



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

You need to create an opportunity with a product that does not currently exist in the product catalog. What should you do? (Choose all that apply.)

- A. Add a product to the product catalog, and add the new product to the opportunity.
- B. Add a new product to the opportunity.
- C. Add a Write-In Product to the product catalog, and add the new Write-In Product to the opportunity.
- D. Add a Write-In Product to the opportunity.

Correct Answer: AD

QUESTION 2

In Microsoft Dynamics CRM 2011, you need to resolve a case that has open activities. What should you do?

- A. Close the open activities, and then close the case.
- B. Close the case without a resolution type, and then close the open activities when they are finished.
- C. Close the case with the resolution type Problem Solved, and then close the open activities when they are finished.
- D. Close the case without a resolution, and then close the open activities when they are finished.

Correct Answer: A

QUESTION 3

A customer calls in response to a phone call he received about a current campaign. You need to ensure that the call is captured as a campaign response. What are possible ways to achieve this goal? (Choose all that apply.)

- A. From the Phone Calls Created view of the referenced campaign activity, assign the phone call to a queue.
- B. Create a new Phone Call activity, and set the Regarding field to the referenced campaign. Then select Promote to Response.
- C. In the Phone Call activity for the referenced campaign, select Promote to Response.
- D. Create a new campaign response activity. On the response form, select the referenced campaign and the Phone channel.

Correct Answer: CD

QUESTION 4

You need to schedule a phone call to a group of Accounts and Contacts, followed three days later by an email



message. What should you do?

- A. Create one campaign with one marketing list.
- B. Create one campaign with two marketing lists.
- C. Create two quick campaigns.
- D. Create one quick campaign.

Correct Answer: B

QUESTION 5

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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