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Q&A

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Exam : **MB2-700**

Title : Microsoft Dynamics CRM
2013 Applications

Version : DEMO

1.You review a published Knowledge Base article.

Which two actions can you perform? (Choose TWO)

A.Add a note

B.Change the subject

C.Add a keyword

D.Add a section

E.Add a comment

Answer: A, E

2.What role do keywords play in the Knowledge Base?

A.Keywords are only used to manage the Knowledge Base.

B.Keywords relate similar cases to each other

C.Keywords are used to search for articles.

D.Keywords define the subject tree.

Answer: C

3.You review a Knowledge Base article.

On the Article tab of the ribbon, which option is NOT in the Action group?

A.Submit

B.Unpublish

C.Approve

D.Reject

E.Publish

Answer: E

4.Which two record types require a reference to the subject tree? Each answer presents part of the solution.(Choose TWO)

A.Sales Attachments

B.Case Resolution Activity

C.Cases

D.Sales Literature

E.Knowledge Base articles

Answer: DE

5.A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM.The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and the Account, which represents the competitor.Accounts have a flag which designates the record as a competitor.

Which statement is true?

A.The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Lost Opportunities.

B.A Connection record is created between the Opportunity and the Account.

C.The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor

D.The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Won Opportunities.

Answer: B

6.In which two circumstances does the autosave process save changes to Lead records?(Choose TWO)

A.When a user exits a changed record

B.Every 30 seconds

C.When a user creates the record

D.Every 120 seconds

E.Every time a user moves the focus out of an edited field

Answer: AB

7.Which field is required to create a new Opportunity record?

A.Originating Lead

B.Customer

C.Topic

D.Contact

E.Account

Answer: C

8.When you qualify a lead, which two records will also be created?(Choose TWO)

A.Account

B.Contract

C.Campaign Response

D.Opportunity

E.Contact

Answer: AD

9.Which type of activity can you convert to a Lead?

A.Task

B.Appointment

C.Email

D.Fax

Answer: C

10.When creating a Lead, which type of information can you enter on the Main Lead form?

A.Goals

B.Competitors

C.Additional addresses

D.Products

Answer: B