



MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You recently visited a trade show and you interacted with many potential customers. As a vendor at the trade show, you receive a CSV file that contains detailed information about the 643 attendees who showed interest in your products.

You need to efficiently and accurately input this information into Dynamics CRM for future use in the sales process.

Which method should you use?

- A. Import the details as new activates.
- B. Import the details as new leads.
- C. Update opportunities to reflect new prospects.
- D. Import the information as part of a solution file.

Correct Answer: B

QUESTION 2

You have an opportunity that has three open activities.

The opportunity record and the activity records are owned by a user named User1. User 1 assigns the opportunity to a user named

You need to identify what occurs to the ownership of the records.

What should you identify?

- A. User1 remains the owner of the opportunity and the activities.
- B. User1 remains the owner of the opportunity. Users2 becomes the owner of the activities
- C. User2 becomes the owner of the opportunity and the activities.
- D. User2 becomes the owner of the opportunity. User1 remains the owner of the activities

Correct Answer: C

QUESTION 3

Your product line is expanding rapidly and you sale representatives often are unfamiliar with the full of list of applicable products for a customer. As such, your sales team often misses chance to upsell and sell related accessories. You identify

what you can add to the product catalog to support upselling and cross-selling.

What should you identify?

- A. a product discount list



- B. a product kit
- C. a product bundle
- D. a product family
- E. a unit group

Correct Answer: C

QUESTION 4

You work for a company named >> Fabrikam, Inc.

Fabrikam is acquired by a company named Contoso, Ltd. Both companies have different fiscal year ends. The sales team at Fabrikam will be required to use a new fiscal year end at the end of the current quarter. The Dynamics CRM

administrator at Fabrikam updates the Fiscal Year Settings immediately. You need to ensure that reports on if>.- goals use the Fabrikam year and until the end of the quarter. What should you do?

- A. Run the Align with Fiscal Period action immediately.
- B. Recalculate the goals.
- C. Run the Align with Fiscal Period action after the quarter ends.
- D. Create new goals for the old fiscal period.

Correct Answer: C

QUESTION 5

You have a lead that has an open phone call activity. You qualify the lead.

You need to identify what occurs to the open phone call.

What should you identify?

- A. The activity is canceled.
- B. The Regarding field of the activity is changed to the opportunity.
- C. The activity is completed.
- D. The activity is displayed on the opportunity record.

Correct Answer: D



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