Microsoft

Exam MB2-713

Microsoft Dynamics CRM 2016 Sales

Version: 8.1

[Total Questions: 93]

Topic break down

Topic	No. of Questions
Topic 1: Exam Set 1	48
Topic 2: Exam Set 2	45

Topic 1, Exam Set 1

Question No : 1 - (Topic 1)

You quality a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

A. opportunity
B. lead
C. contact
D. account

Answer: A

Question No : 2 - (Topic 1)

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

Answer: B

Question No : 3 - (Topic 1)

You have 20 sales representatives who each has a monthly goal that measures the number of phone calls made to their 10 key customers. The managers of the sale representatives want you to add parent goals that track this activity over the next three weeks for an internal competition.

You need to use a parent goal to track the team score, and child goals to track the individual secures.

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

A. new child goals that all use the same rollup queries.
B. Change the parent goal of each child goal.
C. Create a parent goal that has a custom period of three weeks from today
D. Change the manager of each child goal
E. Change the goal manager of each child goat.

Answer: C,D

Question No : 4 - (Topic 1)

You manager needs to view a collection of data records and a chart of the data records simultaneously. What should you instruct the manager to do?

A. Define a view and add a chart
B. Export the Fetch XML. and then import a chart.
C. Run the Report Wizard.
D. Create a personal report.

Answer: C

Question No : 5 - (Topic 1)

You work for a company named » Fabrikam, Inc.

Fabrikam is acquired by a company named Contoso, Ltd. Both companies have different fiscal year ends.

The sales team at Fabrikam will be required to use a new fiscal year end at the end of the current quarter.

The Dynamics CRM administrator at Fabrikam updates the Fiscal Year Settings immediately.

You need to ensure that reports on if>.- goals use the Fabrikam year and until the end of the quartet

What should you do?

A. Run the Align with Fiscal Period action immediately.
B. Recalculate the goals.
C. Run the Align w.th Fiscal Period action after the quarter ends.
D. Create new goals for the old fiscal period.

Answer: A

Question No : 6 - (Topic 1)

You have an opportunity that has three open activities.

The opportunity record and the activity records are owned by a user named User1. User 1 assigns the opportunity to a user named

You need to identify what occurs to the ownership of the records.

What should you identify?

A. User1 remains the owner of the opportunity and the activities.
B. User1 remains the owner of the opportunity. Users2 becomes the owner of the activities
C. User2 becomes the owner of the opportunity and the activities.
D. User2 becomes the owner of the opportunity. User1 remains the owner of the activities

Answer: C

Question No : 7 - (Topic 1)

You have B 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.

Answer: A

Question No : 8 - (Topic 1)

For a Customer an invoice named Inv1 is created automatically from an order named Ord1. The customer asks you to add a Hat delivery charge as a line item to the invoice. You do not have a delivery charge in the product catalog. You need to add the delivery charge as a line in the invoice. What should you click first?

A. Get Products
B. Write-in Product
C. Use Current Pricing
D. Recalculate

Answer: C

Question No : 9 - (Topic 1)

Your company uses Dynamics CRM Online.

You need to provide Dynamics CRM users with the ability to collaborate on CRM data, meetings, and notes with users who do not have a CRM account.

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

A. Install the Microsoft Office 365 Groups solution.
B. Create a Microsoft SharePoint document library.
C. Enable integration with Microsoft OneDrive for Business.
D. Configure Microsoft SharePoint server-based integration.
E. Configure the Microsoft Office 365 Group Settings

Answer: A,E

Question No : 10 - (Topic 1)

Your company purchases a mailing list of purchasing managers at the companies in you area. Your contact the purchasing managers. You gather information about their budget and timelines. You conclude that their companies are a good fit for a product that you sell. You need to advance the sale and provide data for sales pipeline tracking to your sales managers.

What should you do next?

A. Add a lead to a marketing list.
B. Generate a quote.
C. Populate the Develop section of the lead business process flow.
D. Qualify a lead.

Answer: C

Question No : 11 - (Topic 1)

You call a potential customer to discuss one of your company's products. During the call, you discover that the potential customer is uninterested in the product. You need to document the conversation and your decision not to pursue the potential customer any further.

What should you do?

A. Detail the conversation in a note and attach the note to a lead.
B. Create a lead, track the activity, and then mark the lead as Disqualified
C. Create an opportunity, track the activity, and then close the opportunity as Lost
D. Detail the conversation in a note and attach the note to an opportunity

Answer: B

Question No : 12 - (Topic 1)

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

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-

Answer: C

Question No : 13 - (Topic 1)

You Have a quote named Quote1 that is sent to a customer. The customer approves the quote. You generate an order from Quote 1 You need to identify the status of the order. What should you identify?

A. Invoiced
B. Ready
C. Draft
D. Canceled
E. Active

Answer: E

Question No : 14 - (Topic 1)

You recently visited a trade show and you interacted with many potential customers.

