Microsoft

Exam MB2-704

Microsoft Dynamics CRM Application

Version: 6.2

[Total Questions: 89]

Question No : 1

You need to create a product in Microsoft Dynamics CRM. Which product catalog component is required?

A. Price list item
B. Unit group
C. Price list
D. Discount list

Answer: B

Explanation:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-product.aspx

Question No : 2

You lose an active opportunity and close it in Microsoft Dynamics CRM.

What are two results of closing the opportunity? Each correct answer presents part of the solution. Choose two.

A. The opportunity is removed from the list of active opportunities.
B. Notes and attachments associated with the opportunity are saved for future reference.
C. All activities associated with the opportunity are automatically deactivated.
D. The opportunity cannot be reactivated.

Answer: A,B

Question No : 3

A customer with an open opportunity selects one of your company's competitors.

You need to change the status of this opportunity so that the opportunity no longer shows in Open Opportunities.

What should you do?

A. Mark all activities on the opportunity as complete.
B. Close the opportunity as lost.
C. Change the estimated revenue to zero.
D. Activate all draft quotes related to the opportunity.

Answer: B

Explanation:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/close-an-opportunity-as-won-or-lost.aspx

Question No : 4

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow.

What does this indicate about the case?

A. The user is finished with that stage.
B. The case is at this stage.
C. The case is ready to close.
D. There is a required field at this stage.

Answer: B

Explanation:

Ref: http://crmmongrel.blogspot.co.uk/2013/10/business-process-flows-in-dynamics-crm.html

Question No : 5

You create a new entitlement.

What is the initial status of the entitlement?

A. Active
B. Waiting
C. Created
D. Draft

Answer: D

Question No : 6

You want to aggregate customer feedback from social websites in order to identify buying trends and customer opinions toward your company's product.

Which tool should you use in Microsoft Dynamics CRM?

A. Microsoft Social Listening, in order to monitor social media channels
B. Cases, in order to see and respond to negative social mentions
C. Marketing Campaigns, in order to provide visibility to social feeds
D. Activity feeds, in order to view interactions on the social pane

Answer: A

Explanation:

Ref: http://technet.microsoft.com/en-us/library/dn659847.aspx

Question No : 7

Your company uses trucks to drive to customer sites and perform warranty work. Your company has a policy that each truck should remain in a specific region.

You need to configure Microsoft Dynamics CRM to meet these requirements.

What should you do?

A. Create a territory for each region, a facility/equipment record for each truck, and link each truck to the relevant territory.
B. Create a site for each region, create a facility/equipment record for each truck, and link each truck to the relevant site.
C. Create a site for each region, and then link it to each service that is used to perform the warranty work.
D. Create a territory for each region, and then link it to each service that is used to perform the warranty work.

Answer: B

Explanation:

Ref: http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/

Question No : 8

You are a customer service representative. You receive an inbound request for support for a product support request.

You need to create a new case to document the request.

What should you do?

A. Use the quick view form to create the case.
B. Create and close a phone call activity, and then convert it to a case.
C. Create a lead, and convert it to a case.
D. Use the quick create form to create a case.

Answer: D

Question No : 9

Your organization uses territories in Microsoft Dynamics CRM to manage sales.

You need to ensure that all sales managers and sales people are associated with the correct territories.

What should you do?

A. Add a sales manager and the relevant sales people as members to each territory.
B. Add a territory to each sales person's record, and add the sales manager and territory to each opportunity record.
C. Add the relevant sales people to each territory record, and make the sales manager the owner of the territory record.
D. Add a sales manager to each territory record and to each sales person's user record.

Answer: A

Explanation:

Ref: http://technet.microsoft.com/en-us/library/dn531129(v=crm.6).aspx

Question No : 10

You are adding products to an opportunity.

You want to calculate the estimated revenue based on the products added.

What should you do to enable this function?

A. Set the estimated budget.
B. Configure the exchange rate.
C. Use write-in products.
D. Add a price list

Answer: C

Question No : 11

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:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/use-articles-in-knowledge-base.aspx

Question No : 12

A customer calls to request a quote for a product.

You need to log the call and create an opportunity for the potential sale.

What should you do?

A. Create a lead, and qualify it to create an opportunity.
B. Create an account and an opportunity.
C. Create a phone call, and convert it to an opportunity.
D. Create a connection, and convert it to an opportunity.

Answer: C

Explanation:

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

Question No : 13

You implement Microsoft Social Listening and connect it to your Microsoft Dynamics CRM organization.

In which two locations within Dynamics CRM can you access social insights information? Each correct answer presents a complete solution. Choose two.

