Microsoft

MB2-868 PRACTICE EXAM

Microsoft Dynamics CRM 2011 Applications

Question: 1

Which of the following fields can you enter when creating a connection to a lead record in Microsoft Dynamics CRM 2011?

A. a related goal
B. a security role
C. a connection role
D. a related opportunity

Answer: C

Question: 2

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

A. Lead
B. Parent
C. Contact
D. Account
E. Organization

Answer: D, C, A

Question: 3

Which of the following record types can a Microsoft Dynamics CRM 2011 marketing list include? (Choose all that apply.)

A. Accounts
B. Cases
C. Leads
D. Teams
E. Users

Answer: C, A

Question: 4

In Microsoft Dynamics CRM 2011, which of the following can be associated to a marketing list? (Choose all that apply.)

A. campaigns
B. price lists
C. products
D. quick campaigns
E. sales literature

Answer: D, A

Question: 5

In Microsoft Dynamics CRM Online 2011, you create a static marketing list from an Advanced Find of leads. A month later, you lock and deactivate the marketing list. Which of the following statements about the marketing list are true?

A. Deleted leads remain in the marketing list.
B. Deleting a lead also removes the lead from the marketing list.
C. Marketing list members can be added after the list is activated.
D. Marketing list members cannot be qualified until the list is activated and unlocked.

Answer: B

Question: 6

In Microsoft Dynamics CRM 2011, you need to change the query for a dynamic marketing list while preserving the current list of members. What should you do?

A. Share the members of the marketing list with a new static marketing list.
B. Lock the dynamic marketing list. Then change the query for the dynamic marketing list.
C. Copy the dynamic marketing list as a static list. Then change the query for the dynamic marketing list.
D. Change the dynamic marketing list to a static marketing list. Then create a new dynamic marketing list to track additional members.

Answer: C

Question: 7

Which of the following statements about marketing lists are true? (Choose all that apply.)

A. Static marketing lists cannot be locked.
B. You can copy a dynamic marketing list to a static marketing list.
C. One dynamic marketing list can contain accounts, contacts, and leads.
D. You can add members to a static marketing list by using an Advanced Find query.
E. You can remove members from a dynamic marketing list by using an Advanced Find query.

Answer: D, B

Question: 8

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 quick campaign.
B. Create two quick campaigns.
C. Create one campaign with one marketing list.
D. Create one campaign with two marketing lists.

Answer: D

Question: 9

In Microsoft Dynamics CRM 2011, you create a quick campaign to announce the launch of a new product line. Which of the following can be done with a quick campaign?

A. Create an appointment activity.
B. Create a campaign from a template.
C. Associate target products and price lists.
D. Track financial information to determine return on investment (ROI).

Answer: A

Question: 10

In Microsoft Dynamics CRM 2011, you create a quick campaign from a marketing list. You select Phone Call as the campaign activity. To which of the following can you assign ownership of the phone call activities? (Choose all that apply.)

A. yourself
B. a user
C. a team
D. a business unit
E. a resource group

Answer: C, B, A

Question: 11

In Microsoft Dynamics CRM 2011, you create a marketing campaign associated with several marketing lists and marketing activities. You create a new marketing list and plan to associate it with the campaign. To which marketing campaign elements can you add the new marketing list?

A. parent target marketing lists
B. new marketing campaign responses
C. distributed marketing campaign activities
D. undistributed marketing campaign activities
E. open marketing campaign planning activities

Answer: D

Question: 12

In Microsoft Dynamics CRM 2011, how can products and price lists be related to campaigns or campaign activities?

A. Products and price lists can be associated with a campaign, but neither can be associated with a campaign activity.
B. Products and price lists can be associated with a campaign activity, but neither can be associated with a campaign.

C. Products can be associated with a campaign, but not with a campaign activity. Price lists can be associated with a campaign activity, but not with a campaign.

D. Price lists can be associated with a campaign, but not with a campaign activity. Products can be associated with a campaign activity, but not with a campaign.

Answer: A

Question: 13

In Microsoft Dynamics CRM 2011, which of the following types of activities can you distribute? (Choose all that apply.)

A. planning activities
B. email campaign activities
C. phone campaign activities
D. other campaign activities

Answer: C, B

Question: 14

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 you.
B. The activities can be assigned to a team.
C. The activities can be assigned to a specific user.
D. The activities can be assigned to a list of users.
E. The activities can be assigned to the owners of the lead records.

