



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

You need to create an Opportunity in Microsoft Dynamics 365 to track potential customers requesting information or pricing would lead you to track the activities of a potential sale.

What are three ways to create such an Opportunity? Each correct answer presents a complete solution,

- A. from an email activity
- B. from a Lead
- C. from a Work Order
- D. from a Case
- E. manually

Correct Answer: ADE

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### QUESTION 2

You are a sales manager for a large company that is about to implement Microsoft Dynamics 365.

A company called Fabrikam, Inc. has three divisions within the company that purchase services from your firm.

You have created an account record for each of the three divisions and for Fabrikam, Inc.

and need to link the records.

How should you set up the records to properly link the record for Fabrikam, Inc. with its three divisions using Microsoft Dynamics 365 account management?

- A. Fabrikam, Inc. is a Primary Contact
- B. Fabrikam, Inc. is a Parent account.
- C. Fabrikam, Inc. is a Parent Customer.
- D. Fabrikam, Inc. is a Child account.

Correct Answer: B

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### QUESTION 3

Your sales manager has asked you to take over management of a sale for a customer that was managed by a previous employee.

You want to make sure everyone who views the Opportunity has full visibility to everything that has happened with the sale to this point and allow other staff to see that you are now managing the sale.

How can you meet these needs in Microsoft Dynamics 365?



- A. Email the new management information to everyone in the company.
- B. Delete the Opportunity and recreate it.
- C. Assign the record to yourself.
- D. Assign the record to a team.

Correct Answer: D

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#### QUESTION 4

You are a technical support specialist for your company.

The Company's sales staff are issued a company laptop to use when interfacing with Microsoft Dynamics 365. They need to integrate their smart phones with Microsoft Dynamics 365 as well. Many of their phones, however, do not have a

supported web browser.

What should you suggest to meet this sales staffs need?

- A. Advise them to run the Microsoft Dynamics 365 web app on their phones.
- B. Advise them to use the web client to access Microsoft Dynamics 365 from their phones.
- C. Advise them to download the Microsoft Dynamics 365 App from the Office 365 Admin portal.
- D. Advise them to download the Microsoft Dynamics 365 App from their phone's store.

Correct Answer: D

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#### QUESTION 5

You are a solutions architect for a sales organization that uses Microsoft Dynamics 365. The company has just acquired their first international client Which two configuration tasks will have to be made in order to accommodate the currency exchange between the two organizations? Each answer represents part of the solution

- A. Assign the new customer a base currency.
- B. A system currency must be added.
- C. Assign the new customer a default currency.
- D. A custom currency must be added.

Correct Answer: AB



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