



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You have a potential sale with a prospect that you met at a trade show. You enter the prospect as a lead in Microsoft Dynamics CRM. How should you move the lead forward to track the potential sale?

- A. Enter products into the Lead Form.
- B. Close the lead as won.
- C. Qualify the lead.
- D. Activate the lead.

Correct Answer: C

QUESTION 2

You create five new resources for various workers, each with a capacity of one. You create three new trucks in the facilities/equipment form, each with a capacity of two.

Next, you create a new service and add a selection rule to include one from any site. You add a resource to the selection rule for one worker and a second resource for one truck. You then create one new service activity and use the schedule

function to find available time slots.

You need to identify which resources are available for scheduling.

What should you identify?

- A. One resource is available for the worker, and two resources are available for the truck.
- B. Five resources are available for the worker, or three resources are available for the truck.
- C. One resource is available for the worker, and one resource is available for the truck.
- D. Five resources are available for the worker, or one resource is available for the truck.

Correct Answer: B

QUESTION 3

Your company's support team is handling all inbound requests for support for a new product.

You want to configure Microsoft Dynamics CRM so that phone calls and email messages regarding the new product are held until a team member with expertise on the new product is available. The phone calls and email messages need to

be assigned in the order in which they were received.

Which feature should you use?



- A. Resolution activities
- B. Service level agreements
- C. Queues
- D. Scheduling modules

Correct Answer: C

QUESTION 4

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

QUESTION 5

The call center handles many types of support calls. Cases for customers requesting account balance information must be routed to a queue for the accounting department.

You need to set up a queue for these types of requests.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

- A. Assign a security role to the queue.
- B. Choose public as the type.
- C. Assign members to the queue.
- D. Choose private as the type.

Correct Answer: CD



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