As a vendor al the trade show, you receive a CSV file that contains detailed information about the 643 attendees who showed interest in your products.

You need to efficiently and accurately input this information into Dynamics CRM for future use in the sales process.

Which method should you use?

A. Import the details as new activates.
B. Import the details as new leads.
C. Update opportunities to reflect new prospects.
D. Import the information as part of a solution file.

Answer: B

Question No : 15 - (Topic 1)

Your company wants to integrate the Microsoft Yammer enterprise subscription and the Dynamics CRM organization.

The managers at the company are cornered 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 Identity what prevents the users from seeing the posts

What should you identity?

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

Answer: B

Question No : 16 - (Topic 1)

You have Dynamics CRM organization that has 50,000 contacts in regions around the world.

Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers. You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

A. Follow the contact records.
B. Add access teams.
C. Create a dashboard.
D. Create personal views.

Answer: D

Question No : 17 - (Topic 1)

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

Answer: A

Question No : 18 - (Topic 1)

Your company wants to capture Dynamics CRM-related notes in Microsoft OneNote.

You need to configure integration between OneNote and CRM.

What should you configure before you can configure OneNote integration?

A. Microsoft Yammer integration
B. server-based Microsoft SharePoint integration
C. Microsoft Social Engagement
D. Microsoft Office 365 Groups

Answer: B

Question No : 19 - (Topic 1)

You company employs consultants who bill customers for their time.

You sales team is responsible for selling the consultants time, in addition to selling product licenses.

You need to provide the sales team with the ability to create opportunities, quotes, and invoices for the consultant's time.

What should you create first?

A. a product family
B. a price list
C. a product bundle
D. a unit group

Answer: D

Question No : 20 - (Topic 1)

You are viewing the My Open Opportunities view.

You need to update the Rating field for all of the records that have the field set to warm. Also, you must delete all of the values in the Probability field for all the records.

What are two possible ways to edit the data? Each correct answer presents a complete solution.

A. Export the data as a dynamic worksheet
B. Export the data to a Microsoft Excel static worksheet
C. Open the view in Microsoft Excel Online.
D. Select the records and click Edit.

Answer: C,D

Question No : 21 - (Topic 1)

You have an opportunity in Dynamics CRM

A coworker requests some information regarding the progress or the opportunity. The coworker does not have access to CRM. You need to send spa iii< details aboui the opportunity to the coworker.

What should you do first?

A. Click Email a Link.

B. Apply a Microsoft Word template.
C. Add the coworker to the access team.
D. Apply a Microsoft Excel template

Answer: B

Question No : 22 - (Topic 1)

You have a quote named Quote1 that was activated and presented to a customer

You plan to take a long leave of absence. In your absence, a user named User2 will take ownership of Quo: You need to transfer ownership of Quote1 to User2.

What should you do?

A. Click Assign and select User2
B. Click Close and instruct User2 to create a new quote.
C. Click Share and select User2
D. Click Email a Link and select User2

Answer: A

Question No : 23 - (Topic 1)

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

Answer: C

Question No : 24 - (Topic 1)

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 (ROl) 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.

Answer: B,D

Question No : 25 - (Topic 1)

Your product line is expanding rapidly and you sale representatives often are unfamiliar with the full of list of applicable products for a customer. As such, your sales team often misses chance to upsell and sell related accessories. You identify what you can add to the product catalog to support upselling and cross-selling.

What should you identify?

A. a product discount list
B. a product kit
C. a product bundle
D. a product family
E. a unit group

Answer: C

Question No : 26 - (Topic 1)

You have an opportunity record.

When you attempt to increase the Estimate Revenue field, you discover that the field is locked.

You need to identify a possible cause of the issue.

What should you identify?

A. The products in the opportunity are write-in products.

Microsoft Exams List

70-246 Dump PDF VCE	70-485 Dump PDF VCE	70-742 Dump PDF VCE	98-366 Dump PDF VCE
70-247 Dump PDF VCE	70-486 Dump PDF VCE	70-743 Dump PDF VCE	98-367 Dump PDF VCE
70-331 Dump PDF VCE	70-487 Dump PDF VCE	70-744 Dump PDF VCE	98-368 Dump PDF VCE
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70-345 Dump PDF VCE	70-496 Dump PDF VCE	70-982 Dump PDF VCE	MB2-700 Dump PDF VCE
70-346 Dump PDF VCE	70-497 Dump PDF VCE	74-343 Dump PDF VCE	MB2-701 Dump PDF VCE
70-347 Dump PDF VCE	70-498 Dump PDF VCE	74-344 Dump PDF VCE	MB2-702 Dump PDF VCE
70-348 Dump PDF VCE	70-499 Dump PDF VCE	74-409 Dump PDF VCE	MB2-703 Dump PDF VCE
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70-410 Dump PDF VCE	70-640 Dump PDF VCE	77-600 Dump PDF VCE	MB2-712 Dump PDF VCE
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