



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

You are building a sales dashboard for your organization using Microsoft Dynamics 365.

You want to make sure that your users get insights into the sales pipeline.

Using only the built-in chart editor, which of the following combinations should you choose?

- A. a combination of column charts and bar charts, along with a bubble chart to indicate the value of each opportunity and where it is in the pipeline
- B. a combination of column charts and bar charts, along with a funnel chart to indicate how much estimated revenue is in each phase of the pipeline
- C. a combination of column charts, bar charts, and pie charts, with a tag chart to visualize the different sales stages
- D. a combination of column charts and bar charts, along with an area chart to indicate the value of each opportunity and where it is in the pipeline

Correct Answer: C

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### QUESTION 2

One of your custom has sent you an email requesting an invoice for products you have sold and delivered to them. You are getting ready to send the invoice.

You need to quickly the next step to be completed in the sales process regards this customer in Microsoft Dynamics 365.

Where should you look to see the status of the transaction?

- A. Opportunity
- B. Quote
- C. Invoice
- D. Order

Correct Answer: C

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### QUESTION 3

You receive an email from a person who was referred to your organization by a third party.

You track the email and create a Lead for the prospect After a few emails exchanged between you and the prospect you realize that the service they are want is not a service your company offers.

How do you capture this information in Microsoft Dynamics 365?

- A. Disqualify the Lead.



- B. Close the Lead as Lost.
- C. Untrack the emails exchanged with the prospect
- D. Qualify the Lead. Close the Opportunity as Lost.

Correct Answer: C

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#### QUESTION 4

Based on a conversation with a potential customer, you think there may be a Lead record for the customer in Microsoft Dynamics 365. You need to find the disqualified lead so that you can review the activity history on the lead.

Where are two places you can find this information? Each correct answer presents a complete solution.

- A. Disqualified Leads view
- B. Advanced Find
- C. Closed Leads view
- D. Leads Lookup view

Correct Answer: CD

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#### QUESTION 5

You are a sales executive for a sales organization that uses Microsoft Dynamics 365. You are doing a global search for the name of a contact that you have not communicated with in over a year. You are using a partial value search, but the global search is unable to find the contact record.

What is a reason that would prevent global search from finding the record?

- A. Only an administrator can implement global searches.
- B. The record for this contact is currently deactivated.
- C. You cannot use partial values in a global search.
- D. Global search only searches account and opportunity records.

Correct Answer: B

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