



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

After two months of communicating with a prospect your organization is ready to provide a formal offer for products and to the prospect

You need to ensure the record is correct in Microsoft Dynamics 365.

Which item should you create to represent this formal offer?

- A. Opportunity
- B. Quote
- C. Lead
- D. Order

Correct Answer: D

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### QUESTION 2

You are working with an organization that uses Microsoft Dynamics 365 and Microsoft Office 365. The organization communicates with their customers primarily via email.

The organization is struggling with getting emails tracked in Dynamics 365 on the right records, and emails are often not tracked at all.

Which feature should you recommend implementing to get visibility of untracked emails inside Dynamics 365 for relevant

- A. Relationship Insights with Email Engagement
- B. Relationship Assistant
- C. Server-Side Synchronization between Microsoft Dynamics 365 and Exchange
- D. Relationship Insights with Auto Capture

Correct Answer: D

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### QUESTION 3

You want to review the status of the sales opportunities you have been working on for the past three months.

Which three system views allow you to review Won and Lost opportunities in Microsoft Dynamics 365? Each correct answer presents a complete solution.

- A. Closed Opportunities
- B. All Opportunities



- C. Top Open Opportunities
- D. My Open Opportunities
- E. Lost Opportunities

Correct Answer: AD

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#### QUESTION 4

You are using Opportunities, Quotes, and Orders in Microsoft Dynamics 365 to manage your sales process. You have created multiple revisions for a Quote. During this process, you have not updated the Opportunity.

The customer now confirms the Quote, and you close it as Won and choose to automatically close the Opportunity at the same time. Which statements about the Opportunity are true? Each answer represents part of the solution.

- A. The Opportunity is closed as Won. and has an Opportunity Close Activity and a Quote Close Activity in the Activities pane.
- B. The Actual Revenue on the Opportunity is populated with the amount from the Won Quote.
- C. The Opportunity Line Items have been updated to match the Won Quote.
- D. The Opportunity is closed as Won. and has an Opportunity Close Activity in the Activities pane as the only close activity.

Correct Answer: AD

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#### QUESTION 5

You are a sales person for a large automobile dealership.

You created a lead within Microsoft Dynamics 365 for a potential customer who was interested in a current sales event at your dealership. The potential customer selected a new car but was unable to finance it due to bad credit The potential

customer has given up for the time being.

How should you modify the record to update it for this sales opportunity?

- A. dose as Lost
- B. dose as Won
- C. dose as Disqualified
- D. dose as Cancelled

Correct Answer: B

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