MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

In Microsoft Dynamics CRM 2011, which field is required to create a manual campaign response?

A. Response Code

B. Parent Campaign

C. Customer

D. Channel

Correct Answer: B

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to display a case in a specific queue. What should you do? (Choose all that apply.)

A. Open the case, and then assign the case to the queue.

B. Select the case in the case list, and then assign the case to the queue.

C. Open the case, and then add the case to the queue.

D. Select the case in the case list, and then add the case to the queue.

Correct Answer: CD

QUESTION 3

In Microsoft Dynamics CRM 2011, you need to create an appointment with a recurrence pattern. What should you do? (Choose all that apply.)

A. Create a recurring appointment, save the recurring appointment, and then create a recurrence for the recurring appointment.

B. Create an appointment, create a recurrence for the appointment, and then save the appointment.

C. Create an appointment, save the appointment, and then create a recurrence for the appointment.

D. Create a recurring appointment, create a recurrence for the recurring appointment, and then save the recurring appointment.

Correct Answer: BCD

QUESTION 4

In Microsoft Dynamics CRM 2011, you need to create a marketing campaign that offers a discounted price on a product.

What should you do?

A. Update the list price of the campaign product.

B. Create a new Price List and a new Price List Item record for the campaign product with the reduced price.

C. Create a new Product record for the campaign product with the reduced price.

D. Update the price in the Price List Item record of the campaign product.

Correct Answer: B

QUESTION 5

A company uses Microsoft Dynamics CRM 2011. Client computers run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following statements about conditional formatting in Microsoft Dynamics CRM for Outlook are true? (Choose all that apply.)

A. Conditional formatting is available only on client computers that are running Outlook 2010.

B. Microsoft Dynamics CRM fields are available to the conditional formatting tool as user- defined fields in the Filter dialog box.

C. Views that include conditional formatting can be shared.

D. With the appropriate rights, conditional formatting can be applied to system views.

Correct Answer: BCD

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