



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

Which of the following statements about cases in Microsoft Dynamics CRM 2011 are true? (Choose all that apply.)

- A. Custom activity types can be converted into cases.
- B. A case cannot be resolved until all activities associated to the case are completed.
- C. A case must be assigned a subject.
- D. Cases can be assigned to teams.

Correct Answer: ABD

QUESTION 2

A company uses a multitenant deployment of Microsoft Dynamics CRM 2011. When you schedule a service activity, the scheduler offers appointments at unexpected times. You discover that the times correspond to the wrong time zone. You

need to set the time zone so that service activity appointments are offered at the correct times, without impacting other organizations.

Where should you set the time zone?

- A. in the Date and Time settings of the Microsoft Dynamics CRM server
- B. in the facility work hours settings
- C. on the General tab of the Personal Options dialog box
- D. in the facility settings

Correct Answer: B

QUESTION 3

You are analyzing marketing data in Microsoft Dynamics CRM 2011. Which of the following analysis tools are available to you? (Choose all that apply.)

- A. Charts
- B. Dashboards
- C. Auditing
- D. Advanced Find

Correct Answer: ABD



QUESTION 4

In Microsoft Dynamics CRM 2011, you deactivate a Knowledge Base article template. Many articles based on the template are in various stages of the publishing process. What happens to the articles?

- A. All articles based on the deactivated template continue in the publishing process.
- B. All articles based on the deactivated template are disabled.
- C. Draft articles based on the deactivated template are deleted. Published articles remain unchanged
- D. Unapproved and Draft articles based on the deactivated template are deleted.

Correct Answer: A

QUESTION 5

In Microsoft Dynamics CRM 2011, you need to send the Sales Attachment of a Sales Literature record to a Customer. What should you do?

- A. Open the Sales Attachment and send it to the customer as an email message.
- B. Create an email message, add the Sales Attachment record, and send the email message to the Customer.
- C. Create an email message, add the Sales Literature record, and send the email message to the Customer.
- D. Open the Sales Literature and send it to the customer as an email message.

Correct Answer: D

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