



# MB2-713<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Sales

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### QUESTION 1

You work for a hotel chain.

You integrate Dynamics CRM and Microsoft Social Engagement.

You need to identify which sources are available for Microsoft Social Engagement. What are two possible sources? Each correct answer presents a complete solution.

- A. Twitter
- B. Facebook
- C. Trip Advisor
- D. Instagram

Correct Answer: AB

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### QUESTION 2

You Have a quote named Quote1 that is sent to a customer. The customer approves the quote. You generate an order from Quote 1 You need to identify the status of the order. What should you identify?

- A. Invoiced
- B. Ready
- C. Draft
- D. Canceled
- E. Active

Correct Answer: E

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### QUESTION 3

You have a Dynamics CRM organization that has several currencies enabled. What occurs when a user creates a record that has a currency field?

- A. The currency is based on the sales territory of the user.
- B. The currency is based on the location of the user record.
- C. The currency is converted into the base currency and is always displayed in the base currency
- D. The system default currency is the record default, unless a customer has a default currency

Correct Answer: C

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#### QUESTION 4

Your company uses Dynamics CRM Online.

You need to provide Dynamics CRM users with the ability to collaborate on CRM data, meetings, and notes with users who do not have a CRM account.

Which two actions should you perform? Each correct answer presents part of the solution,

- A. Install the Microsoft Office 365 Groups solution.
- B. Create a Microsoft SharePoint document library.
- C. Enable integration with Microsoft OneDrive for Business.
- D. Configure Microsoft SharePoint server-based integration.
- E. Configure the Microsoft Office 365 Group Settings

Correct Answer: AE

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#### QUESTION 5

You call a potential customer to discuss one of your company's products. During the call, you discover that the potential customer is uninterested in the product. You need to document the conversation and your decision not to pursue the

potential customer any further.

What should you do?

- A. Detail the conversation in a note and attach the note to a lead.
- B. Create a lead, track the activity, and then mark the lead as Disqualified
- C. Create an opportunity, track the activity, and then close the opportunity as Lost
- D. Detail the conversation in a note and attach the note to an opportunity

Correct Answer: B

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