



# MB2-868<sup>Q&As</sup>

Microsoft Dynamics CRM 2011 Applications

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### QUESTION 1

In Microsoft Dynamics CRM 2011, you create two activities that occur at the same time for the same resource. First you create Activity A and set it to Show Time as Tentative. Then you create Activity B and set it to Show Time as Pending. How can you display this conflict? (Choose all that apply.)

- A. Open Activity A.
- B. Open the Service Calendar and enable Conflicts.
- C. Open Activity B.
- D. Open the Service Calendar and disable Conflicts.

Correct Answer: AB

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### QUESTION 2

In Microsoft Dynamics CRM 2011, which of the following actions can be taken on a resolved case?

- A. creating notes
- B. adding activities
- C. assigning a new owner
- D. assigning a different contract to the case

Correct Answer: A

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### QUESTION 3

A company uses Microsoft Dynamics CRM Online 2011. Company representatives create knowledge base articles based on the KB-Product template to respond to product questions. Articles based on the KB- Product template are frequently updated. The updated articles must be reviewed and approved before the changes are published. For each article based on the KB- Product template, you need to track who last updated the article and who last approved article changes. What should you do? (Choose all that apply.)

- A. Enable system auditing.
- B. Add updatedby and approvedby fields to the article template. Then create a workflow to update the new fields.
- C. Enable auditing for the article template.
- D. Enable auditing for the articles.

Correct Answer: AC

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### QUESTION 4



In Microsoft Dynamics CRM 2011, which of the following specifies how the status values of a record map to a goals in-progress or actual values?

- A. the goal targets
- B. the goal metric
- C. the time period
- D. the roll-up fields

Correct Answer: B

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#### QUESTION 5

Using Microsoft Dynamics CRM 2011, you need to analyze the number and percent of cases in progress for each of your employees. How can you get this information by using the least amount of effort?

- A. Use Advanced Find and create a Personal Chart.
- B. Run the Service Activity Volume Report.
- C. Create a custom report.
- D. Run the Case Summary Table Report.

Correct Answer: D

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