



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

Microsoft Dynamics CRM 2013 Applications

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### QUESTION 1

Which service schedule component should you use to measure skill levels?

- A. resource group
- B. resources
- C. capacity planning
- D. selection rule

Correct Answer: C

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### QUESTION 2

You plan to add an existing product as an additional line item to an active order. Which statement is true?

- A. The updated total amount is displayed only after you click the Recalculate button.
- B. The updated total amount is automatically re-calculated and displayed.
- C. You cannot add additional items to an active order.
- D. The updated total amount is displayed only after you click the Save button.

Correct Answer: AD

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### QUESTION 3

A user creates a Lead and converts it to an Opportunity. The user provides several Quotes to the customer. The Opportunity is won. The user now creates an Order from the Quote by using the Create Order process.

On the Create Order dialog box, which action is the user able to perform?

- A. Fulfill the order.
- B. Specify a ship-to address.
- C. Close the originating Opportunity.
- D. Add additional write-in Products.

Correct Answer: C

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#### QUESTION 4

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 5

User1 is the owner of the Specialists team. User2 adds a case that she owns to the Specialists team's queue. Who now owns the case?

- A. The Specialists team
- B. The owner of the Specialist team's queue
- C. User1
- D. User2

Correct Answer: D



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