MB2-868$^{Q\&As}$

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

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

QUESTION 2

When scheduling services in Microsoft Dynamics CRM 2011, where do you define the resources required to perform a service?

A. in the user record

B. in the resource selection rules

C. in the service activities

D. in the resource group

Correct Answer: B

QUESTION 3

You need to export a list of only active invoices for a specific customer from Microsoft Dynamics CRM 2011 to Microsoft Office Excel. What should you do?

A. Open the Account Summary report of the customer, and then export the report to Excel.

B. Create an Invoice View and filter the view to display active invoices. Then export the view to Excel.

C. Open the Invoice Associated View of the customer and filter the view to display active invoices. Then export the view to Excel.

D. In the Report Wizard, create a report with a Primary Record Type of Invoices. Then export the report to Excel.

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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