Exam Questions MB2-700
Microsoft Dynamics CRM 2013 Applications
1. Which list shows a correct contract life cycle?

A. 1. Draft
   2. Active
   3. Invoiced
   4. On Hold
   5. Expired

B. 1. Draft
   2. Invoiced
   3. Active
   4. On Hold
   5. Active
   6. Expired

C. 1. Draft
   2. Invoiced
   3. Active
   4. On Hold
   5. Canceled

D. 1. Invoiced
   2. Draft
   3. Active
   4. On Hold
   5. Active
   6. Canceled

Answer: B

2. You are building a report with the Report Wizard. Which types of related records can you use in the report?

A. The Primary record type only

B. The Primary record type and five Related record types

C. The Primary record type and one Related type

D. Any number of record types as long as they are related

Answer: B

3. A user plans to run a report. The user does NOT have the appropriate permissions to access all of the data the report requires.

What will the user see when she runs the report?

A. Summary and detailed information for only the data to which the user has permissions

B. Summary information for all the data included in the report and detailed information for only the data to which the user has permissions

C. Summary information only for all the data included in the report

D. Summary and detailed information for all the data included in the report

Answer: A

4. A user creates a Lead and converts it to an Opportunity. The user provides several Quotes to the customer. The Opportunity is won. The user now creates an Order from the Quote by using the Create Order process.
On the Create Order dialog box, which action is the user able to perform?

A. Fulfill the order.
B. Specify a ship-to address.
C. Close the originating Opportunity.
D. Add additional write-in Products.

Answer: C

5. You have a Microsoft Dynamics CRM instance that has sample data installed. Which three items are default areas of the subject tree? Each correct answer presents part of the solution. (Choose Three)

A. default subject
B. service
C. case
D. issue
E. query

Answer: ABE

6. Which characteristic of a contract template governs how many cases a customer is allowed to have against a contract?

A. allotment type
B. contract allotment
C. billing frequency
D. calendar

Answer: A

7. You are creating a new equipment record in Microsoft Dynamics CRM. Which field is required?

A. Description
B. Time Zone
C. Primary Email
D. Site

Answer: B

8. You delete a Lead record. By default, what happens to records that are related to the Lead record?

A. All related activities, posts, and notes are disabled.
B. All related records are deleted.
C. All related activities, posts, and notes are deleted.
D. All related records remain unaffected.

Answer: C

9. You plan to add an existing product as an additional line item to an active order. Which statement is true?

A. The updated total amount is displayed only after you click the Recalculate button.
B. The updated total amount is automatically re-calculated and displayed.
C. You cannot add additional items to an active order.
D. The updated total amount is displayed only after you click the Save button.

Answer: AD
10. You review the Similar Cases section for a case by using the Default Case form. Which cases does Microsoft Dynamics CRM show?

A. cases with the same product  
B. cases with similar case descriptions  
C. cases with the same customer  
D. cases with the same subject  

Answer: D
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