

MB2-713^{Q&As}

Microsoft Dynamics CRM 2016 Sales

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QUESTION 1

You create a new mailbox record for a user.

You define the synchronization methods for incoming and outgoing email, contacts, tasks, and appointments. You need to ensure that the mailbox can send and receive email. Which two actions should you perform? Each answer presents part of the solution.

- A. Set the Is forward Mailbox setting to No.
- B. Configure the Approve Email setting.
- C. Configure the Test and Enable Mailboxes setting.
- D. Configure the Apply Default Email Settings setting.
- E. Set the Is Forward Mailbox setting to Yes.

Correct Answer: BC

QUESTION 2

Your company wants to integrate the Microsoft Yammer enterprise subscription and the Dynamics CRM organization. The managers at the company are concerned about potential data from CRM being visible to users who do not have a CRM

account.

They want to limit which user can see post in CRM.

In Yammer, you can create a private group named CRM Posts, and you connect CRM to the CRM Posts group. Users report that they fail to see posts in Yammer that are created in CRM. You need to identify what prevents the users from

seeing the posts. What should you identify?

- A. The users are not added to the CRM Posts group in Yammer.
- B. The posts are not being shared with the team of the users.
- C. The security role assigned to the users does not provide access to Yammer posts.
- D. The users are not following any records.

Correct Answer: B

QUESTION 3

Your Dynamics CRM organization uses Microsoft Yammer.

You plan to enable integration with Yammer to replace the default CRM activity feeds. You need to identify which

security rights are required to enable the integration. Which two security rights should you identify? Each correct answer

presents part of the solution.

- A. Dynamics CRM administrator
- B. Dynamics CRM System Customizer
- C. Yammeradministrator
- D. Microsoft SharePointadministrator
- E. Microsoft Office 365 administrator

Correct Answer: AC

QUESTION 4

You Open the My Open Opportunities view,

You need to export the data in the view, and then to reimport the data so that the existing records are updated.

What should you do?

- A. Export the data as a dynamic Pivot Fable.
- B. Export the data as a Static worksheet.
- C. Export the data and select the Make available for re-import option.
- D. Export the data as a dynamic worksheet

Correct Answer: B

QUESTION 5

You have a Dynamics CRM organization that uses Microsoft SharePoint for document management by using server-sidesynchronization.

You need to identity which SharePoint actions tan be performed directly from CRM.

What should you identify?

- A. Modify the settings of the columns in a SharePoint list.
- B. View the document version history.
- C. Display the documents contained in the SharePoint document library.
- D. Create and manage SharePoint content types-

Correct Answer: C

QUESTION 6

You plan to export sales data that will be used in the annual report of your company. You need to provide a copy of some of the sales data to the company stakeholders. Which format can you use to export the data?

- A. Adobe PDF
- B. Microsoft Word
- C. Microsoft PowerPoint
- D. Microsoft Visio

Correct Answer: A

QUESTION 7

You have a Dynamics CRM organization that uses Microsoft Social Engagement. You need to analyze the sales pipeline and the Social sentiment to watch for social trends that affect sales. What should you do?

- A. Configure a link to CRM in Microsoft Social Engagement, and then build an interactive dashboard.
- B. Build a dashboard that has a chart for the pipeline and a widget from Microsoft Social Engagement.
- C. Build a multi-stream dashboard that has a global filter.
- D. Configure a link to CRM in Microsoft Social Engagement, and then build a personal view.

Correct Answer: B

QUESTION 8

You have a Dynamics CRM organization. You have account records for three companies named Company1, Subsidiary1, and Subsidiary2. Subsidiary1 has Company1 as a parent account. Subsidiary2 has Subsidiary1 as a parent account.

Subsidiary2 has an open opportunity of \$500,000. There are no other open opportunities of the three companies. You need to identify what open revenue will be displayed for the companies when you view the hierarchy.

What should you identify?

