MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You need to ensure that the estimated revenue for your opportunity is calculated correctly based on the most recent territory price list and the associated products. Which method should you use to configure the opportunity pricing?

A. User Provided

B. Automatic Recalculation

C. System Calculated

D. Current Pricing

Correct Answer: C

QUESTION 2

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 3

Your company\\'s support process has the following two business requirements:

New cases that are marked as high priority automatically move to an escalation stage when first opened.

New cases with no priority move to the research stage.

What should you configure to meet these business requirements?

A.

Two business process flows

B.

Branching business process flow

C.

Real-time workflow process

D.

Branching business rules

Correct Answer: B

QUESTION 4

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

QUESTION 5

You create a new user.

Which record will Microsoft Dynamics CRM automatically create for the user?

A. Queue

B. Account

C. Contact

D. Team

Correct Answer: A

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