



# MB2-704<sup>Q&As</sup>

Microsoft Dynamics CRM Application

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**QUESTION 1**

You lose an active opportunity and close it in Microsoft Dynamics CRM.

What are two results of closing the opportunity? Each correct answer presents part of the solution. Choose two.

- A. The opportunity is removed from the list of active opportunities.
- B. Notes and attachments associated with the opportunity are saved for future reference.
- C. All activities associated with the opportunity are automatically deactivated.
- D. The opportunity cannot be reactivated.

Correct Answer: AB

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**QUESTION 2**

Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.

You need to complete the configuration of the goal metric.

What should you do?

- A. Add rollup fields.
- B. Create goals.
- C. Create fiscal years.
- D. Create rollup queries.

Correct Answer: A

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**QUESTION 3**

Your company's support team is handling all inbound requests for support for a new product.

You want to configure Microsoft Dynamics CRM so that phone calls and email messages regarding the new product are held until a team member with expertise on the new product is available. The phone calls and email messages need to

be assigned in the order in which they were received.

Which feature should you use?

- A. Resolution activities
- B. Service level agreements
- C. Queues



D. Scheduling modules

Correct Answer: C

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#### QUESTION 4

You need to create a dashboard that will include an external website. Which component should you add?

A. Quick view

B. Sub-grid

C. IFRAME

D. Web resource

Correct Answer: C

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#### QUESTION 5

You are the team lead in a large call center.

You want to know the originating source for the majority of your team's cases.

You need a report that includes the following information:

The number of cases each of your team members owns by Origin (Phone, Email, Web)

The percentage of cases owned as a proportion of total cases by Origin Which report should you use?

A.

Service Analysis Report

B.

Customer Service Maintenance Report

C.

Neglected Cases

D.

Case Summary Table

Correct Answer: D

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