



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

A user views the Service area of the navigation pane in Microsoft Dynamics CRM. What is displayed when the user clicks the down arrow on the Cases button?

- A. A list of recently viewed cases
- B. The most recently viewed case record
- C. The Quick Create form for cases
- D. the New Case form

Correct Answer: A

QUESTION 2

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 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



QUESTION 4

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. An unlimited number of active and closed cases
- C. One active case for each account record
- D. One active case and an unlimited number of closed cases

Correct Answer: B

QUESTION 5

You plan to use service activities to interact with customers.

What must you use in order to use service activities?

- A. capacity scheduling
- B. scheduling module
- C. resource group
- D. facility

Correct Answer: B

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