



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

QUESTION 2

Your manager needs an analysis that contains four views and three charts.

Which two actions should you perform? Each correct answer presents a complete solution. Choose two.

- A. Create one dashboard.
- B. Create a Report Wizard Report.
- C. Create an SSRS report.
- D. Create two dashboards.

Correct Answer: CD

QUESTION 3

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 4

You need to create a product in Microsoft Dynamics CRM. Which product catalog component is required?

- A. Price list item
- B. Unit group
- C. Price list
- D. Discount list

Correct Answer: B

QUESTION 5

Your company's marketing team attends a conference and collects business cards of attendees who do not already use your services. After the conference, the team enters the information from the cards into Microsoft Dynamics CRM.

You assign the records to the sales team so that the team can decide which products and services align with the attendees' needs.

Which common business scenario in Microsoft Dynamics CRM does this sequence of events depict?

- A. Creating contacts
- B. Supporting customers
- C. Lead qualification
- D. Creating quotes

Correct Answer: C

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