Answer: E, C, B, A

Question: 15

Which of the following types of personal charts can you create by using the Chart Designer in Microsoft Dynamics CRM 2011? (Choose all that apply.)

A. funnel charts
B. scatter charts
C. single-series charts
D. multi-series charts

Answer: C, A

Question: 16

You are creating a personal dashboard in Microsoft Dynamics CRM 2011. Which of the following components can you include on the dashboard?

A. only charts

B. only reports
C. charts and lists
D. charts and reports

Answer: C

Question: 17

You are analyzing marketing data in Microsoft Dynamics CRM 2011. Which of the following analysis tools are available to you? (Choose all that apply.)

A. Charts
B. Auditing
C. Dashboards
D. Advanced Find

Answer: D, C, A

Question: 18

A customer calls in response to a phone call he received about a current campaign. You need to ensure that the call is captured as a campaign response. What are possible ways to achieve this goal? (Choose all that apply.)

A. In the Phone Call activity for the referenced campaign, select Promote to Response.
B. From the Phone Calls Created view of the referenced campaign activity, assign the phone call to a queue.
C. Create a new campaign response activity. On the response form, select the referenced campaign and the Phone channel.
D. Create a new Phone Call activity, and set the Regarding field to the referenced campaign. Then select Promote to Response.

Answer: C, A

Question: 19

You receive an email message from a prospective customer who references a promotion code from a letter that you sent to an existing customer. You need to capture a campaign response in Microsoft Dynamics CRM 2011. What should you do?

A. Create a new lead, and then convert the lead to an account, a contact, and an opportunity.
B. Promote the email message to a campaign response, and then convert the campaign response to a new lead.
C. Create a manual campaign response and indicate that it was received from the prospective customer. Then convert the campaign response to a new lead.
D. Create a manual campaign response and indicate that it was received from the existing customer. Then convert the campaign response to an opportunity.

Answer: C

Question: 20

In Microsoft Dynamics CRM 2011, which field is required to create a manual campaign response?

A. Channel
B. Customer
C. Parent Campaign
D. Response Code

Answer: C

Question: 21

In Microsoft Dynamics CRM 2011, you need to create an account, a contact, and an opportunity from a lead. What should you do?

A. Qualify the lead and convert it to an account, a contact, and an opportunity.
B. Qualify the lead and convert it to an account and a contact. Create the opportunity with the values of the lead, and then attach it to the account.
C. Qualify the lead and convert it to an account. Create the contact and the opportunity with the values of the lead, and then attach them to the account.
D. Create the account, the contact, and the opportunity with the values of the lead. Then attach the contact and the opportunity to the account.

Answer: A

Question: 22

In Microsoft Dynamics CRM 2011, you need to send the Sales Attachment of a Sales Literature record to a Customer. What should you do?

A. Open the Sales Literature and send it to the customer as an email message.
B. Open the Sales Attachment and send it to the customer as an email message.
C. Create an email message, add the Sales Literature record, and send the email message to the Customer.
D. Create an email message, add the Sales Attachment record, and send the email message to the Customer.

Answer: A

Question: 23

A lead stored in Microsoft Dynamics CRM 2011 does not want to purchase any products. You need to disqualify the lead and remove it from the list of open leads. What should you do?

A. Change the rating of the lead to Cold.
B. Change the status of the lead to No Longer Interested.
C. Convert the lead to an opportunity with a rating of Cold.
D. Convert the lead to a contact and then deactivate the contact record.

Answer: B

Question: 24

You receive an email message from a potential customer. You need to track the potential customer as a new lead in Microsoft Dynamics CRM 2011. What should you do?

A. Convert the email message into a lead.
B. Create a new lead and set a connection to the email message.
C. Create a new lead from the Regarding lookup of the email message.
D. Create a new lead, attach the email message to the lead, and then save the lead.

Answer: A

Question: 25

In Microsoft Dynamics CRM 2011, the currency on an existing open opportunity is incorrect. The opportunity has no opportunity products. What should you do?

A. Open the opportunity, and then change the currency.
B. Create a new opportunity that has the correct currency, and then delete the original opportunity.
C. Create a copy of the opportunity, change the currency on the copy, and then delete the original opportunity.
D. Change the default currency for your user account. Then open the opportunity and run the Recalculate Opportunity command.

Answer: A

Question: 26

Which of the following statements about Microsoft Dynamics CRM 2011 opportunities is true?

A. Opportunities can be created for leads.
B. The Pipeline Phase field is mandatory.
C. A Price List is required to add products to an opportunity.
D. All quotes related to an opportunity must be in the same currency.

