[Free-Dumps Premium 95q MB2-704 Exam Questions Ensure 100 Percent Exam Passing (Question 1 – Question 20)

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Amount and the Amount Data Type as Money. You need to complete the configuration of the goal metric. What should you do? A.   Add rollup fields. B.   Create goals. C.   Create fiscal years. D.   Create rollup queries. Answer: A Explanation: http://www.magnetismsolutions.com/blog/colinmaitland/2012/12/17/goals-management-in-dynamics-crm-2011-goal-metrics-1 QUESTION 10 You use the service scheduling feature of Microsoft Dynamics CRM to manage inspection services. You need to configure Microsoft Dynamics CRM with the following information: - A junior inspector can supervise one inspection at a time. - A senior inspector can supervise two inspections at a time. Which two actions should you perform? Each correct answer presents part of the solution. (Choose two.) A.   Create a connection on the resources for the inspectors. B.   Add a selection rule to the inspection service. C.   Configure the capacity on the resources for the inspectors. D.   Create a connection on the resource group that includes the inspectors. Answer: BC Explanation: http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/ QUESTION 11 A staff member at your client organization sends you an email message, inquiring about a product that the client might buy. After you track the email message, what should you do? A.   Convert the email message to the opportunity. B.   Convert the email message to an account and contact. C.   Create a quote, and link the email message to the quote. D.   Create an order, and link the email message to the order. Answer: A QUESTION 12 You create a new case that includes a service level agreement (SLA). You place the case on hold because you need to wait for additional information from the customer. What is the status of the SLA key performance indicator (KPI) instance record related to the case? A.   Failed B.   In progress C.   On hold D.   Paused Answer: D Explanation: http://www.microsoft.com/en-us/dynamics/crm-customer-center/define-service-level-agreements-slas.aspx QUESTION 13 You want to share a personal chart that you created. Who can you share your chart with? Each correct answer presents a complete solution. (Choose two.) A.   Resource group B.   Access team C.   Team D.   User Answer: CD QUESTION 14 You are working on a case, but you need to use a different process flow. What should you do? A.   Use a dialog to switch the business process flow. B.   Manually switch the business process flow. C.   Use a business rule to switch the business process flow. D.   Use a workflow to switch the business process flow. Answer: B Explanation: https://technet.microsoft.com/en-us/library/dn531164(v=crm.6).aspx QUESTION 15 A customer calls and wants to make a purchase. You need to record the phone call and the purchase in Microsoft Dynamics CRM. What should you do? A.   Create a phone call activity, convert it to an opportunity, and close the opportunity as won. B.   Create an opportunity, add a phone call activity, and then close the opportunity as won. C.   Create an order, and then add a phone call activity. D.   Create a phone call activity, and convert it to an order. Answer: A Explanation: http://crmbook.powerobjects.com/basics/activities/converting-activities/ QUESTION 16 You need to configure Microsoft Dynamics CRM so that only the authorized contacts associated with an account can call and use the entitlement. What should you do? A.   Add each contact to the case associated to the entitlement. B.   Configure a contact method on each contact. C.   Add each contact to the entitlement. D.   Mark each contact as Primary. Answer: C Explanation: http://www.neudesic.com/blog/crm-entitlements/ QUESTION 17 You currently sell widgets individually. You now need to configure the product catalog to sell widgets in packs of 12. What should you configure? A.   Primary unit B.   Unit C.   Base unit D.   Unit group Answer: D Explanation: http://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-unit-group-and-add-units-to-that-group.aspx QUESTION 18 You are implementing Microsoft Dynamics CRM. Your company delivers training for customers on various topics. Not all trainers are capable of delivering all training classes. You need to ensure that each training service is associated with the required resource. What should you create? A.   Selection rules B.   Service activities C.   Resource groups D.   Capabilities Answer: A Explanation: http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/ QUESTION 19 You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further. You need a report that displays the number of service activities by owner. Which report should you use? A.   Progress Against Goals report B.   Service Activity Volume report C.   Account Service Overview report D.   Case Summary Table

report Answer: B Explanation:
http://www.powerobjects.com/blog/2010/10/12/service-scheduling-part-3-of-3-for-microsoft-dynamics-crm/ QUESTION 20 You send a quote to a customer, who accepts the quote. You need to complete the sale and collect payment. What should you do? A.   Convert the quote to an order, and convert the order to an invoice. B.   Close the quote as invoiced. C.   Close the quote as won. D.   Convert the quote to an invoice, and convert the invoice to an order. Answer: A Explanation:
http://rc.crm.dynamics.com/RC/2011/en-us/online/5.1_CTP/quotesroutingdiagram.aspx