MB2-704^{Q&As}

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Microsoft Dynamics CRM Application

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QUESTION 1

You are implementing Microsoft Dynamics CRM. Your company requires employees to perform warranty repairs at the customer site. Where should the warranty repairs be configured in Dynamics CRM?

A. Services

B. Sites

C. Work centers

D. Resources

Correct Answer: A

QUESTION 2

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

QUESTION 3

You want to use Microsoft Dynamics CRM to compile a repository of competitor information for your sales team.

You create a competitor record and enter your competitor\\'s strengths and weaknesses.

Which two items can you directly associate with the competitor? Each correct answer presents a complete solution. Choose two.

A. Sales literature

B. Price lists

C. Accounts

D. Products

Correct Answer: AD

QUESTION 4

An employee who you manage requests one week of paid vacation.

You need to ensure that no work is assigned to this employee during that week.

What should you create?

A. A service schedule

B. A service restriction

C. A time off record

D. A new weekly schedule

Correct Answer: C

QUESTION 5

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

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