



MB2-704

Microsoft Dynamics CRM Application

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QUESTION NO: 1

You are a sales representative at a trade show.

A trade show attendee leaves a business card at your company's booth.

You need to enter the attendee's information into Microsoft Dynamics CRM for the sales team to qualify.

Which record type should you create?

- A.Contact
- B.Account
- C.Opportunity
- D.Lead

Answer:

QUESTION NO: 2

You own an opportunity but need to allow other users to view and edit it.

What should you do?

- A.Create a connection for a team, add the sales team role, and add the connection to the opportunity.
- B.Add users to the access team on the opportunity.
- C.Add users to the access team template.
- D.Create a connection for each user, add the sales team role, and add the connection to the opportunity.

Answer:

QUESTION NO: 3

You are adding products to an opportunity.

You want to calculate the estimated revenue based on the products added.

What should you do to enable this function?

- A. Set the estimated budget.
- B. Configure the exchange rate.
- C. Use write-in products.
- D. Add a price list

Answer:

QUESTION NO: 4

What is the purpose of the business process flow in the opportunity form?

- A. To show other users who are collaborating on the opportunity
- B. To provide a sales script for the salesperson to use when speaking to a potential customer
- C. To show the current stage in the sales lifecycle
- D. To enforce entry of mandatory fields

Answer:

QUESTION NO: 5

You need to ensure that lead qualification is automated and occurs when a field on the Lead Form is set to a certain value. What should you do?

- A. Switch the business process flow to set the status of the lead to qualified when the condition is met.
- B. Create a business process flow that automatically sets the status of the lead to qualified when the condition is met.
- C. Create a dialog that automatically sets the status of the lead to qualified when the condition is met.
- D. Create a workflow that automatically sets the status of the lead to qualified when the condition is met.

Answer:

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