MB2-704^{Q&As}

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Microsoft Dynamics CRM Application

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QUESTION 1

You want to aggregate customer feedback from social websites in order to identify buying trends and customer opinions toward your company\\\'s product. Which tool should you use in Microsoft Dynamics CRM?

A. Microsoft Social Listening, in order to monitor social media channels

B. Cases, in order to see and respond to negative social mentions

C. Marketing Campaigns, in order to provide visibility to social feeds

D. Activity feeds, in order to view interactions on the social pane

Correct Answer: A

QUESTION 2

An entitlement for a customer has a status of Active.

You need to make changes to the entitlement.

What should you do before making the changes?

A. Renew the entitlement.

B. Deactivate the entitlement.

C. Click Edit in the Action pane.

D. Cancel the entitlement.

Correct Answer: B

QUESTION 3

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

QUESTION 4

You are working on a case, but you need to use a different process flow. What should you do?

A. Use a dialog to switch the business process flow.

B. Manually switch the business process flow.

C. Use a business rule to switch the business process flow.

D. Use a workflow to switch the business process flow.

Correct Answer: B

QUESTION 5

You want to create a weekly schedule for a resource

Which two settings should you configure when creating the schedule? Each correct answer presents part of the solution. Choose two.

A. Start time

B. Work hours

C. End time

D. Work days

Correct Answer: BD

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