



# MB2-868<sup>Q&As</sup>

Microsoft Dynamics CRM 2011 Applications

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### QUESTION 1

In Microsoft Dynamics CRM 2011, you associate several cases to an active contract. You resolve an associated case that has only three contract line incidents. You need to add contract line incidents to the case. What should you do?

- A. Edit the contract line and increase the number of incidents.
- B. Add a new contract line that has more incidents.
- C. Place the contract on hold, add a new contract line that has more incidents, and then release the hold on the contract.
- D. Automatically increment incidents in contract lines by continuing to associate and resolve new cases with the contract.

Correct Answer: B

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### QUESTION 2

Which of the following types of personal charts can you create by using the Chart Designer in Microsoft Dynamics CRM 2011? (Choose all that apply.)

- A. funnel charts
- B. scatter charts
- C. single-series charts
- D. multi-series charts

Correct Answer: AC

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### QUESTION 3

In Microsoft Dynamics CRM 2011, you create a marketing campaign associated with several marketing lists and marketing activities. You create a new marketing list and plan to associate it with the campaign. To which marketing campaign elements can you add the new marketing list?

- A. distributed marketing campaign activities
- B. new marketing campaign responses
- C. undistributed marketing campaign activities
- D. parent target marketing lists
- E. open marketing campaign planning activities

Correct Answer: C

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#### QUESTION 4

In Microsoft Dynamics CRM 2011, what is a unit group?

- A. a set of measurements in which a product is available
- B. a way to define the product that will be used as a substitution if another product is unavailable
- C. a way to bundle two or more products together
- D. a way to organize multiple price lists

Correct Answer: A

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#### QUESTION 5

In Microsoft Dynamics CRM 2011, you need to set up special offer volume pricing for a product. The special offer will be 25 percent off the retail price of the product when more than 10 units are purchased. How should you configure this pricing?

- A. Use the Percent Markup: Current Cost pricing method.
- B. Use a Discount List.
- C. Use the Currency Amount pricing method.
- D. Use the Percent of List pricing method.

Correct Answer: B

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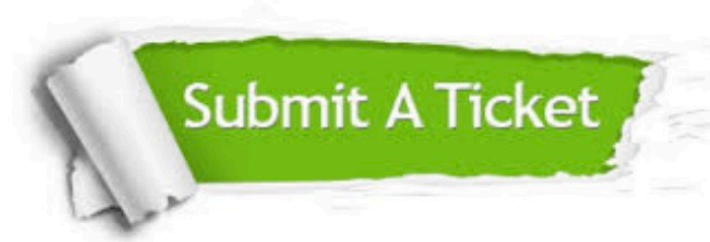
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