.

Correct Answer: A

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