



MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You have a Dynamics CRM organization that has several currencies enabled. What occurs when a user creates a record that has a currency field?

- A. The currency is based on the sales territory of the user.
- B. The currency is based on the location of the user record.
- C. The currency is converted into the base currency and is always displayed in the base currency
- D. The system default currency is the record default, unless a customer has a default currency

Correct Answer: C

QUESTION 2

You qualify a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

- A. opportunity
- B. lead
- C. contact
- D. account

Correct Answer: C

QUESTION 3

You have a Dynamics CRM organization that uses server-side synchronization to process email. A manager requests that you create the mailbox records defined as shown in the following table.



Record name	Incoming Email	Outgoing Email	Appointments, Contacts, and Tasks	Is Forward Mailbox
User1	Microsoft Dynamics CRM for Outlook	Microsoft Dynamics CRM for Outlook	Microsoft Dynamics CRM for Outlook	No
User2	Server-Side Synchronization or Email Router	None	Server-Side Synchronization	Yes
User3	Forward Mailbox	Server-Side Synchronization or Email Router	Microsoft Dynamics CRM for Outlook	No
User4	Forward Mailbox	Server-Side Synchronization or Email Router	Server-Side Synchronization	Yes



You need to identify which record will fail to be created. Which record should you identify?

- A. User2
- B. User3
- C. User1
- D. User4

Correct Answer: A

QUESTION 4

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 5

For a Customer an invoice named Inv1 is created automatically from an order named Ord1. The customer asks you to add a Hat delivery charge as a line item to the invoice. You do not have a delivery charge in the product catalog. You need to add the delivery charge as a line in the invoice. What should you click first?

- A. Get Products



- B. Write-in Product
- C. Use Current Pricing
- D. Recalculate

Correct Answer: B

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