MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

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

Correct Answer: D

QUESTION 2

A user views the Service area of the navigation pane in Microsoft Dynamics CRM. What is displayed when the user clicks the down arrow on the Cases button?

A. A list of recently viewed cases

B. The most recently viewed case record

C. The Quick Create form for cases

D. the New Case form

Correct Answer: A

QUESTION 3

A manager is setting work hours and service restrictions for the resources in a company.

What is the smallest unit of time that he can use to define work hours and breaks?

A. 1 minute

B. 15 minutes

C. 30 minutes

D. 1 hour

Correct Answer: A

QUESTION 4

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

Correct Answer: AB

QUESTION 5

Which two statements about queues are true?(Choose TWO)

A. Queues allow users to remove themselves from responsibility for an item by using the Remove button.

B. Queues allow users to process items that they do not own.

C. You can delete a queue item without deleting the record for which the queue item was created.

D. Queues allow users to see multiple record types that require action in one list.

Correct Answer: BC

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