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services align with the attendees' needs. Which common business scenario in Microsoft Dynamics CRM does this sequence of events depict? A. Creating contacts B. Supporting customers C. Lead qualification D. Creating quotes Answer: C QUESTION 31 You create an opportunity view and want to export the fields in the view for further analysis. You need to ensure the data can be refreshed automatically without requiring the data to be re-exported. What should you do? A. Open a view of the records, and export it to a dynamic worksheet. B. Run a report on the view, select the option to include all applicable records, and then export the results to Microsoft Excel. C. Run a report on the view, select the option to include all records on all pages, and export the results to Microsoft Excel. D. Open a view of the records, and export it to a dynamic pivot table. Answer: A Explanation: http://www.microsoft.com/en-us/dynamics/crm-customer-center/export-to-an-excel-dynamic-worksheet.aspx QUESTION 32 An existing goal tracks the number of cases resolved per month. You need to enable it to show the number of cases that are still open. What should you do? A. Create a new goal, and add it as a child to the existing goal. B. Create a new goal metric, and add it to the existing goal. C. Add a new rollup field to the existing goal metric. D. Add a rollup query to the existing goal. Answer: C Explanation: $\underline{http://www.magnetismsolutions.com/blog/colinmaitland/2012/12/17/goals-management-in-dynamics-crm-2011-goal-metrics-1}$ QUESTION 33 You need to specify the number of support hours a customer will receive. What should you create? A. A service activity B. A service level agreement (SLA) C. An entitlement D. A contract template Answer: C Explanation: http://www.neudesic.com/blog/crm-entitlements/ QUESTION 34 You need to create a dashboard that will include an external website. Which component should you add? A. Quick view B. Sub-grid C. Web resource Answer: C Explanation: http://www.xrm.com/aboutus/press/newsletter-12-2013/quick-tip-creating-a-dashboard.aspx QUESTION 35 You are creating a goal for the number of phone calls made versus the number of phone calls scheduled. You need to establish the number of scheduled calls for your organization. Which value provides this information? A. In-progress B. Actual C. Closed D. Target Answer: A Explanation: http://www.magnetismsolutions.com/blog/colinmaitland/2012/12/17/goals-management-in-dynamics-crm-2011-goal-metrics-1 OUESTION 36 You need to add a product brochure to Microsoft Dynamics CRM so that users can send the brochure via email to potential customers. Which record type should you add the brochure to? A. Sales literature B. Competitor C. Product D. Marketing list Answer: A Explanation: http://crmbook.powerobjects.com/basics/microsoft-dynamics-crm-sales-literat ure/ QUESTION 37 Your customer requests that deliveries be made on Thursdays only. You need to configure Microsoft Dynamics CRM to meet this requirement. What should you create? A. A new site with a weekly schedule for Thursdays only B. A new resource group linked to the service for the customer C. Service preferences on the customer record D. A business closure for every day except Thursday Answer: C QUESTION 38 You have a potential sale with a prospect that you met at a trade show. You enter the prospect as a lead in

Ure/ QUESTION 37 Your customer requests that deliveries be made on Thursdays only. You need to configure Microsoft Dynamics CRM to meet this requirement. What should you create? A. A new site with a weekly schedule for Thursdays only B. A new resource group linked to the service for the customer C. Service preferences on the customer record D. A business closure for every day except Thursday Answer: C QUESTION 38 You have a potential sale with a prospect that you met at a trade show. You enter the prospect as a lead in Microsoft Dynamics CRM. How should you move the lead forward to track the potential sale? A. Enter products into the Lead Form. B. Close the lead as won. C. Qualify the lead. D. Activate the lead. Answer: C Explanation: http://msdn.microsoft.com/en-gb/library/gg328442.aspx QUESTION 39 You need to configure Microsoft Dynamics CRM to use a special service level agreement (SLA) for selected customers. Which action should you perform? A. Select the SLA in the cases for the selected customers. B. Select the SLA in the entitlements for the selected customers. C. Select the SLA and then use the Set as Default function. D. Select the SLA on the customer account for the selected customers. Answer: B Explanation:

http://www.microsoft.com/en-us/dynamics/crm-customer-center/define-service-level-agreements-slas.aspx QUESTION 40 Your company's support process has the following two business requirements: - New cases that are marked as high priority automatically move to an escalation stage when first opened. - New cases with no priority move to the research stage. What should you configure to meet these business requirements? A. Two business process flows B. Branching business process flow C. Real-time workflow process D. Branching business rules Answer: B Explanation:

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