# MB2-717^Q&As

## Microsoft Dynamics 365 for Sales exam

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**QUESTION 1**

You are using Microsoft Dynamics 365 to track your competitors.

You want to take full advantage of the "Win/Loss" report that is available for competitors.

What two steps should your users take to track competitors to get reliable results from this report? Each answer represents a part of

the solution.

A. Track competitors on sales literature.

B. Track competitors on open opportunities.

C. Track competitors on opportunities closed as Lost

D. Track competitors on the products used.

Correct Answer: BC

**QUESTION 2**

An organization uses goals in Microsoft Dynamics 365 to track sales via opportunities on existing customers.

Customers are grouped into "standard" and "VIP" categories. You need to create goals that only calculate sales on each account flagged as a "VIP" customer.

Which approach should you take?

A. Create a rollup query on the account entity, and add a query that only includes accounts flagged as VIP.

B. Create a rollup query on the opportunity, and add a query that only includes opportunities related to accounts flagged as VIP.

C. Create a goal metric and specify it to only calculate revenue from accounts flagged as VIP.

D. Create a rollup field, and set it to only include opportunities related to active accounts flagged as VIP.

Correct Answer: C

**QUESTION 3**

You are a sales professional for a medium-sized firm.

You are entering information into Microsoft Dynamics you organized at a trade show.

What type of record should you create for each card?

A. Prospect

B. Lead

C. Account

D. Opportunity

Correct Answer: D

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**QUESTION 4**

You are working with the Microsoft Dynamics 365 for Phones app.

You have created a new Opportunity to track information that could lead to a sale while visiting a customer and have a Business Process Flow at the Qualify stage.

You need to be able to update the record with information for qualifying the Opportunity.

What are three items you can capture on the Opportunity to help you manage this opportunity through to a sale? Each correct answer presents a complete solution.

A. tracking product returns

B. tracking activities related to the opportunity

C. tracking Invoice adjustment notes

D. tracking competitors

E. tracking the products in which the customer is interested

Correct Answer: AC

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**QUESTION 5**

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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