



# MB2-700<sup>Q&As</sup>

Microsoft Dynamics CRM 2013 Applications

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#### QUESTION 1

How many cases can an Account record have at any given time?

- A. One active case for each contact record that is associated with an account
- B. One active case for each account record
- C. An unlimited number of active and closed cases
- D. One active case and an unlimited number of closed cases

Correct Answer: C

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#### QUESTION 2

You view a Case Summary Table report in the Microsoft Dynamics CRM report viewer tool. Which action is available in the report viewer tool?

- A. Export the report to Microsoft Outlook.
- B. Assign Microsoft Dynamics CRM records to other users.
- C. Close open cases.
- D. Save the report to Microsoft Excel.

Correct Answer: D

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#### QUESTION 3

Which business is an example of an outgoing service scenario?

- A. a blood donation center
- B. a landscaping service
- C. a hospital emergency room
- D. an attorney

Correct Answer: B

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#### QUESTION 4



Which characteristic of a contract template governs how many cases a customer is allowed to have against a contract?

- A. allotment type
- B. contract allotment
- C. billing frequency
- D. calendar

Correct Answer: A

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#### QUESTION 5

A user plans to run a report.

The user does NOT have the appropriate permissions to access all of the data the report requires.

What will the user see when she runs the report?

- A. Summary and detailed information for only the data to which the user has permissions
- B. Summary information for all the data included in the report and detailed information for only the data to which the user has permissions
- C. Summary information only for all the data included in the report
- D. Summary and detailed information for all the data included in the report

Correct Answer: A

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