



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

Which service schedule component should you use to measure skill levels?

- A. resource group
- B. resources
- C. capacity planning
- D. selection rule

Correct Answer: C

QUESTION 2

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.

Correct Answer: D

QUESTION 3

When creating a Lead, which type of information can you enter on the Main Lead form?

- A. Goals
- B. Competitors
- C. Additional addresses
- D. Products

Correct Answer: B

QUESTION 4



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

Correct Answer: BCD

QUESTION 5

Microsoft Dynamics CRM Client for Outlook is installed.

You view an email message from an existing customer. The customer requests a proposal for new business.

You need to create a record for the email message that ensures other users can see the email message.

What should you do?

- A. Use details from the email message to create an Opportunity by using the Quick Create form.
- B. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a Lead by using the Convert To feature.
- C. Track the email from Outlook by using the Track feature. Then convert the tracked email message to an Opportunity by using the Convert To feature.
- D. Track the email message from Outlook by using the Track feature. Then convert the tracked email message to a case by using the Convert To feature.

Correct Answer: C

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