- A. Company1:\$500,000 Subsidiary1: \$0 Subsidiary2:\$500,000
- B. Company1: \$0 Subsidiary1: \$0 Subsidiary2:\$500,000
- C. Company1: \$500,000 Subsidiary1:\$500,000 Subsidiary2:\$500,000
- D. Company1: \$0 Subsidiary1:\$500,000 Subsidiary2:\$500,000

Correct Answer: C

QUESTION 9

Your marketing team is promoting a sale that they will announce by using email. The email message will be sent to existing customers who recently purchased similar products and to potential customers from a purchased mailing list. Any sales made as a result of the sale need to have the pricing applied, the sales must be tracked so that the marketing team can report on the return on investment (ROI) of the initiative. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Convert the email activities to leads.
- B. Convert the campaign response activities to opportunities.
- C. Convert the campaign response activities to leads.
- D. Convert the email activities to opportunities.

Correct Answer: BD

QUESTION 10

You need to identify which type of object can be associated to sales territories. Which type of object should you identify?

- A. Opportunities
- B. Users
- C. Leads
- D. Facilities
- E. Teams

Correct Answer: B

QUESTION 11

You have a Dynamics CRM organization that uses server-side synchronization to process email. A manager requests that you create the mailbox records defined as shown in the following table.

| Record name | Incoming Email | Outgoing Email | Appointments, Contacts, and Tasks | Is Forward Mailbox |
|-------------|---|---|------------------------------------|--------------------|
| User1 | Microsoft Dynamics CRM for Outlook | Microsoft Dynamics CRM for Outlook | Microsoft Dynamics CRM for Outlook | No |
| User2 | Server-Side Synchronization or Email Router | None | Server-Side Synchronization | Yes |
| User3 | Forward Mailbox | Server-Side Synchronization or Email Router | Microsoft Dynamics CRM for Outlook | No |
| User4 | Forward Mailbox | Server-Side Synchronization or Email Router | Server-Side Synchronization | Yes |

You need to identify which record will fail to be created. Which record should you identify?

- A. User2
- B. User3
- C. User1
- D. User4

Correct Answer: A

QUESTION 12

You work for a hotel chain.

You integrate Dynamics CRM and Microsoft Social Engagement.

You need to identify which sources are available for Microsoft Social Engagement. What are two possible sources? Each correct answer presents a complete solution.

- A. Twitter
- B. Facebook
- C. Trip Advisor
- D. Instagram

Correct Answer: AB

QUESTION 13

You have a recalled product that should no longer be sold.

You need to remove the Product from the available list of products and to prevent any sales from being processed for the product.

Which two actions should you perform? Each correct answer presents part of the solution.

- A. Remove the product from the family hierarchy.
- B. Modify the open opportunities.
- C. Update the price list.
- D. Retire the product.
- E. Modify the validity date of the product.

Correct Answer: BD

QUESTION 14

You are reviewing the sales pipeline of your Dynamics CRM organization. You need to identify which type of data is contained in the sales pipeline. What should you identify?

- A. the combined estimated revenue of all active quotes
- B. the combined estimated revenue of all open leads
- B. the combined estimated revenue of all open opportunities
- C. the combined estimated revenue of all open orders

Correct Answer: C

QUESTION 15

You need to create a goal that will show the previous seven days of activity. Which two actions should you perform? Each correct answer presents part of the solution.

- A. close the goal after seven days.
- B. Add a filter
- C. Set the Goal period as a Custom Period.
- D. Add a rollup field.
- E. Add a rollup query.

Correct Answer: AC

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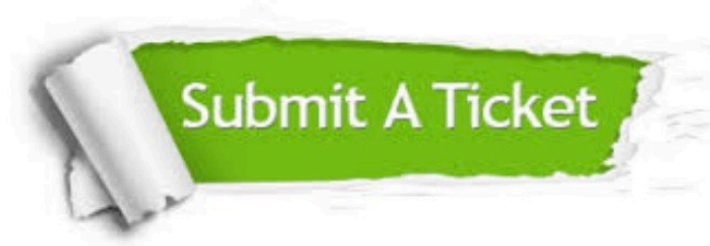
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