



MB2-186

(Microsoft CRM Applications Professional v.1.1)

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Question: 1

Which of the following statements regarding Account record relationships is correct?

- A - Contacts can only have one parent Account
- B - Accounts can parent many other Accounts
- C - Accounts can have many parent Accounts
- D - Accounts can parent many Contacts

Answer: A, B, D

Question: 2

When does an Activity change ownership in the Microsoft CRM application?

- A - When it is modified by another user
- B - When it is assigned to another user
- C - When it is shared with another user
- D - When it is viewed by another user

Answer: B

Question: 3

What is the significance of blue field labels found in Microsoft CRM records?

- A - A blue field label indicates a business required field value
- B - A blue field label indicates a business recommended field value
- C - A blue field label indicates a system generated field value
- D - A blue field label indicates a field value that may be updated only by a system administrator

Answer: B

Question: 4

Which of the following statements about Notes and Attachments is correct?

- A - Notes may be shared with other application users.
- B - Notes are always parented by another record.
- C - Sales Professional is required to use Notes and Attachments.
- D - Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Answer: B

Question: 5

Which of the following are functions in Microsoft CRM for finding data?

- A - CRM Index Alphabet Bar
- B - Options menu
- C - Quick Create
- D - View menu

Answer: A, D

Question: 6

What action in the Account and Contact record is permanent and cannot be reversed?

- A - Assigning
- B - Deactivating
- C - Deleting
- D - Sharing

Answer: C

Question: 7

What types of records may be assigned to a Queue in the Workplace?

- A - Accounts
- B - Activities
- C - Cases
- D - Opportunities

Answer: B, C

Question: 8

A Subject record has how many parent relationships?

- A - 1
- B - 3
- C - 5
- D - Unlimited

Answer: A

Question: 9

If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A - Assigned queue
- B - Draft queue
- C - In Progress queue
- D - Public queue

Answer: C

Question: 10

What are the personal options for converting incoming E-mail to Microsoft CRM Activity records?

- A - All Incoming e-mail
- B - Only inbound e-mail
- C - Only e-mail about a new CRM record
- D - Only e-mail about an existing CRM record

Answer: A, D

Question: 11

An Activity is linked to an Opportunity record via which field on the Activity record?

- A - Category
- B - Owner
- C - Regarding
- D - Subject

Answer: C

Question: 12

How does application security and user licensing affect reporting in Microsoft CRM?

- A - A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports
- B - A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows
- C - A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license
- D - A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

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Question: 13

E-mail messages created from a record are associated with which of the following record types?

- A - Activity records
- B - Case records
- C - Note records
- D - Task records

Answer: B

Question: 14

A record can be associated with which of the following?

- A - A Business Unit
- B - An Organization
- C - A Team
- D - A User

Answer: A

Question: 15

Of the following, which record type is associated with a contact?

- A - Activities

Answer: D

Which record type?

- D - Activities

Answer: C

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