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QUESTION 16 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 17 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 Answer: B

QUESTION 18 You create an Advanced Find that displays all of the open opportunities containing a specific line item. You need to edit some of the records returned from the Advanced Find by using immersive Excel. What should you do first? A. Click Export to Excel B. Click Download Fetch XML C. Save the Advanced Find as a view D. Create a Microsoft Excel template Answer: C

QUESTION 19 Your company uses seminars and trade shows as its two primary methods to generate leads. You want to analyze which method generates the most leads. You generate a report that displays the number leads generated from trade shows and the number of leads generated from seminars. Which report should you use? A. Sales Pipeline B. Neglected Leads C. Lead Source Effectiveness D. Sales History Answer: C

QUESTION 20 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 & Enable Mailboxes setting. D. Configure the Apply Default Email Settings setting. E. Set the Is Forward Mailbox setting to Yes. Answer: BC

QUESTION 21 Your company plans to deploy Dynamics CRM. In the previous sales database, you did not track products. Members of the management team are evaluating whether to use the product catalog in the CRM organization. You need to identify which enhancements to the sales flow can be achieved by using the product catalog. What are two possible enhancements that you can identify? Each correct answer presents a complete solution. A. inventory management integration B. automated sales pipeline velocity tracking C. automated revenue calculation D. automated quotes, orders, and invoicing Answer: CD

QUESTION 22 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. B. The estimated revenue exceeds the budget amount. C. The opportunity contains conflicting currencies. D. The method of revenue is system-generated. Answer: D

QUESTION 23 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 C. the combined estimated revenue of all open opportunities D. the combined estimated revenue of all open orders Answer: C

QUESTION 24 You have a Dynamics CHM organization that uses folder tracking. You have a folder named Customers that is currently being tracked-Customers contains a folder for The main contact named Contact1. A new email message from Contact1 is delivered to your Inbox. You need to identity what will occur when you move the message to the Customer1 folder. What should you identify? A. An email activity will be created in CRM that has a connection to Customer1 and to Contact1. B. An email act.v.Ty will be created in CRM that has a connection to Contact1 only. C. An email activity will be created m CRM that has a connection To Customer1 only. D. An email activity will be created in CRM that has the Set regarding field set to Contact1. E. An email activity will be created in CRM rhat has the Set regarding field Set to Customer1. Answer: QUESTION 25 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. Answer: AC QUESTION 26 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 Table.

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 27

Your product line is expanding rapidly and your sales representatives often are unfamiliar with the full 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 28 You have an existing customer named customer1. You have a new add-on product for an existing product that you sell. You want to offer the add-on product to a customer who has purchased the existing product already. You need to track the sales initiative in Dynamics CRM. What should you do?

A. Update the original opportunity record. B. Create a new opportunity record for the new offering. C. Create a sub-account for the new offering. D. Reopen the original opportunity record. Answer: B QUESTION 29 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. Yammer administrator D. Microsoft SharePoint administrator

E. Microsoft Office 365 administrator Answer: AC QUESTION 30 You need to create a quarterly goal to measure completed phone calls regarding open opportunities. Which three components should you use? Each correct answer presents part of the solution.

A. a calculated field B. a goal metric that has the Amount metric type C. a rollup field D. a rollup query E. a goal metric that has the Count metric type Answer: CDE

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