Answer: C

Question: 27

In Microsoft Dynamics CRM 2011, you need to close an opportunity as lost. Which of the following must you do?

A. Close all open activities on the opportunity.
B. Relate the opportunity to at least one competitor.
C. Enter the close date on the close opportunity form.
D. Activate all draft quotes related to the opportunity.

Answer: C

Question: 28

In Microsoft Dynamics CRM 2011, what is a unit group?

A. a way to organize multiple price lists
B. a way to bundle two or more products together
C. a set of measurements in which a product is available
D. a way to define the product that will be used as a substitution if another product is unavailable

Answer: C

Question: 29

You are configuring the Sales module in Microsoft Dynamics CRM 2011. Which of the following components must be configured before you can add a product to the catalog?

A. currency
B. unit group
C. price list
D. discount list

Answer: B

Question: 30

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 a Discount List.
B. Use the Percent of List pricing method.
C. Use the Currency Amount pricing method.
D. Use the Percent Markup: Current Cost pricing method.

Answer: A

Question: 31

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 new product to the opportunity.
B. Add a Write-In Product to the opportunity.
C. Add a product to the product catalog, and add the new product to the opportunity.
D. Add a Write-In Product to the product catalog, and add the new Write-In Product to the opportunity.

Answer: C, B

Question: 32

In Microsoft Dynamics CRM 2011, you need to create a marketing campaign that offers a discounted price on a product. What should you do?

A. Update the list price of the campaign product.
B. Update the price in the Price List Item record of the campaign product.
C. Create a new Product record for the campaign product with the reduced price.
D. Create a new Price List and a new Price List Item record for the campaign product with the reduced price.

Answer: D

Question: 33

In Microsoft Dynamics CRM 2011, you need to create a new quote for a customer. The new quote is for products that are used in an existing opportunity for a different customer. What should you do?

A. Create the new quote and relate the existing opportunity.
B. Create the new quote and get the products from the existing opportunity.
C. Create the new quote directly from the existing opportunity.
D. Copy the existing opportunity and create the new quote directly from the new opportunity.

Answer: B

Question: 34

In Microsoft Dynamics CRM 2011, which of the following fields is part of a goal metric?

A. the fiscal period
B. the goal owner
C. the record type
D. the target value

Answer: C

Question: 35

The Microsoft Dynamics CRM 2011 system administrator moves a goal s fiscal start date ahead by five days, changes the fiscal period type from monthly to quarterly, and saves the goal. How does this affect the goal records?

A. The fiscal start dates and fiscal period for all goals are unchanged.
B. The fiscal start dates and fiscal period for all goals are automatically realigned.
C. The fiscal start dates for all goals are unchanged. The fiscal period for all goals is automatically realigned.
D. The fiscal start dates for all goals are automatically realigned. The fiscal period for all goals is unchanged.

Answer: A

Question: 36

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

A. the goal metric

B. the time period
C. the goal targets
D. the roll-up fields

Answer: A

Question: 37

In Microsoft Dynamics CRM 2011, you need to display all opportunities and account names of your accounts and a sum of the revenue of the opportunities. What should you do?

A. Create an opportunity view that displays the revenue of the opportunities and the account name.
B. Create an account view that displays the account name and the revenue of the opportunities of the accounts.
C. In the Report Wizard, create a report with a primary record type of Accounts and a related record type of Opportunities (Potential Customer). Display the account name and the revenue of the opportunities.
D. In the Report Wizard, create a report with a primary record type of Opportunities and a related record type of Accounts (Potential Customer). Display the revenue of the opportunities and the account name.

Answer: C

Question: 38

You need to export a list of only active invoices for a specific customer from Microsoft Dynamics CRM 2011 to Microsoft Office Excel. What should you do?

A. Open the Account Summary report of the customer, and then export the report to Excel.
B. Create an Invoice View and filter the view to display active invoices. Then export the view to Excel.
C. In the Report Wizard, create a report with a Primary Record Type of Invoices. Then export the report to Excel.
D. Open the Invoice Associated View of the customer and filter the view to display active invoices. Then export the view to Excel.

Answer: D

Question: 39

In Microsoft Dynamics CRM 2011, you create a view of all opportunities for a specific customer. A colleague does not have access to the view of the opportunities. You need to give your colleague Read access to the view while granting the least possible privilege on the opportunities. What should you do?

