MB2-717 Q&As

Microsoft Dynamics 365 for Sales exam

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QUESTION 1

You are a sales person using Microsoft Dynamics 365.

You need to use the web client to show the outcomes of an Opportunity to your sales team.

Which three types of information should you capture on a Resolution Activity related to a closed Opportunity? Each correct answer presents part of the solution.

A. actual revenue amount from the Opportunity

B. the status of the Opportunity, Won or Lost

C. appointment activities Q D. phone call activities

D. close date of the Opportunity

Correct Answer: BC

QUESTION 2

On an Opportunity. you need to show Stakeholder, Products. Competition, and Sales Teams related to the Opportunity. What ,s automatically set when selecting a related record from within the Opportunity form?

A. the creation date of the related record

B. the Last Date Modified field on the related record

C. the relationship between the related record and the Opportunity

D. the ownership of the related record

Correct Answer: A

QUESTION 3

You need to be able to differentiate between customers who are up-to-date on their payments and customers who are delinquent Delinquent customers need to be set to read only, while the rest should be available for read and write purposes.

Which two Microsoft Dynamics 365 status settings can you use to accomplish this goal? Each correct answer presents a complete solution.

A. Qualified

B. Delinquent

C. Inactive

D. Active

Correct Answer: A

QUESTION 4

You are the sales manager for your company.

You want to trade key performance indicators as well as record activities for all of your clients in order to improve the ratio of, and turn leads into, sales.

Which feature of Microsoft Dynamics 365 will allow you to do this?

A. Relationship Analytics

B. Email Engagement

C. Auto Capture

D. Relationship Assistant

Correct Answer: C

QUESTION 5

You are working with the Microsoft Dynamics 365 for Phones app.

You have created a new Opportunity to track information that could lead to a sale while visiting a customer and have a Business Process Flow at the Qualify stage.

You need to be able to update the record with information for qualifying the Opportunity.

What are three items you can capture on the Opportunity to help you manage this opportunity through to a sale? Each correct answer presents a complete solution.

A. tracking product returns

B. tracking activities related to the opportunity

C. tracking Invoice adjustment notes

D. tracking competitors

E. tracking the products in which the customer is interested

Correct Answer: AC

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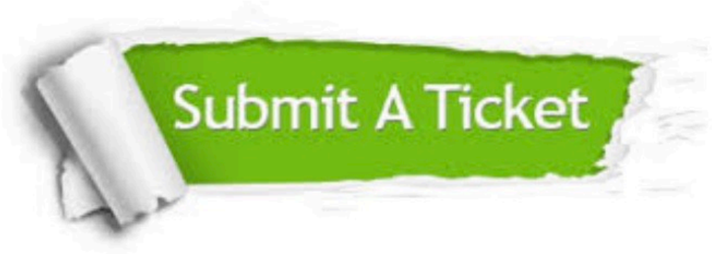

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