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Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

A company with offices in Boston, Massachusetts, and Paris, France uses Microsoft Dynamics CRM 2011. You need to ensure that resources in Boston can be scheduled to deliver services only for the Boston office. What should you do? (Choose all that apply.)

A. Set the time zone for each user associated with the Boston site to match the time zone of that site.

B. Set the service selection rules to choose resources from The same site.

C. Set the time zone for each facility/equipment record associated with the Boston site to match the time zone of that site.

D. Create a Boston site record. Add all the users and facilities/equipment that are associated with that site.

Correct Answer: BD

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

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 4

You need to create an opportunity with a product that does not currently exist in the product catalog. What should you do? (Choose all that apply.)

A. Add a product to the product catalog, and add the new product to the opportunity.

B. Add a new product to the opportunity.

C. Add a Write-In Product to the product catalog, and add the new Write-In Product to the opportunity.

D. Add a Write-In Product to the opportunity.

Correct Answer: AD

QUESTION 5

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

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