Exam Questions MB2-704
Microsoft Dynamics CRM Application

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1. A staff member at your client organization sends you an email message, inquiring about a product that the client might buy. After you track the email message, what should you do?

A. Convert the email message to the opportunity.
B. Convert the email message to an account and contact.
C. Create a quote, and link the email message to the quote.
D. Create an order, and link the email message to the order.

Answer: A

2. You want to share a personal chart that you created. Who can you share your chart with? Each correct answer presents a complete solution. Choose two.

A. Resource group
B. Access team
C. Team
D. User

Answer: C,D

3. Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money. You need to complete the configuration of the goal metric. What should you do?

A. Add rollup fields.
B. Create goals.
C. Create fiscal years.
D. Create rollup queries.

Answer: A

Explanation:
Ref: http://www.magnetismsolutions.com/blog/colinmaitland/2012/12/17/goals-management-in-dynamics-crm-2011-goal-metrics-1

4. A customer calls and wants to make a purchase. You need to record the phone call and the purchase in Microsoft Dynamics CRM. What should you do?

A. Create a phone call activity, convert it to an opportunity, and close the opportunity as won.
B. Create an opportunity, add a phone call activity, and then close the opportunity as won.
C. Create an order, and then add a phone call activity.
D. Create a phone call activity, and convert it to an order.

Answer: A

Explanation:
Ref: http://crmbook.powerobjects.com/basics/activities/converting-activities/

5. A customer can use 80 hours of phone support and 20 hours of email support, according to the agreement you set up with this customer. You need to configure an entitlement. What should you do?

A. Create an entitlement with two service level agreements (SLAs) for each type of support.
B. Create an entitlement, and link to two cases for each type of support. OC
C. Create an entitlement, with two entitlement channels for each type of support.
D. Create an entitlement, and link to two templates for each type of support.

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Answer: C
Explanation:

6. You create a case and link it to a standard service level agreement (SLA) with the timer configured on the case form.
You need to review the case status and report the information to your manager. Which piece of information about the time of the case is available?
A. Total time the case is on hold
B. Failure time
C. Warning time
D. Total time the case is in processing

Answer: B
Explanation:
Ref:

7. What can be classified by using the subject tree?
A. Opportunities
B. Accounts
C. Leads
D. Cases

Answer: D
Explanation:

8. You want to use Microsoft Dynamics CRM to compile a repository of competitor information for your sales team.
You create a competitor record and enter your competitor's strengths and weaknesses. Which two items can you directly associate with the competitor? Each correct answer presents a complete solution. Choose two.
A. Sales literature
B. Price lists
C. Accounts
D. Products

Answer: A,D
Explanation:

9. You create a case for a customer who requests assistance.
You need to find a Frequently Asked Questions document in Microsoft Dynamics CRM and email it to the customer.
In which location should you look for the document?
A. Knowledge Base
B. Microsoft SharePoint
C. Sales literature
D. Marketing list

Answer: A
Explanation:
10. You send a quote to a customer, who accepts the quote. You need to complete the sale and collect payment. What should you do?

A. Convert the quote to an order, and convert the order to an invoice.

B. Close the quote as invoiced.

C. Close the quote as won.

D. Convert the quote to an invoice, and convert the invoice to an order.

**Answer:** A

**Explanation:**

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