

MB2-700

Microsoft

Microsoft Dynamics CRM 2013 Applications

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QUESTION: 1

You review a published Knowledge Base article. Which two actions can you perform? (Choose TWO)

- A. Add a note
- B. Change the subject
- C. Add a keyword
- D. Add a section
- E. Add a comment

Answer: A, E

QUESTION: 2

What role do keywords play in the Knowledge Base?

- A. Keywords are only used to manage the Knowledge Base.
- B. Keywords relate similar cases to each other
- C. Keywords are used to search for articles.
- D. Keywords define the subject tree.

Answer: C

QUESTION: 3

You review a Knowledge Base article. On the Article tab of the ribbon, which option is NOT in the Action group?

- A. Submit
- B. Unpublish
- C. Approve
- D. Reject
- E. Publish

Answer: E

QUESTION: 4

Which two record types require a reference to the subject tree? Each answer presents part of the solution. (Choose TWO)

- A. Sales Attachments
- B. Case Resolution Activity
- C. Cases
- D. Sales Literature
- E. Knowledge Base articles

Answer: D, E

QUESTION: 5

A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM. The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and the Account, which represents the competitor. Accounts have a flag which designates the record as a competitor. Which statement is true?

- A. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Lost Opportunities.
- B. A Connection record is created between the Opportunity and the Account.
- C. The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor
- D. The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Won Opportunities.

Answer: B

QUESTION: 6

In which two circumstances does the autosave process save changes to Lead records?(Choose TWO)

- A. When a user exits a changed record
- B. Every 30 seconds
- C. When a user creates the record
- D. Every 120 seconds
- E. Every time a user moves the focus out of an edited field

Answer: A, B

QUESTION: 7

Which field is required to create a new Opportunity record?

- A. Originating Lead
- B. Customer
- C. Topic
- D. Contact
- E. Account

Answer: E

QUESTION: 8

When you qualify a lead, which two records will also be created?(Choose TWO)

- A. Account
- B. Contract
- C. Campaign Response
- D. Opportunity
- E. Contact

Answer: D, E

QUESTION: 9

Which type of activity can you convert to a Lead?

- A. Task
- B. Appointment
- C. Email
- D. Fax

Answer: C

QUESTION: 10

When creating a Lead, which type of information can you enter on the Main Lead form?

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