



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

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 2

In Microsoft Dynamics CRM 2011, you need to create a new quote for a customer. The new quote is for products that are used in an existing opportunity for a different customer. What should you do?

- A. Create the new quote and get the products from the existing opportunity.
- B. Create the new quote directly from the existing opportunity.
- C. Create the new quote and relate the existing opportunity.
- D. Copy the existing opportunity and create the new quote directly from the new opportunity.

Correct Answer: A

QUESTION 3

In Microsoft Dynamics CRM 2011, which of the following can be associated to a marketing list? (Choose all that apply.)

- A. price lists
- B. campaigns
- C. quick campaigns
- D. products
- E. sales literature

Correct Answer: BC

QUESTION 4

A company uses Microsoft Dynamics CRM 2011. You need to ensure that you are not booked for any service activities



while you are on vacation. Which of the following options will achieve the goal? (Choose all that apply.)

- A. Add a service restriction to your work schedule.
- B. Add an appointment in Microsoft Outlook showing the time as Busy and track the appointment in Microsoft Dynamics CRM.
- C. Edit a new weekly work schedule and set your work capacity to zero.
- D. Use the Schedule Time Off feature.

Correct Answer: BD

QUESTION 5

In Microsoft Dynamics CRM 2011, a queue that contains some old queue items is no longer needed. You need to remove the queue by using the least amount of effort. What should you do? (Choose all that apply.)

- A. Deactivate the queue without removing the queue items.
- B. Delete the queue without removing the queue items.
- C. Remove the queue items, and then delete the queue.
- D. Remove the queue items, and then deactivate the queue.

Correct Answer: AC

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