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## Q&A

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**Exam** : **MB7-231**

**Title** : Navision 4.0 Relationship  
Management

**Version** : DEMO

**1.If 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

**Correct:B**

**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

**Correct:A**

**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

**Correct:C**

**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

**Correct:D**

**5.You have two options in the Relationship Management Setup window: Inheritance Information and Defaults Information. Which of 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.

**Correct:B**

**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

**Correct:B**

**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

**Correct:D**

**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
- D.Sales quotes can be entered without any codes

**Correct:C**

**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

**Correct:C**

**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

**Correct:A B C**

**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.

**Correct:C**

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

**Correct:A**

**13.What function would you use if you would like to save a Sales Quote?**

- A.Archive Document function

- B.Save Document function
- C.Restore Document function
- D.Log Interaction function

**Correct:A**

**14.What is the result of two or more users opening and/or modifying an interaction template attachment at the same time?**

- A.All user changes occur when the document is imported
- B.No changes occur when the document is imported
- C.The changes of the first user to import the document will be saved
- D.Microsoft Navision will shut down

**Correct:C**

**15.Automatically recorded interactions primarily occur when you do the following action:**

- A.Post All Sales Documents
- B.Print the various documents
- C.No action is needed to record interactions automatically
- D.Click on Posting | Record Interaction from the Document form

**Correct:C**

**16.To record a phone call as an interaction, what must be done prior to recording the interaction?**

- A.Relationship Management must have all Number Series setup.
- B.The Interaction Template Code for Outgoing phone calls has been selected on the Interactions tab of the Relationship Management setup window.
- C.Outgoing calls should automatically be recorded.
- D.Manually process the telephone call in a new Microsoft Word document and save this as an attachment to the Interaction Template

**Correct:B**

**17.Your company normally assigns attachments to Interaction Templates. Select all kinds of documents that can be assigned to Interaction Templates**

- A.New Microsoft Word Documents
- B.Import all types of documents
- C.Copy already existing attachments from other interaction templates
- D..pdf files

**Correct:A B C**

**18.Interaction templates are modules you use to:**

- A.Process Interactions
- B.Create Interactions
- C.Record Interactions
- D.Delete Interactions

**Correct:B**

**19.You need to delete an interaction log entry from the database due to a mistake. What needs to be done to the interaction to allow deletion from the system?**

- A.Open
- B.Closed
- C.Saved
- D.Canceled

**Correct:D**

**20.You would like to use Campaign Pricing to setup your promotional prices for items on your campaign. What are the 2 different methods that the program allows you to set these promotional prices?**

- A.Freehand and annual percentage
- B.Percentage and straight line
- C.Fixed sales price and discount percentage
- D.Fixed sales price and freehand

**Correct:C**