



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

In Microsoft Dynamics CRM 2011, you create a contract from an incident-based contract template that has three line items. You invoice the contract. Which of the following actions can be performed on contract lines while a contract is in the Invoiced state?

- A. cancel existing contract lines
- B. add new contract lines
- C. edit existing contract lines
- D. bulk-delete existing contract lines

Correct Answer: A

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to create a new queue and restrict access to this queue to only members of a specific team. What should you do?

- A. Create a new user-owned queue with the team members as owners. Assign an appropriate security role to the team members to access queues.
- B. Create a new team-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- C. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- D. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team members to access queues.

Correct Answer: B

QUESTION 3

In Microsoft Dynamics CRM 2011, which of the following fields is part of a goal metric?

- A. the goal owner
- B. the fiscal period
- C. the record type
- D. the target value

Correct Answer: C



QUESTION 4

In Microsoft Dynamics CRM 2011, you create a quick campaign to announce the launch of a new product line. Which of the following can be done with a quick campaign?

- A. Create a campaign from a template.
- B. Track financial information to determine return on investment (ROI).
- C. Create an appointment activity.
- D. Associate target products and price lists.

Correct Answer: C

QUESTION 5

In Microsoft Dynamics CRM 2011, the currency on an existing open opportunity is incorrect. The opportunity has no opportunity products. What should you do?

- A. Open the opportunity, and then change the currency.
- B. Create a copy of the opportunity, change the currency on the copy, and then delete the original opportunity.
- C. Change the default currency for your user account. Then open the opportunity and run the Recalculate Opportunity command.
- D. Create a new opportunity that has the correct currency, and then delete the original opportunity.

Correct Answer: A

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