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**Vendor:**Microsoft

**Exam Code:**MB2-713

**Exam Name:**Microsoft Dynamics CRM 2016 Sales

**Version:**Demo

### QUESTION 1

You create a new mailbox record for a user.

You define the synchronization methods for incoming and outgoing email, contacts, tasks, and appointments. You need to ensure that the mailbox can send and receive email. Which two actions should you perform? Each answer presents part of the solution.

- A. Set the Is forward Mailbox setting to No.
- B. Configure the Approve Email setting.
- C. Configure the Test and Enable Mailboxes setting.
- D. Configure the Apply Default Email Settings setting.
- E. Set the Is Forward Mailbox setting to Yes.

Correct Answer: BC

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### QUESTION 2

Your company uses seminars and trade shows as its two primary methods to generate leads. You want to analyze which method generates the most leads.

You generate a report that displays the number leads generated from trade shows and the number of leads generated from seminars.

Which report should you use?

- A. Sales Pipeline
- B. Neglected Leads
- C. Lead Source Effectiveness
- D. Sales History

Correct Answer: C

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### QUESTION 3

You call a potential customer to discuss one of your company's products. During the call, you discover that the potential customer is uninterested in the product. You need to document the conversation and your decision not to pursue the

potential customer any further.

What should you do?

- A. Detail the conversation in a note and attach the note to a lead.
- B. Create a lead, track the activity, and then mark the lead as Disqualified
- C. Create an opportunity, track the activity, and then close the opportunity as Lost
- D. Detail the conversation in a note and attach the note to an opportunity

Correct Answer: B

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#### **QUESTION 4**

You qualify a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

- A. opportunity
- B. lead
- C. contact
- D. account

Correct Answer: C

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#### **QUESTION 5**

You have a quote named Quote1 that was activated and presented to a customer. You plan to take a long leave of absence. In your absence, a user named User2 will take ownership of Quote1. You need to transfer ownership of Quote1 to

User2.

What should you do?

- A. Click Assign and select User2
- B. Click Close and instruct User2 to create a new quote.
- C. Click Share and select User2
- D. Click Email a Link and select User2

Correct Answer: A

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#### **QUESTION 6**

You have an opportunity record.

When you attempt to increase the Estimate Revenue field, you discover that the field is locked.

You need to identify a possible cause of the issue.

What should you identify?

- A. The products in the opportunity are write-in products.
- B. The estimated revenue exceeds the budget amount.
- C. The opportunity contains conflicting currencies.
- D. The method of revenue is system-generated.

Correct Answer: D

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#### **QUESTION 7**

The Base currency for your Dynamics CRM organization is US dollars.

You have an order that has a transaction currency in euros.

You need to identify which events will cause the exchange rate for the order to be recalculated. Which two events should you identify? Each correct answer presents a complete solution.

- A. The currency of the order record is updated.
- B. The exchange rates are updated in CRM.
- C. The order record is opened.
- D. The record state of the order record changes.

Correct Answer: AD

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#### **QUESTION 8**

Your marketing team is promoting a sale that they will announce by using email. The email message will be sent to existing customers who recently purchased similar products and to potential customers from a purchased mailing list. Any sales made as a result of the sale need to have the pricing applied, the sales must be tracked so that the marketing team can report on the return on investment (ROI) of the initiative. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Convert the email activities to leads.
- B. Convert the campaign response activities to opportunities.
- C. Convert the campaign response activities to leads.
- D. Convert the email activities to opportunities.

Correct Answer: BD

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### QUESTION 9

Your company purchases a mailing list of purchasing managers at the companies in your area. You contact the purchasing managers. You gather information about their budget and timelines. You conclude that their companies are a good fit

for a product that you sell. You need to advance the sale and provide data for sales pipeline tracking to your sales managers.

What should you do next?

- A. Add a lead to a marketing list.
- B. Generate a quote.
- C. Populate the Develop section of the lead business process flow.
- D. Qualify a lead.

Correct Answer: C

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### QUESTION 10

You are reviewing the sales pipeline of your Dynamics CRM organization. You need to identify which type of data is contained in the sales pipeline. What should you identify?

- A. the combined estimated revenue of all active quotes
- B. the combined estimated revenue of all open leads
- B. the combined estimated revenue of all open opportunities
- C. the combined estimated revenue of all open orders

Correct Answer: C

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### QUESTION 11

Your manager needs to view a collection of data records and a chart of the data records simultaneously. What should you instruct the manager to do?

- A. Define a view and add a chart
- B. Export the Fetch XML, and then import a chart.
- C. Run the Report Wizard.
- D. Create a personal report.

Correct Answer: C

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## QUESTION 12

Your product line is expanding rapidly and your sales representatives often are unfamiliar with the full list of applicable products for a customer. As such, your sales team often misses chance to upsell and sell related accessories. You identify

what you can add to the product catalog to support upselling and cross-selling.

What should you identify?

- A. a product discount list
- B. a product kit
- C. a product bundle
- D. a product family
- E. a unit group

Correct Answer: C

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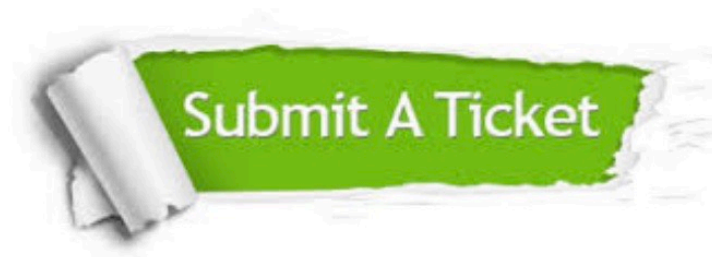
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