



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

Which three entities are associated with cases by default? Each correct answer presents part of the solution. (Choose Three)

- A. Appointments
- B. Quotes
- C. Products
- D. Opportunities
- E. Knowledge Base Articles

Correct Answer: ABD

QUESTION 2

You schedule time off for a resource in Microsoft Dynamics CRM.

How are the affected days displayed in the service calendar?

- A. as a red block
- B. as a green block
- C. as a blue block
- D. as an orange block

Correct Answer: A

QUESTION 3

You delete a Lead record.

By default, what happens to records that are related to the Lead record?

- A. All related activities, posts, and notes are disabled.
- B. All related records are deleted.
- C. All related activities, posts, and notes are deleted.
- D. All related records remain unaffected.



Correct Answer: C

QUESTION 4

You review the Similar Cases section for a case by using the Default Case form. Which cases does Microsoft Dynamics CRM show?

- A. cases with the same product
- B. cases with similar case descriptions
- C. cases with the same customer
- D. cases with the same subject

Correct Answer: D

QUESTION 5

For which two entities does Microsoft Dynamics CRM create a default queue when the entity is created? (Choose TWO)

- A. Opportunities
- B. Activities
- C. Cases
- D. Users
- E. Teams

Correct Answer: DE

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