Microsoft

Exam Questions MB2-717

Microsoft Dynamics 365 for Sales

1. An organization uses Microsoft Dynamics 365 for lead management The organization wants to keep leads warm by contacting them weekly.

How should you help your users contact leads on a regular basis by using Relationship Insights?

A. Create a workflow on leads to remind the owner if there has been no activity for seven days.

B. Enable the Relationship Assistant on the card options for "No Activity with Lead." and change the "Days before notifying™" to 7.

C. Enable Email Engagement on the card options for No Activity with Lead," and change the "Days before notifying™" to 7.

D. Enable Relationship Insights with Relationship Analytics to show cards for leads with no activity.

Answer: D

2. You are using Microsoft Dynamics 365.

You can find your disqualified leads but are unable to delete the ones you have chosen for deletion.

What do you need to do to delete the leads?

A. Ask your system administrator to give you the security permissions to delete leads.

B. Ask your system administrator to give you share permission to delete leads.

C. Reactivate the leads, then delete them.

D. Qualify the leads, and then delete them.

Answer: A

3. You are a sales manager for a large company that is about to implement Microsoft Dynamics 365.

A company called Fabrikam. Inc. has three divisions within the company that purchase services from your firm.

You have created an account record for each of the three divisions and for Fabrikam. Inc. and need to link the records.

How should you set up the records to properly link the record for Fabrikam, Inc. with its three divisions using Microsoft Dynamics 365 account management?

A. Fabrikam, Inc. is a Primary Contact

B. Fabrikam. Inc. is a Parent account.

C. Fabrikam. Inc. is a Parent Customer.

D. Fabrikam, Inc. is a Child account.

Answer: B

4. A customer accepts a quote for 10 products sold by your organization. The customer agrees to pay for half of the total immediately and pay the other half once the products are received.

How do you track this transaction in Microsoft Dynamics 365 so the accounting department will understand the transaction?

A. Create a new invoice that includes all of the items sold to the customer, and set the invoice to the Partial Fulfilled status reason.

B. Create a new invoice that includes all of the items sold to the customer, and set the invoice to the Partial Paid status reason.

C. Create a new invoice that includes half of the items sold to the customer, and set the invoice to the Complete Fulfilled status reason.

D. Create a new invoice that includes half of the items sold to the customer, and set the invoice to the Complete Paid status reason.

Answer: D

5. Based on a conversation with a potential customer, you think there may be a Lead record for the customer in Microsoft Dynamics 365.

You need to find the disqualified lead so that you can review the activity history on the lead.

Where are two places you can find this information? Each correct answer presents a complete solution.

A. Disqualified Leads view

B. Advanced Find

C. Closed Leads view

D. Leads Lookup view

Answer: C,D

6. An organization uses goals aligned with fiscal periods.

The fiscal periods were never set up and will now need to be aligned with the organization's actual fiscal year and period. What will happen to the goal records that use the old fiscal period when the settings are updated?

A. Goals will automatically set the date range to match the new fiscal periods.

B. Goals will become inactive until they are manually aligned with the new fiscal periods.

C. Fiscal periods cannot be changed when used by active goals. Deactivate the goals while adjusting the fiscal period.

D. Goals will continue to run using the old fiscal periods. A user can manually update the goals if needed.

Answer: A

7. You are a sales manager for your company.

In order to improve sales, you want Microsoft Dynamics 365 to analyze the daily actions and communications of your sales staff. In addition, you would like the analysis data to be used to remind your sales people of upcoming activities and create actionable items to keep them focused.

Which feature of Microsoft Dynamics 365 performs these functions?

A. Auto Capture

B. Relationship Assistant

C. Email Engagement

D. Site Map Designer

Answer: A

8. You are working with an organization that has extended its reporting in Microsoft Dynamics 365 with Power BL The organization wants to use the Power BI dashboards and tiles inside Dynamics 365. Which two options are available? Each correct answer presents a complete solution.

A. Once Power BI is enabled for the organization, a complete Power BI Dashboard can be added as a personal dashboard.

B. Once Power BI is enabled for the organization, a Power BI tile can be added to a personal dashboard.

C. A System Administrator can add a Power BI Dashboard in Microsoft Dynamics 365 on a system dashboard.

D. A System Administrator can add a Power BI tile in Microsoft Dynamics 365 on a system dashboard.

Answer: B,D

9.You are the sales manager for a company that utilizes Microsoft Dynamics 365.

Your sales department offers seasonal pricing on many of its products by using price lists which are then deactivated at the close of each season,

Which two outcomes occur as a result of deactivating these price lists? Each selection represents a complete answer.

A. The prices are removed from the default price list field for all of the company s products.

B. Any pre-existing opportunities associated with those price lists will continue to use them.

C. Any existing sales transactional records will automatically be deactivated until a new price list is created.

D. Any existing sales transactional records will automatically associate with the default price list.

Answer: D

10. After several weeks of negotiation with a customer, the customer decides to purchase ten tor them.

You need to send a new quote to the customer while keeping records of the requested change. What should you do?

A. Revise the quote, activate, and send the new quote to the customer.

B. Close the quote as Lost. Create a new quote and send it to the customer.

C. Create a new Opportunity, and send a new quote to the customer.

D. Close the Opportunity as Lost create a new quote, and send it to the customer.

Answer: A

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