

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

Microsoft Dynamics CRM 2011 Applications

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#### **QUESTION 1**

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

#### **QUESTION 2**

When scheduling services in Microsoft Dynamics CRM 2011, where do you define the resources required to perform a service?

- A. in the user record
- B. in the resource selection rules
- C. in the service activities
- D. in the resource group

Correct Answer: B

#### **QUESTION 3**

In Microsoft Dynamics CRM 2011, which of the following actions can be taken on a resolved case?

- A. creating notes
- B. adding activities
- C. assigning a new owner
- D. assigning a different contract to the case

Correct Answer: A

#### **QUESTION 4**



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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

#### **QUESTION 5**

In Microsoft Dynamics CRM 2011, you need to create a new quote for a customer. The new quote is for products that are used in an existing opportunity for a different customer. What should you do?

- A. Create the new quote and get the products from the existing opportunity.
- B. Create the new quote directly from the existing opportunity.
- C. Create the new quote and relate the existing opportunity.
- D. Copy the existing opportunity and create the new quote directly from the new opportunity.

Correct Answer: A

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