



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

You install and configure Microsoft Dynamics CRM Online 2011 for Microsoft Office Outlook on a client computer. Which of the following Outlook features are available when using Microsoft Dynamics CRM Online for Outlook? (Choose all that apply.)

- A. attaching files before saving an email activity
- B. 15-minute reminders for service activities
- C. moving records by dragging and dropping
- D. email signatures

Correct Answer: AD

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to resolve a case that has open activities. What should you do?

- A. Close the open activities, and then close the case.
- B. Close the case without a resolution type, and then close the open activities when they are finished.
- C. Close the case with the resolution type Problem Solved, and then close the open activities when they are finished.
- D. Close the case without a resolution, and then close the open activities when they are finished.

Correct Answer: A

QUESTION 3

You are analyzing marketing data in Microsoft Dynamics CRM 2011. Which of the following analysis tools are available to you? (Choose all that apply.)

- A. Charts
- B. Dashboards
- C. Auditing
- D. Advanced Find

Correct Answer: ABD

QUESTION 4

A company has a service in Microsoft Dynamics CRM 2011. The company has one facility with three employees. The facility can accept four customers per service appointment time. You need to set the capacity of the facility



appropriately. What should you do? (Choose all that apply.)

- A. Edit the facility's work schedule.
- B. Edit each user's work schedule.
- C. Edit the service activity.
- D. Edit the service selection rule.

Correct Answer: AD

QUESTION 5

In Microsoft Dynamics CRM 2011, you need to ensure that all currently scheduled delivery trucks are fully utilized before a new truck is scheduled. What should you do?

- A. On the Service item, set the selection rule selection criteria to Most Busy.
- B. Set the capacity on the utilized trucks to 2, and the capacity on the non-utilized trucks to 1.
- C. Set the capacity on the utilized trucks to 1, and the capacity on the non-utilized trucks to 2.
- D. On the Service item, set the selection rule selection criteria to Least Busy.

Correct Answer: A

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