



# MB2-704<sup>Q&As</sup>

Microsoft Dynamics CRM Application

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### QUESTION 1

You are a customer service representative. You receive an inbound request for support for a product support request.

You need to create a new case to document the request.

What should you do?

- A. Use the quick view form to create the case.
- B. Create and close a phone call activity, and then convert it to a case.
- C. Create a lead, and convert it to a case.
- D. Use the quick create form to create a case.

Correct Answer: D

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### QUESTION 2

A customer calls to change the date and time of a service activity. You have limited dates, times, and resources available for the customer request.

You need to update the information from the service calendar.

What should you do?

- A. Use the reschedule option, and resolve any conflicts.
- B. Use the appointment option, and resolve any conflicts.
- C. Drag the service activity to the correct date and time on the calendar, and resolve any conflicts.
- D. Use the schedule option, and resolve any conflicts.

Correct Answer: D

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### QUESTION 3

The service desk frequently receives email requests directly from contacts that are not currently in Microsoft Dynamics CRM.

You need to configure an automatic case creation rule to ensure that these requests are not overlooked.

Which option should you select in the case creation rule?

- A. Cases for email from unknown senders
- B. Automatic email response to customer on case creation
- C. Cases for activities associated with a resolved case



D. Cases if a valid entitlement exists for the customer

Correct Answer: A

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#### QUESTION 4

You complete your work on a queue item and want to allow others to work on it. What should you do?

- A. Save your changes to the queue item.
- B. Release the queue item.
- C. Route the queue item.
- D. Change the action to Work On.

Correct Answer: B

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#### QUESTION 5

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

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