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QUESTION & ANSWER

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Exam : **MB2-868**

Title : Microsoft Dynamics CRM 2011 Applications

Version : DEMO

1.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: AD

2.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

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: AC

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: AD

5.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

6.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

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: BD

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

9.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

10.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