A. Share only the view.
B. Share the view and the opportunities.
C. Assign only the view.
D. Assign the view and the opportunities.

Answer: B

Question: 40

You use Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on a portable computer. You are tracking several

email messages, tasks, and contacts within Outlook. Which of the following statements about deleting tracked items is true?

A. Deleting a tracked email message in Outlook will delete the email message from Microsoft Dynamics CRM.
B. Deleting an email message in Microsoft Dynamics CRM will delete the tracked email message from Outlook.
C. Deleting a completed task that is tracked in Outlook will delete the task activity record from Microsoft Dynamics CRM.
D. Deleting a contact record in Microsoft Dynamics CRM for which you are the owner will delete the contact from Outlook.
E. Deleting a task activity record for a completed task in Microsoft Dynamics CRM will delete the tracked task from Outlook.

Answer: C

Question: 41

You install and configure Microsoft Dynamics CRM Online 2011 for Microsoft Office Outlook on a client computer. Which of the following Outlook features are available when using Microsoft Dynamics CRM Online for Outlook? (Choose all that apply.)

A. email signatures
B. moving records by dragging and dropping
C. 15-minute reminders for service activities
D. attaching files before saving an email activity

Answer: C, A

Question: 42

A company uses Microsoft Dynamics CRM 2011. Employees run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following tasks can be performed by using Microsoft Dynamics CRM for Outlook?

A. Synchronize service activity records the employee owns.
B. Synchronize service activity records assigned directly to resource groups of which the employee is a member.
C. Automatically create contact or lead records from tracked email messages while online.
D. Automatically create contact or lead records from tracked email messages while offline.

Answer: C

Question: 43

A company uses Microsoft Dynamics CRM 2011. Client computers run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following statements about conditional formatting in Microsoft Dynamics CRM for Outlook are true? (Choose all that apply.)

A. Views that include conditional formatting can be shared.
B. With the appropriate rights, conditional formatting can be applied to system views.
C. Conditional formatting is available only on client computers that are running Outlook 2010.
D. Microsoft Dynamics CRM fields are available to the conditional formatting tool as user-defined fields in the Filter

dialog box.

Answer: D, B, A

Question: 44

In Microsoft Dynamics CRM 2011, you need to resolve a case that has open activities. What should you do?

A. Close the open activities, and then close the case.
B. Close the case without a resolution, and then close the open activities when they are finished.
C. Close the case without a resolution type, and then close the open activities when they are finished.
D. Close the case with the resolution type Problem Solved, and then close the open activities when they are finished.

Answer: A

Question: 45

In Microsoft Dynamics CRM 2011, you need to create an appointment with a recurrence pattern. What should you do? (Choose all that apply.)

A. Create an appointment, create a recurrence for the appointment, and then save the appointment.
B. Create an appointment, save the appointment, and then create a recurrence for the appointment.
C. Create a recurring appointment, create a recurrence for the recurring appointment, and then save the recurring appointment.
D. Create a recurring appointment, save the recurring appointment, and then create a recurrence for the recurring appointment.

Answer: C, B, A

Question: 46

Which of the following statements about cases in Microsoft Dynamics CRM 2011 are true? (Choose all that apply.)

A. Cases can be assigned to teams.
B. A case must be assigned a subject.
C. Custom activity types can be converted into cases.
D. A case cannot be resolved until all activities associated to the case are completed.

Answer: D, C, A

Question: 47

In Microsoft Dynamics CRM 2011, which of the following actions can be taken on a resolved case?

A. creating notes
B. adding activities
C. assigning a new owner
D. assigning a different contract to the case

Answer: A

Question: 48

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

Answer: B

Question: 49

A company uses Microsoft Dynamics CRM Online 2011. Company representatives create knowledge base articles based on the KB-Product template to respond to product questions. Articles based on the KB-Product template are frequently updated. The updated articles must be reviewed and approved before the changes are published. For each article based on the KB-Product template, you need to track who last updated the article and who last approved article changes. What should you do? (Choose all that apply.)

A. Enable system auditing.
B. Enable auditing for the articles.
C. Enable auditing for the article template.
D. Add updatedby and approvedby fields to the article template. Then create a workflow to update the new fields.

Answer: B, A

Question: 50

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

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

Answer: D, A

Question: 51

In Microsoft Dynamics CRM 2011, you need to display a case in a specific queue. What should you do? (Choose all that apply.)

A. Open the case, and then add the case to the queue.
B. Open the case, and then assign the case to the queue.
C. Select the case in the case list, and then add the case to the queue.

