



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

Microsoft Dynamics CRM Application

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**QUESTION 1**

You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further. You need a report that displays the number of service activities by owner. Which report should you use?

- A. Progress Against Goals report
- B. Service Activity Volume report
- C. Account Service Overview report
- D. Case Summary Table report

Correct Answer: B

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**QUESTION 2**

You create a new service level agreement (SLA) and enter the amount of time that is allowed for it.

You need to send an email message to the user assigned to a case when the time limit of the SLA is about to be exceeded.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

- A. Configure the Warning Actions on the SLA item record.
- B. Specify the Applicable When conditions on the SLA item record.
- C. Configure the SLA Item Warning on the SLA item record.
- D. Configure the SLA Item Failure on the SLA item record.

Correct Answer: AC

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**QUESTION 3**

You configure a connection to Microsoft Social Listening but cannot see social insights data in Microsoft Dynamics CRM.

What should you do to make social insights visible in Dynamics CRM?

- A. Ensure that each of your social listening search topics are assigned a category.
- B. Configure social listening search topics and visuals.
- C. In system settings, change the default setting for the Disable Social Engagement option.
- D. Select the Reset Social Insights option to refresh the social insights data.



Correct Answer: B

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#### QUESTION 4

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

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#### QUESTION 5

A customer with an open opportunity selects one of your company's competitors.

You need to change the status of this opportunity so that the opportunity no longer shows in Open Opportunities.

What should you do?

- A. Mark all activities on the opportunity as complete.
- B. Close the opportunity as lost.
- C. Change the estimated revenue to zero.
- D. Activate all draft quotes related to the opportunity.

Correct Answer: B

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