



MB7-231

(Microsoft Dynamics Navision 4.0 Relationship Management)

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Question: 1

It you want to store the documents inside Microsoft Navision, which option do you need to specify in the Setup window?

- A - Disk File
- B - Embedded
- C - Network
- D - No setup option is needed

Answer: B

Question: 2

Within Microsoft Navision Relationship Management Synchronization can occur for the following:

- A - Bank Accounts Customers, and Vendors
- B - Country, Currency Codes and G/L Accounts
- C - G/L Accounts only
- D - All Master Records within Microsoft Navision

Answer: A

Question: 3

What is the default Time Interval (Sec.) setting within the E-mail Logging tab?

- A - 10 seconds
- B - 15 seconds
- C - 30 seconds
- D - 60 seconds

Answer: C

Question: 4

You would like the Microsoft Navision application to automatically record interactions. What types of processes will NOT record interactions?

- A - Print Sales and Purchase Quotes
- B - Print Sales and Purchase Orders
- C - Print Sales and Purchase Invoices
- D - Post Sales and Purchase Blanket Orders

Answer: D

Question: 5

You have two options in the Relationship Management Setup window: Inheritance Information and Defaults Information. Which or the following override the other when both are selected or filled in?

- A - The default information overrides the inheritance information.
- B - The inheritance information overrides the default information
- C - The first information to be filled in overrides.
- D - All original information is used as the override.

Answer: B

Question: 6

The duplicate search feature in the Relationship Management area works on which of the following selections?

- A - Contact person only
- B - Contact company only
- C - Both contact person and company
- D - Only contacts that have been created as customers

Answer: B

Question: 7

What is the effect if you enter a low percentage in the Search Hit field?

- A - A lower number gives a better chance of finding true duplicates
- B - The number has no effect on finding duplicates
- C - A higher number does not find as many true duplicates
- D - A lower number finds many duplicates, but many of these will not be true duplicates

Answer: D

Question: 8

Your company has an opportunity' to sell 20 pieces of office furniture to a potential new customer and the customer has asked for a sales quote. You would like to enter this opportunity into the system, but not yet make a customer card because the sale is in an early stage. What type of card should you make to enter the opportunity under?

- A - To-do
- B - Customer Card
- C - Customer Template

3

D - Sales quotes can be entered without any codes

Answer: C

Question: 9

Your company makes changes or additions to the contact card each time it is opened. You would like the system to update the data in the fields each time a change has taken place. You will want to set up your Search Index Mode field with the following selection:

- A - Each Time
- B - Manual
- C - Automatic
- D - Blurry Key

Answer: C

Question: 10

Before a Sales Quote is created, what must be defined?

- A - A Contact
- B - Customer Template
- C - Opportunity must exist
- D - A Shipping Address

Answer: A, B, C

Question: 11

The Contact Web Sources window is used for what?

- A - To see the last time the Contact paid their bill.
- B - To check the amount owed by the contact.
- C - To select a search engine or web site and enter in a search word that the program will use when searching for information about the contact on the Internet.
- D - This window is used to show all internet activity by the contact to your website to include inquiries, online sales and payments.

Answer: C

Question: 12

Which field on the Contact Card contains the date of the last interaction which was successful or unsuccessful?

- A - Last Date Attempted
- B - Date of Last Interaction

4

- C - Last Date Modified
- D - No such field exists

Answer: A

Question: 13

What function would you use to archive a document?

- A - Archive Document
- B - Save Document
- C - Restore Document
- D - Log Interaction

Answer: A

Question: 14

What is the result of attaching a document to an interaction template?

- A - All user changes are saved
- B - No changes occur
- C - The changes are saved to the document
- D - Microsoft Navision creates a new document

Interaction template

Answer: C

Question: 15

Automatically record user actions when a user performs the following action:

- B - Click on a document
- C - No action is recorded
- D - Click on a document

Following action:

Answer: C

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