



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

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QUESTION 1

You are responsible for creating and managing Microsoft Dynamics CRM Knowledge Base templates and articles.

A user wants an image to be added to a Knowledge Base article.

What should you do?

- A. Create a web resource, and add it to the Knowledge Base template.
- B. Insert the image into the Knowledge Base template.
- C. Copy and paste the image into the Knowledge Base article.
- D. Drag and drop the image onto the Knowledge Base article.

Correct Answer: A

QUESTION 2

You update the exchange rate for a currency.

Which two events will cause an open opportunity to calculate and display the updated value? Each correct answer presents a complete solution. Choose two.

- A. Changing the state of the opportunity
- B. Updating any money field on the opportunity
- C. Adding an activity to the opportunity
- D. Updating any field on the opportunity

Correct Answer: AB

QUESTION 3

What is required to view a Dynamic Excel report?

- A. Have Outlook Client installed.
- B. Create the export from a System View.
- C. Have system administrator rights.
- D. Save the Advanced Find query in Microsoft Dynamics CRM.

Correct Answer: A



QUESTION 4

You are a sales representative at a trade show.

A trade show attendee leaves a business card at your company's booth.

You need to enter the attendee's information into Microsoft Dynamics CRM for the sales team to qualify.

Which record type should you create?

- A. Contact
- B. Account
- C. Opportunity
- D. Lead

Correct Answer: D

QUESTION 5

You currently sell widgets individually.

You now need to configure the product catalog to sell widgets in packs of 12.

What should you configure?

- A. Primary unit
- B. Unit
- C. Base unit
- D. Unit group

Correct Answer: D

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