



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

In Microsoft Dynamics CRM 2011, which of the following actions can be taken on a resolved case?

- A. creating notes
- B. adding activities
- C. assigning a new owner
- D. assigning a different contract to the case

Correct Answer: A

QUESTION 2

In Microsoft Dynamics CRM 2011, you create a quick campaign to announce the launch of a new product line. Which of the following can be done with a quick campaign?

- A. Create a campaign from a template.
- B. Track financial information to determine return on investment (ROI).
- C. Create an appointment activity.
- D. Associate target products and price lists.

Correct Answer: C

QUESTION 3

A lead stored in Microsoft Dynamics CRM 2011 does not want to purchase any products. You need to disqualify the lead and remove it from the list of open leads. What should you do?

- A. Convert the lead to an opportunity with a rating of Cold.
- B. Change the rating of the lead to Cold.
- C. Convert the lead to a contact and then deactivate the contact record.
- D. Change the status of the lead to No Longer Interested.

Correct Answer: D

QUESTION 4

In Microsoft Dynamics CRM 2011, you need to create a new queue and restrict access to this queue to only members of a specific team. What should you do?



- A. Create a new user-owned queue with the team members as owners. Assign an appropriate security role to the team members to access queues.
- B. Create a new team-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- C. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- D. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team members to access queues.

Correct Answer: B

QUESTION 5

In Microsoft Dynamics CRM 2011, what is a unit group?

- A. a set of measurements in which a product is available
- B. a way to define the product that will be used as a substitution if another product is unavailable
- C. a way to bundle two or more products together
- D. a way to organize multiple price lists

Correct Answer: A

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