D. Select the case in the case list, and then assign the case to the queue.

Answer: C, A

Question: 52

In Microsoft Dynamics CRM 2011, a queue that contains some old queue items is no longer needed. You need to remove the queue by using the least amount of effort. What should you do? (Choose all that apply.)

A. Delete the queue without removing the queue items.
B. Deactivate the queue without removing the queue items.
C. Remove the queue items, and then delete the queue.
D. Remove the queue items, and then deactivate the queue.

Answer: C, B

Question: 53

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

Answer: A

Question: 54

In Microsoft Dynamics CRM 2011, a case is in a specific queue that is not the service queue. You need to ensure that the case is in the service queue so the service team can work on the case. Which of the following actions will achieve the goal? (Choose all that apply.)

A. Add the case to the service queue.
B. Assign the case to the service team.
C. Route the queue item to the service queue, and assign the queue item to the service team.
D. Open the queue item details, set the Worked By attribute to the service team, and set the Queue attribute to the service queue.

Answer: D, C

Question: 55

In a Microsoft Dynamics CRM 2011 organization, you have a default service template with a billing frequency of

Monthly. You need to create a service template with a billing frequency of Quarterly. What should you do?

A. Create a new template with a Quarterly billing frequency.
B. Create a copy of the default service template and change the billing frequency in the copy to Quarterly.
C. Change the billing frequency in the default service template to Quarterly, and then save the template.
D. Change the billing frequency in the default service template to Quarterly, and then save a copy of the template.

Answer: A

Question: 56

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

Answer: C

Question: 57

In Microsoft Dynamics CRM 2011, you associate several cases to an active contract. You resolve an associated case that has only three contract line incidents. You need to add contract line incidents to the case. What should you do?

A. Add a new contract line that has more incidents.
B. Edit the contract line and increase the number of incidents.
C. Place the contract on hold, add a new contract line that has more incidents, and then release the hold on the contract.
D. Automatically increment incidents in contract lines by continuing to associate and resolve new cases with the contract.

Answer: A

Question: 58

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

Answer: B

Question: 59

When working with Service Management goals in Microsoft Dynamics CRM 2011, when are the Actual and In Progress goal fields recalculated? (Choose all that apply.)

A. automatically
B. when the goal record is saved
C. as scheduled on the service calendar
D. when a user clicks the Recalculate button

Answer: D, A

Question: 60

You need to configure the Case Summary Table report for all customers and cases as shown in the exhibit by setting the vertical and horizontal groups. (Click the Exhibit button.) What should you do?

A. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Severity as the First Horizontal Group.
B. Set Severity as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.
C. Clear existing filters. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Case Type as the First Horizontal Group.
D. Clear existing filters. Set Case Type as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.

Answer: C

Question: 61

A company uses Microsoft Dynamics CRM 2011 and an enterprise resource planning (ERP) system. Your user account is a member of the System Administrator role. You create a web resource that displays data from the ERP system. You need to configure the sales activity dashboard to incorporate the web resource and ensure that the dashboard can be viewed by all Microsoft Dynamics CRM users. Which of the following actions would achieve the goal? (Choose all that apply.)

A. Create a new system dashboard.
B. Create and share a new personal dashboard.
C. Edit the existing sales activity dashboard.
D. Customize a copy of the sales activity dashboard.

Answer: C, B, A

Question: 62

You are using Microsoft Dynamics CRM 2011 to schedule services. You need to distribute the work evenly across your resources. Which resource allocation should you use?

A. Even
B. Random

C. Least Busy
D. Most Busy

	Answer: C

Question: 63

When scheduling services in Microsoft Dynamics CRM 2011, where do you define the resources required to perform a service?

A. in the user record
B. in the resource group
C. in the service activities
D. in the resource selection rules

	Answer: D

Question: 64

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

	Answer: D, B

Question: 65

A company uses a multitenant deployment of Microsoft Dynamics CRM 2011. When you schedule a service activity, the scheduler offers appointments at unexpected times. You discover that the times correspond to the wrong time zone. You need to set the time zone so that service activity appointments are offered at the correct times, without impacting other organizations. Where should you set the time zone?

A. in the facility settings
B. in the facility work hours settings
C. on the General tab of the Personal Options dialog box
D. in the Date and Time settings of the Microsoft Dynamics CRM server

	Answer: B

Question: 66

In Microsoft Dynamics CRM 2011, which fields are required to create a service activity? (Choose all that apply.)

