



MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You create an Advanced Find that displays all of the open opportunities containing a specific line item. You need to edit some of the records returned from the Advanced Find by using immersive Excel. What should you do first?

- A. Click Export to Excel
- B. Click Download Fetch XML
- C. Save the Advanced Find as a view.
- D. Create a Microsoft Excel template.

Correct Answer: C

QUESTION 2

Your company uses seminars and trade shows as its two primary methods to generate leads. You want to analyze which method generates the most leads.

You generate a report that displays the number leads generated from trade shows and the number of leads generated from seminars.

Which report should you use?

- A. Sales Pipeline
- B. Neglected Leads
- C. Lead Source Effectiveness
- D. Sales History

Correct Answer: C

QUESTION 3

You have a Dynamics CHM organization that uses folder tracking. You have a folder named Customers that is currently being tracked- Customers contains a folder for The main contact named Contact1.

A new email message from Contact1 is delivered to your Inbox. You need to identify what will occur when you move the message to the Customer1 folder.

What should you identify?

- A. An email activity will be created in CRM that has a connection to Customer1 and to Contact1
- B. An email activity will be created in CRM that has a connection to Contact1 only.
- C. An email activity will be created in CRM that has a connection To Customer1 only.



- D. An email activity will be created in CRM that has the Set regarding field set to Contact1
- E. An email activity will be created in CRM that has the Set regarding field Set to Customer1

Correct Answer: A

QUESTION 4

You have Dynamics CRM organization that has 50,000 contacts in regions around the world. Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers.

You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

- A. Follow the contact records.
- B. Add access teams.
- C. Create a dashboard.
- D. Create personal views.

Correct Answer: D

QUESTION 5

You work for a hotel chain.

You integrate Dynamics CRM and Microsoft Social Engagement.

You need to identify which sources are available for Microsoft Social Engagement. What are two possible sources? Each correct answer presents a complete solution.

- A. Twitter
- B. Facebook
- C. Trip Advisor
- D. Instagram

Correct Answer: AB



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