



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

Using Microsoft Dynamics CRM 2011, you need to analyze the number and percent of cases in progress for each of your employees. How can you get this information by using the least amount of effort?

- A. Use Advanced Find and create a Personal Chart.
- B. Run the Service Activity Volume Report.
- C. Create a custom report.
- D. Run the Case Summary Table Report.

Correct Answer: D

QUESTION 2

In Microsoft Dynamics CRM 2011, you deactivate a Knowledge Base article template. Many articles based on the template are in various stages of the publishing process. What happens to the articles?

- A. All articles based on the deactivated template continue in the publishing process.
- B. All articles based on the deactivated template are disabled.
- C. Draft articles based on the deactivated template are deleted. Published articles remain unchanged
- D. Unapproved and Draft articles based on the deactivated template are deleted.

Correct Answer: A

QUESTION 3

A company has a service in Microsoft Dynamics CRM 2011. The company has one facility with three employees. The facility can accept four customers per service appointment time. You need to set the capacity of the facility appropriately. What should you do? (Choose all that apply.)

- A. Edit the facility's work schedule.
- B. Edit each user's work schedule.
- C. Edit the service activity.
- D. Edit the service selection rule.

Correct Answer: AD

QUESTION 4

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 5

In Microsoft Dynamics CRM 2011, you create a contract from an incident-based contract template that has three line items. You invoice the contract. Which of the following actions can be performed on contract lines while a contract is in the Invoiced state?

- A. cancel existing contract lines
- B. add new contract lines
- C. edit existing contract lines
- D. bulk-delete existing contract lines

Correct Answer: A

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