MB2-868^{Q&As}

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Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

In Microsoft Dynamics CRM 2011, which of the following specifies how the status values of a record map to a goals in-progress or actual values?

A. the goal targets

B. the goal metric

C. the time period

D. the roll-up fields

Correct Answer: B

QUESTION 2

In Microsoft Dynamics CRM 2011, you are distributing an email campaign activity to leads. How can the owner of the distributed campaign activities be assigned? (Choose all that apply.)

A. The activities can be assigned to a list of users.

B. The activities can be assigned to a specific user.

C. The activities can be assigned to a team.

D. The activities can be assigned to the owners of the lead records.

E. The activities can be assigned to you.

Correct Answer: BCDE

QUESTION 3

In Microsoft Dynamics CRM 2011, you need to create a new queue and restrict access to this queue to only members of a specific team. What should you do?

A. Create a new user-owned queue with the team members as owners. Assign an appropriate security role to the team members to access queues.

B. Create a new team-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.

C. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.

D. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team members to access queues.

Correct Answer: B

QUESTION 4

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

A company uses Microsoft Dynamics CRM 2011. You need to ensure that you are not booked for any service activities while you are on vacation. Which of the following options will achieve the goal? (Choose all that apply.)

A. Add a service restriction to your work schedule.

B. Add an appointment in Microsoft Outlook showing the time as Busy and track the appointment in Microsoft Dynamics CRM.

C. Edit a new weekly work schedule and set your work capacity to zero.

D. Use the Schedule Time Off feature.

Correct Answer: BD

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