



Microsoft

Exam MB2-700

Microsoft Dynamics CRM 2013 Applications

Version: 7.0

[Total Questions: 90]

Question No : 1

An active Quote references an incorrect product.

You need to ensure that the Quote references the correct product.

What should you do?

- A. In the Quote record, update the price list to reference a price list that contains the correct product.
- B. In the Quote Product record, update the product reference.
- C. In the Quote record, change the Revision ID field and then save the Quote under a different name. In the new Quote record, update the product reference.
- D. In the Quote record, use the Revise feature and then update the product reference.

Answer: D

Question No : 2

You are creating a discount list.

Which two types of discounts can you create?(Choose TWO)

- A. Unit
- B. Base
- C. Formula
- D. Amount
- E. Percentage

Answer: D,E

Question No : 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

Question No : 4

You create a personal dashboard that includes personal and system charts. The dashboard also contains the My Accounts view.

You need to share the dashboard with another user.

Which two objects should you share with the other user?(Choose TWO)

- A. the My Accounts view
- B. the system charts
- C. the personal charts
- D. the dashboard

Answer: C,D

Question No : 5

You need to schedule a resource for a service during a business closure.

Which statement is true?

- A. You cannot schedule resources for a service during a business closure.
- B. You can schedule the resource if the start date is before the business closure period, or the schedule end date and time is after the business closure period.
- C. You can schedule the resource if the resource is a user who is also the owner of the service.
- D. You can schedule the resource if the Do not observe option for the resource is selected.

Answer: D

Question No : 6

You review an Opportunity record. Opportunities are configured to use system-calculated pricing. What happens when you click the Recalculate Opportunity button?

- A. Current product line item totals are recalculated, and the Est. Revenue field is updated.
- B. All pending opportunities for the customer are recalculated and saved to the Est. Revenue field.
- C. The Budget Amount field replaces the Est. Revenue field.
- D. All active quotes that are associated with the opportunity are added to the Est. Revenue field.

Answer: A

Question No : 7

When you place an order, what value is the status of the Quote set to?

- A. Revise
- B. Active
- C. Open
- D. Won

Answer: D

Question No : 8

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

Question No : 9

Which two sales entity records can you create by using a Quick Create form?(Choose TWO)

- A. Leads
- B. Opportunities
- C. Quotes
- D. Invoices
- E. Orders

Answer: A,B

Question No : 10

You need to update the status of a service activity to show that it is ready for billing. Which status value should you use?

- A. Closed
- B. On Hold
- C. Cancelled
- D. Open

Answer: A

Question No : 11

When you qualify a lead, which two records will also be created?(Choose TWO)

- A. Account
- B. Contract

- C. Campaign Response
- D. Opportunity
- E. Contact

Answer: A,D

Question No : 12

How many cases can an Account record have at any given time?

- A. One active case for each contact record that is associated with an account
- B. An unlimited number of active and closed cases
- C. One active case for each account record
- D. One active case and an unlimited number of closed cases

Answer: B

Question No : 13

A company has resellers who purchase routine support cases at no cost.

A reseller plans to purchase additional support cases at a cost.

What should you create?

- A. An incident-based template
- B. A time-based template
- C. A contract template
- D. A contract allotment

Answer: A

Question No : 14

A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM. The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and

the Account, which represents the competitor. Accounts have a flag which designates the record as a competitor.

Which statement is true?

- A. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Lost Opportunities.
- B. A Connection record is created between the Opportunity and the Account.
- C. The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor
- D. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Won Opportunities.

Answer: B

Question No : 15

You are adding resources to a resource group. Which three resource types can you add? (Choose Three)

- A. facility
- B. business unit
- C. resource group
- D. name
- E. users

Answer: A,C,E

Question No : 16

You create views by using the Advanced Find feature. A group of users often asks for access to these views.

You need to ensure that other users can see current data from the views that you create.

Which two actions will achieve the goal? Each answer presents a complete solution.(Choose TWO)

- A. Export dynamic worksheets of the views and then send the worksheets to the other users by using email.
- B. Provide a warning so that when users share the views, they share the underlying records also.
- C. Create a team and then share the views with the team.
- D. Export static worksheets of the views and then send the worksheets to the other users by using email.
- E. Advise an IT administrator to make the views available to other users.

Answer: A,C

Question No : 17 CORRECT TEXT

Which definition is used to describe how users or equipment are combined to perform a service?

- A selection rule
- B. resource
- C. scheduling
- D. weekly schedule

Answer: C

Question No : 18

You need to ensure that the value for the Est. Revenue field is automatically calculated.

Which three actions should you take? Each answer presents part of the solution.(Choose Three)

- A. Provide a price list.
- B. Add at least one existing or write-in product for the opportunity product
- C. Set the value of the Revenue field to User Provided.
- D. Set the value of the Revenue field to System Calculated.
- E. Remove any write-in opportunity products.

Answer: A,B,D

Question No : 19

You are adding resources to a service.

Which three resource types can you add?(Choose Three)

- A. Sites
- B. Equipment
- C. Resource Groups
- D. Teams and Users
- E. Kits

Answer: B,C,D

Question No : 20

Which status is NOT valid for a quote?

- A. Draft
- B. Lost
- C. Won
- D. Closed
- E. Active

Answer: B

Question No : 21

Which records are included in the Sales Pipeline report by default?

- A. Leads with a status of Open
- B. Leads with a status of Closed
- C. Opportunities with a status of Closed
- D. Opportunities with a status of Open

Answer: D

Question No : 22

Which three entities are associated with cases by default? Each correct answer presents part of the solution.(Choose Three)

- A. Appointments
- B. Quotes
- C. Products
- D. Opportunities
- E. Knowledge Base Articles

Answer: A,B,D

Question No : 23

You add a new product to the catalog.

Which attribute of the new product record is marked as read-only?

- A. Default Unit
- B. Currency
- C. Unit Group
- D. List Price

Answer: C

Question No : 24

You are adding Units to a Unit Group. Which statement is true?

- A. A Unit must have an owner.
- B. A Unit must have a start date.
- C. All Units in the same Unit Group must have the same Base Unit.
- D. A Unit must have a quantity.

Answer: D

Question No : 25

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

Question No : 26

Which condition must be true before you can close a case?

- A.** The case must NOT be marked as high priority.
- B.** All knowledge base articles that the case references must be active.
- C.** All activities that are related to the case must be in a closed state.
- D.** All activity parties for activities that are related to the case must be active customers.

Microsoft Exams List

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