

Vendor: Microsoft

Exam Code:MB2-700

Exam Name: Microsoft Dynamics CRM 2013

Applications

Version: Demo

QUESTION 1

You have a sales goal for a salesperson that includes all of the salesperson's opportunities for the current fiscal year. You need to modify the sales goal to include opportunities only in a particular city for the upcoming six-month period. How should you modify the goal?

- A. Create a rollup query that filters the customer list based on the customer's city and the new timeframe. Associate this rollup query with the Goal record.
- B. Create a rollup query that filters the customer list based on the customer's city. Associate this rollup query with the Goal record. Change the time period for the Goal record.
- C. Update the Rollup field on the Goal record.
- D. Deactivate the existing Goal record and then create a new Goal record. Create a new goal metric with the filter for the customer\\'s city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric.
- E. Create a new goal metric with the filter for the customer\\'s city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric.

Correct Answer: B

QUESTION 2

When can you resolve, cancel, or delete a case that has activities associated with it?

- A. You can resolve cases when all activities associated to the case are completed. You can cancel or delete cases at any time.
- B. You can resolve or cancel cases only when the associated activities are closed. You can delete cases at any time.
- C. You can resolve, cancel, or delete cases at any time.
- D. You can resolve, cancel, or delete cases only when all activities associated with the case are completed.

Correct Answer: B

QUESTION 3

You create an Order from a Quote by using the Create Order process. On the Create Order dialog, which action should you perform?

- A. Close the originating Opportunity.
- B. Specify a ship-to address.

- C. Fulfill the order.
- D. Add additional write-in products.

Correct Answer: A

QUESTION 4

Which records are included in the Sales Pipeline report by default?

- A. Leads with a status of Open
- B. Leads with a status of Closed
- C. Opportunities with a status of Closed
- D. Opportunities with a status of Open

Correct Answer: D

QUESTION 5

A company has resellers who purchase routine support cases at no cost.

A reseller plans to purchase additional support cases at a cost.

What should you create?

- A. An incident-based template
- B. A time-based template
- C. A contract template D. A contract allotment

Correct Answer: A

QUESTION 6

You have a Contract that has a status value of Invoiced.

One of the contract lines references an incorrect product.

You need to correct the contract line.

What should you do?

- A. Open the contract line and replace the value in the Product field with the correct product.
- B. On the invoiced contract, add a new contract line that has the correct product. Cancel the contract line that has the

| incorrect product. |
|---|
| C. Copy the invoiced contract. In the newly created draft contract, update the Product field for the affected contract line. Activate the new contract and then cancel the invoiced contract. |
| D. Delete the contract line. Add a new contract line that has the correct product. |
| Correct Answer: C |
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| QUESTION 7 |
| You review a Knowledge Base article. |
| On the Article tab of the ribbon, which option is NOT in the Action group? |
| A. Submit |
| B. Unpublish |
| C. Approve |
| D. Reject |
| E. Publish |
| Correct Answer: E |
| |
| QUESTION 8 |
| You have a Microsoft Dynamics CRM instance that has sample data installed. |
| Which three items are default areas of the subject tree? Each correct answer presents part of the solution.(Choose Three) |
| A. default subject |
| B. service |
| C. case |
| D. issue |
| E. query |
| Correct Answer: ABE |
| |

QUESTION 9

You create views by using the Advanced Find feature. A group of users often asks for access to these views.

You need to ensure that other users can see current data from the views that you create.

Which two actions will achieve the goal? Each answer presents a complete solution.(Choose TWO)

A. Export dynamic worksheets of the views and then send the worksheets to the other users by using email.

B. Provide a warning so that when users share the views, they share the underlying records also.

C. Create a team and then share the views with the team.

D. Export static worksheets of the views and then send the worksheets to the other users by using email.

E. Advise an IT administrator to make the views available to other users.

Correct Answer: AC

QUESTION 10

You review an Opportunity record. Opportunities are configured to use system-calculated pricing.

What happens when you click the Recalculate Opportunity button?

A. Current product line item totals are recalculated, and the Est. Revenue field is updated.

B. All pending opportunities for the customer are recalculated and saved to the Est. Revenue field.

C. The Budget Amount field replaces the Est. Revenue field.

D. All active quotes that are associated with the opportunity are added to the Est. Revenue field.

Correct Answer: A

QUESTION 11

You need to update the status of a service activity to show that it is ready for billing.

Which status value should you use?

A. Closed

B. On Hold

C. Cancelled

D. Open

Correct Answer: A

QUESTION 12

You are creating parent and child goals in Microsoft Dynamics CRM. The goal entity has NOT been modified.

Which two entities must be the same between the parent and child goals? Each correct answer represents part of the solution.(Choose TWO)

- A. Goal Metric
- B. Subject
- C. Manager
- D. Rollup Query
- E. Time Period

Correct Answer: AE

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