



MB2-717^{Q&As}

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

You are a sales executive for a sales organization. You are inputting data to create your Microsoft Dynamics 365 environment.

One of your customers is the purchasing manager at Contoso Ltd- and has been ordering from you for over two years after being referred by the VP of Operations of one of your current customers, Fabrikam.

You need to input the required records for this data.

Which three examples represent accurate record configurations? Each correct answer presents a complete solution.

- A. Create a lead record for Fabrikam.
- B. Create an account record for the purchasing manager at Contoso Ltd.
- C. Create a connection record for VP of Operations at Fabrikam.
- D. Create an account record for Contoso Ltd.
- E. Create a contact record for the purchasing manager at Contoso Ltd.

Correct Answer: ABD

QUESTION 2

You have been communicating with a lead for two weeks, and now you have determined that you are in a good position to move forward on your sales process. You have decided to qualify the lead. When qualifying the lead, what happens next in your standard sales process?

- A. An order is created.
- B. An opportunity is created.
- C. An invoice is created.
- D. A quote is created.

Correct Answer: D

QUESTION 3

You are a sales professional for an insurance company.

You have been working with a potential customer who was identified in Microsoft Dynamics 365 as an Opportunity. That customer has just signed a coverage agreement.

How should you now modify the status of the designated Opportunity record?

- A. close the opportunity as Lost



- B. delete the opportunity record, and create a customer record
- C. close the opportunity as Won
- D. delete the opportunity record, and create a contact record

Correct Answer: B

QUESTION 4

You have received an email from a person you met at a conference you recently attended.

The email mentions that their organization might be interested in the services provided by your organization.

You need to create a record for this person in Microsoft Dynamics 365 to be later set to the qualified status by your organization.

Which record type can be used to accomplish this goal?

- A. Account
- B. Opportunity
- C. Lead
- D. Contact

Correct Answer: B

QUESTION 5

You notice that all of your current customers are stored in Microsoft Dynamics 365 as Account records.

You need to create records for other organizations you work with to support your customers. These organizations represent vendors, partners, and distributors.

What record type should you use for these organizations?

- A. Account
- B. Prospect
- C. Organization
- D. Company

Correct Answer: A



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