MB2-704^{Q&As}

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Microsoft Dynamics CRM Application

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QUESTION 1

You need to use Microsoft Dynamics CRM goals and metrics to measure sales revenue of a specific business line for the upcoming fiscal year. What should you do?

A. Create a rollup query, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.

B. Create a goal metric, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year\\'s goal.

C. Create a goal metric, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.

D. Create a rollup query, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year\\'s goal

Correct Answer: D

QUESTION 2

Your customer service team often receives support calls for the same issue from multiple customers. You decide to use the parent-child hierarchy feature so that cases can be related, but the cases must continue to be resolved

independently.

You need to configure the parent and child case settings for your organization.

What should you do?

A. Ensure that the cascade closure preference is not set.

B. Choose Don\\'t allow parent case closure until all child cases are closed.

C. Choose Close all child cases when parent case is closed.

D. Include the resolve by attribute in the inherited attributes.

Correct Answer: B

QUESTION 3

You need to specify the number of support hours a customer will receive. What should you create?

A. A service activity

B. A service level agreement (SLA)

C. An entitlement

D. A contract template

Correct Answer: C

QUESTION 4

You want to create a weekly schedule for a resource

Which two settings should you configure when creating the schedule? Each correct answer presents part of the solution. Choose two.

A. Start time

B. Work hours

C. End time

D. Work days

Correct Answer: BD

QUESTION 5

Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.

You need to complete the configuration of the goal metric.

What should you do?

A. Add rollup fields.

B. Create goals.

C. Create fiscal years.

D. Create rollup queries.

Correct Answer: A

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