

100% Money Back
Guarantee

Vendor:Microsoft

Exam Code:MB2-704

Exam Name:Microsoft Dynamics CRM Application

Version:Demo

QUESTION 1

You identify and create a new case. Your service team's process requires that you hand the case off to another service representative for resolution by adding the case to the service representative's My Active Cases system view.

You need to ensure that the service representative sees the new case in this view.

Which action should you perform on the case?

- A. Switch process
- B. Share OC
- C. Follow
- D. Assign

Correct Answer: D

QUESTION 2

You need to create a dashboard that will include an external website. Which component should you add?

- A. Quick view
- B. Sub-grid
- C. IFRAME
- D. Web resource

Correct Answer: C

QUESTION 3

You choose a case from the customer support queue. Your company mandates that all requests with customers be tracked regardless of the outcome.

You call the customer and learn that the case was submitted on your company's customer portal by mistake. What should you do?

- A. Cancel the case.
- B. Delete the case.
- C. Resolve the case.
- D. Reactivate the case.

Correct Answer: C

QUESTION 4

What is required to view a Dynamic Excel report?

- A. Have Outlook Client installed.
- B. Create the export from a System View.
- C. Have system administrator rights.
- D. Save the Advanced Find query in Microsoft Dynamics CRM.

Correct Answer: A

QUESTION 5

You own an opportunity but need to allow other users to view and edit it. What should you do?

- A. Create a connection for a team, add the sales team role, and add the connection to the opportunity.
- B. Add users to the access team on the opportunity.
- C. Add users to the access team template.
- D. Create a connection for each user, add the sales team role, and add the connection to the opportunity.

Correct Answer: B

QUESTION 6

A customer with an open opportunity selects one of your company's competitors.

You need to change the status of this opportunity so that the opportunity no longer shows in Open Opportunities.

What should you do?

- A. Mark all activities on the opportunity as complete.
- B. Close the opportunity as lost.
- C. Change the estimated revenue to zero.
- D. Activate all draft quotes related to the opportunity.

Correct Answer: B

QUESTION 7

You need to add a product brochure to Microsoft Dynamics CRM so that users can send the brochure via email to potential customers. Which record type should you add the brochure to?

- A. Sales literature
- B. Competitor
- C. Product
- D. Marketing list

Correct Answer: A

QUESTION 8

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

QUESTION 9

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 10

You configure a connection to Microsoft Social Listening but cannot see social insights data in Microsoft Dynamics CRM.

What should you do to make social insights visible in Dynamics CRM?

- A. Ensure that each of your social listening search topics are assigned a category.
- B. Configure social listening search topics and visuals.
- C. In system settings, change the default setting for the Disable Social Engagement option.
- D. Select the Reset Social Insights option to refresh the social insights data.

Correct Answer: B

QUESTION 11

You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement. What should you do?

- A. Add each contact to the case associated to the entitlement.
- B. Configure a contact method on each contact.
- C. Add each contact to the entitlement.
- D. Mark each contact as Primary.

Correct Answer: C

QUESTION 12

You update the exchange rate for a currency.

Which two events will cause an open opportunity to calculate and display the updated value? Each correct answer presents a complete solution. Choose two.

- A. Changing the state of the opportunity
- B. Updating any money field on the opportunity
- C. Adding an activity to the opportunity
- D. Updating any field on the opportunity

Correct Answer: AB

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average **99.9%** Success Rate

More than **800,000** Satisfied Customers Worldwide

Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.