➢ Vendor: Microsoft

➢ Exam Code: MB2-704

➢ Exam Name: Microsoft Dynamics CRM Application

➢ Question 16 -- Question 30

QUESTION 16
You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement. What should you do?

A. Add each contact to the case associated to the entitlement.
B. Configure a contact method on each contact.
C. Add each contact to the entitlement.
D. Mark each contact as Primary.

Answer: C
Explanation:
http://www.neudesic.com/blog/crm-entitlements/

QUESTION 17
You currently sell widgets individually. You now need to configure the product catalog to sell widgets in packs of 12. What should you configure?

A. Primary unit
B. Unit
C. Base unit
D. Unit group

Answer: D
Explanation:
http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-unit-group-and-add-units-to-that-group.aspx

QUESTION 18
You are implementing Microsoft Dynamics CRM. Your company delivers training for customers on various topics. Not all trainers are capable of delivering all training classes. You need to ensure that each training service is associated with the required resource. What should you create?

A. Selection rules

B. Service activities
C. Resource groups
D. Capabilities

Answer: A
Explanation:
http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/

QUESTION 19
You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further. You need a report that displays the number of service activities by owner. Which report should you use?

A. Progress Against Goals report
B. Service Activity Volume report
C. Account Service Overview report
D. Case Summary Table report

Answer: B
Explanation:
http://www.powerobjects.com/blog/2010/10/12/service-scheduling-part-3-of-3-for-microsoft-dynamics-crm/

QUESTION 20
You send a quote to a customer, who accepts the quote. You need to complete the sale and collect payment. What should you do?

A. Convert the quote to an order, and convert the order to an invoice.
B. Close the quote as invoiced.
C. Close the quote as won.
D. Convert the quote to an invoice, and convert the invoice to an order.

Answer: A
Explanation:
http://rc.crm.dynamics.com/RC/2011/en-us/online/5.1_CTP/quotesroutingdiagram.aspx

QUESTION 21
You are the service desk manager for a large engineering firm. You want to track how many cases are resolved each month by each individual service technician. Which three items in Microsoft Dynamics CRM do you need to configure? Each correct answer presents part of the solution. (Choose three.)

A. Goal metric
B. Goal
C. Rollup field
D. Target
E. Parent goal

Answer: ABC

QUESTION 22

Your customer service team often receives support calls for the same issue from multiple customers. You decide to use the parent-child hierarchy feature so that cases can be related, but the cases must continue to be resolved independently. You need to configure the parent and child case settings for your organization. What should you do?

A. Ensure that the cascade closure preference is not set.
B. Choose Don't allow parent case closure until all child cases are closed.
C. Choose Close all child cases when parent case is closed.
D. Include the resolve by attribute in the inherited attributes.

Answer: B
Explanation:
https://msdn.microsoft.com/en-us/library/dn689053.aspx

QUESTION 23
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.

Answer: AD

QUESTION 24
Which of the following actions can you perform with articles? (Choose all that apply.)

A. email an article to a contact
B. attach an article to a case
C. add a connection to an article
D. add an article to a campaign
E. add an article to a product

Answer: AB

QUESTION 25
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.

Answer: B

QUESTION 26
You need to create a product in Microsoft Dynamics CRM. Which product catalog component is required?

A. Price list item

B. Unit group
C. Price list
D. Discount list

Answer: B
Explanation:
http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-product.aspx

QUESTION 27
You update the exchange rate for a currency. Which two events will cause an open opportunity to calculate and display the updated value? Each correct answer presents a complete solution. (Choose two.)

A. Changing the state of the opportunity
B. Updating any money field on the opportunity
C. Adding an activity to the opportunity
D. Updating any field on the opportunity

Answer: AB
Explanation:
http://blog.customereffective.com/blog/2014/03/dynamics-crm-multiple-currencies.html

QUESTION 28
You are a sales representative at a trade show. A trade show attendee leaves a business card at your company's booth. You need to enter the attendee's information into Microsoft Dynamics CRM for the sales team to qualify. Which record type should you create?

A. Contact
B. Account
C. Opportunity
D. Lead

Answer: D
Explanation:
http://msdn.microsoft.com/en-gb/library/gg328442.aspx

QUESTION 29
You create a new service level agreement (SLA) and enter the amount of time that is allowed for it. You need to send an email message to the user assigned to a case when the time limit of the SLA is about to be exceeded. Which two actions should you perform? Each correct answer presents part of the solution. (Choose two.)

A. Configure the Warning Actions on the SLA item record.
B. Specify the Applicable When conditions on the SLA item record.
C. Configure the SLA Item Warning on the SLA item record.
D. Configure the SLA Item Failure on the SLA item record.

Answer: AC

QUESTION 30
Your company's marketing team attends a conference and collects business cards of attendees who do not already use your services. After the conference, the team enters the information from

the cards into Microsoft Dynamics CRM. You assign the records to the sales team so that the team can decide which products and services align with the attendees' needs. Which common business scenario in Microsoft Dynamics CRM does this sequence of events depict?

A. Creating contacts
B. Supporting customers
C. Lead qualification
D. Creating quotes

Answer: C