A. Dashboards
B. Advanced find
C. Reports
D. Entity forms

Answer: A,D

Explanation:

Ref: http://technet.microsoft.com/en-us/library/dn659847(v=crm.6).aspx

Question No : 14

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: http://www.microsoft.com/en-us/dynamics/crm-customer-center/define-service-level-agreements-slas.aspx#bkmk_StdVsEnhancedSla

Question No : 15

You are the manager for all Microsoft Dynamics CRM Knowledge Base articles that the service management team submits.

A team member submits an article to Knowledge Base.

What should you do to make the article available to the entire organization?

A. Submit it
B. Publish it.
C. Approve it.
D. Draft it.

Answer: B

Explanation:

Ref: http://msdn.microsoft.com/en-gb/library/gg309345.aspx

Question No : 16

You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement.

What should you do?

A. Add each contact to the case associated to the entitlement.
B. Configure a contact method on each contact.
C. Add each contact to the entitlement.
D. Mark each contact as Primary.

Answer: C

Explanation:

Ref: http://www.neudesic.com/blog/crm-entitlements/

Question No : 17

You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further.

You need a report that displays the number of service activities by owner. Which report should you use?

A. Progress Against Goals report
B. Service Activity Volume report
C. Account Service Overview report
D. Case Summary Table report

Answer: B

Explanation:

Ref: http://www.powerobjects.com/blog/2010/10/12/service-scheduling-part-3-of-3-for-microsoft-dynamics-crm/

Question No : 18

You create an opportunity view and want to export the fields in the view for further analysis.

You need to ensure the data can be refreshed automatically without requiring the data to be re-exported.

What should you do?

A. Open a view of the records, and export it to a dynamic worksheet.
B. Run a report on the view, select the option to include all applicable records, and then export the results to Microsoft Excel.
C. Run a report on the view, select the option to include all records on all pages, and export the results to Microsoft Excel.
D. Open a view of the records, and export it to a dynamic pivot table.

Answer: A

Explanation:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/export-to-an-excel-dynamic-worksheet.aspx

Question No : 19

You complete your work on a queue item and want to allow others to work on it.

What should you do?

A. Save your changes to the queue item.
B. Release the queue item.
C. Route the queue item.
D. Change the action to Work On.

Answer: B

Explanation:

Ref: http://blogs.msdn.com/b/crm/archive/2010/12/20/introduction-to-queues-in-microsoft-dynamics-crm-2011.aspx

Question No : 20

You use the service scheduling feature of Microsoft Dynamics CRM to manage inspection services.

You need to configure Microsoft Dynamics CRM with the following information:

- A junior inspector can supervise one inspection at a time.
- A senior inspector can supervise two inspections at a time.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

A. Create a connection on the resources for the inspectors.
B. Add a selection rule to the inspection service.
C. Configure the capacity on the resources for the inspectors.
D. Create a connection on the resource group that includes the inspectors.

Answer: B,C

Explanation:

Ref: http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/

Question No : 21

You are working on a case, but you need to use a different process flow.

What should you do?

A. Use a dialog to switch the business process flow.
B. Manually switch the business process flow.
C. Use a business rule to switch the business process flow.
D. Use a workflow to switch the business process flow.

Answer: B

Explanation:

Ref: https://technet.microsoft.com/en-us/library/dn531164(v=crm.6).aspx

Question No : 22

What can be classified by using the subject tree?

A. Opportunities
B. Accounts
C. Leads
D. Cases

Answer: D

Explanation:

Ref: https://msdn.microsoft.com/en-gb/library/gg309616.aspx

Question No : 23

You need to configure Microsoft Dynamics CRM to use a special service level agreement (SLA) for selected customers.

Which action should you perform?

A. Select the SLA in the cases for the selected customers.
B. Select the SLA in the entitlements for the selected customers.
C. Select the SLA and then use the Set as Default function.
D. Select the SLA on the customer account for the selected customers.

Answer: B

Explanation:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/define-service-level-agreements-slas.aspx

Question No : 24

What is the purpose of the business process flow in the opportunity form?

A. To show other users who are collaborating on the opportunity
B. To provide a sales script for the salesperson to use when speaking to a potential customer
C. To show the current stage in the sales lifecycle
D. To enforce entry of mandatory fields

Answer: C

Explanation:

Ref: http://technet.microsoft.com/en-us/library/dn531164.aspx

Question No : 25

You create an opportunity and need to add products.

What should you do before adding the opportunity products?

A. Set a price list.
B. Change the revenue setting to user provided.
C. Set estimated revenue.
D. Change the revenue setting to system calculated.

Answer: A

Explanation:

Ref: http://crmbook.powerobjects.com/basics/microsoft-dynamics-crm-sales-process/advanced-sales-processes/

Question No : 26

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

Question No : 27

You currently sell widgets individually.

You now need to configure the product catalog to sell widgets in packs of 12.

What should you configure?

A. Primary unit
B. Unit
C. Base unit
D. Unit group

Answer: D

Explanation:

Ref: http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-unit-group-and-add-units-to-that-group.aspx

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