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Exam : **MB2-700**

Title : Microsoft Dynamics CRM
2013 Applications

Vendor : Microsoft

Version : DEMO

NO.1 Which service schedule component should you use to measure skill levels?

- A. resource group
- B. resources
- C. capacity planning
- D. selection rule

Answer: C

NO.2 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: D,E

NO.3 You are adding resources to a resource group. Which three resource types can you add? (Choose Three)

- A. facility
- B. business unit
- C. resource group
- D. name
- E. users

Answer: A,C,E

NO.4 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

NO.5 You schedule time off for a resource in Microsoft Dynamics CRM. How are the affected days displayed in the service calendar?

- A. as a red block
- B. as a green block
- C. as a blue block
- D. as an orange block

Answer: A

NO.6 A user reports that he cannot delete a Knowledge Base article template.

You need to ensure that the user can delete the template.

What should you do?

- A. Delete all articles associated with the article template.
- B. Unpublish the article template.

- C. Ensure that the user has the Delete Article permission enabled.
- D. Deactivate the article template.

Answer: A

NO.7 A company has resellers who purchase routine support cases at no cost. A reseller plans to purchase additional support cases at a cost.

What should you create?

- A. An incident-based template
- B. A time-based template
- C. A contract template
- D. A contract allotment

Answer: A

NO.8 Which action is possible directly from the All Contracts view?

- A. Delete an active contract by using the Delete button.
- B. Delete a canceled contract by using the Delete button.
- C. Set an on-hold contract to Active by using the Release Contract button.
- D. Set an on-hold contract to Active by using the Activate button.

Answer: D

NO.9 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: A,B

NO.10 You need to edit a Quote.

Which quote status will allow you to make changes to the Quote?

- A. Open
- B. Active
- C. Revise
- D. Draft

Answer: D