A. Customers

B. Resources
C. Service
D. Start Time
E. Subject

Answer: E, D, C

Question: 67

The customer service department employs supervisors and agents. Each supervisor may simultaneously manage up to four agents. In Microsoft Dynamics CRM 2011, you need to configure a service that requires a supervisor and an agent. How should you define the capacities of the supervisor and of the agent?

A. In the service, set the supervisor with a capacity of 1, and the agent with a capacity of 4.
B. In the service, set the supervisor with a capacity of 4, and the agent with a capacity of 1.
C. In the user record, set the supervisor with a capacity of 1, and the agent with a capacity of 4.
D. In the user record, set the supervisor with a capacity of 4, and the agent with a capacity of 1.

Answer: D

Question: 68

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. Use the Schedule Time Off feature.
B. Add a service restriction to your work schedule.
C. Edit a new weekly work schedule and set your work capacity to zero.
D. Add an appointment in Microsoft Outlook showing the time as Busy and track the appointment in Microsoft Dynamics CRM.

Answer: D, A

Question: 69

In Microsoft Dynamics CRM 2011, you need to ensure that all currently scheduled delivery trucks are fully utilized before a new truck is scheduled. What should you do?

A. On the Service item, set the selection rule selection criteria to Least Busy.
B. On the Service item, set the selection rule selection criteria to Most Busy.
C. Set the capacity on the utilized trucks to 1, and the capacity on the non-utilized trucks to 2.
D. Set the capacity on the utilized trucks to 2, and the capacity on the non-utilized trucks to 1.

Answer: B

Question: 70

A company uses Microsoft Dynamics CRM 2011. You need to ensure that a specific customer is always offered afternoon service appointments with the customer's preferred service technician. Each service technician is a

Microsoft Dynamics CRM 2011 user. What should you do?

A. On the customer's account, set the service preferences for preferred time and preferred user.
B. On the preferred user's record, set the service preference for the account and the preferred work hours.
C. Create a service with a selection rule listing the preferred user. Change the preferred user's work hours to the afternoon.
D. Create a service with a selection rule listing the preferred user. Add a service restriction on the user for the morning hours.

Answer: A

Question: 71

A company with offices in Boston, Massachusetts, and Paris, France uses Microsoft Dynamics CRM 2011.
You need to ensure that resources in Boston can be scheduled to deliver services only for the Boston office. What should you do? (Choose all that apply.)

A. Set the service selection rules to choose resources from The same site.
B. Create a Boston site record. Add all the users and facilities/equipment that are associated with that site.
C. Set the time zone for each user associated with the Boston site to match the time zone of that site.
D. Set the time zone for each facility/equipment record associated with the Boston site to match the time zone of that site.

Answer: B, A

Question: 72

In Microsoft Dynamics CRM 2011, you need to reschedule an existing service activity to a new date and time. What should you do?

A. From the service calendar, copy the service activity to a new service activity.
B. From the service calendar, choose the service activity, and then click Reschedule.
C. Close the existing service activity as Cancelled, and then click Reschedule.
D. Close the existing service activity as No Show, and then create a new service activity.

Answer: B

Question: 73

In Microsoft Dynamics CRM 2011, you create two activities that occur at the same time for the same resource. First you create Activity A and set it to Show Time as Tentative. Then you create Activity B and set it to Show Time as Pending. How can you display this conflict? (Choose all that apply.)

A. Open Activity A.
B. Open Activity B.
C. Open the Service Calendar and enable Conflicts.
D. Open the Service Calendar and disable Conflicts.

Answer: C, A

Question: 74

In Microsoft Dynamics CRM 2011, how can you display the Service Activity Volume report? (Choose all that apply.)

A. Run the report from the Reports list.
B. Run the report from the Activities list.
C. Run the report from the Service Calendar.
D. Run the report from the Run Report menu of the Cases list.

Answer: D, A

Question: 75

In Microsoft Dynamics CRM 2011, you need to create a personal chart of service activities by week.
What should you do?

A. Create a new chart in the Data Management area. In the Chart Designer, select appropriate Series and Category values. Then save the chart.
B. Create a new chart in the Dashboards area. In the Chart Designer, select appropriate Series and Category values for Service Activities. Then save the chart.
C. In the All Service Activities view, create a new chart from the Chart tab. In the Chart Designer, select appropriate Series and Category values. Then save the chart.
D. In the Report Wizard, create a new report based on Service Activities with a time interval of one week. Select the Chart and table format, and then save the report.

Answer: C