



# MB2-700<sup>Q&As</sup>

Microsoft Dynamics CRM 2013 Applications

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### QUESTION 1

How many cases can an Account record have at any given time?

- A. One active case for each contact record that is associated with an account
- B. One active case for each account record
- C. An unlimited number of active and closed cases
- D. One active case and an unlimited number of closed cases

Correct Answer: C

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### QUESTION 2

Which service schedule component should you use to measure skill levels?

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

Correct Answer: C

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### QUESTION 3

You plan to use service activities to interact with customers.

What must you use in order to use service activities?

- A. capacity scheduling
- B. scheduling module
- C. resource group
- D. facility

Correct Answer: B

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### QUESTION 4



Which status is NOT valid for a quote?

- A. Draft
- B. Lost
- C. Won
- D. Closed
- E. Active

Correct Answer: B

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#### QUESTION 5

You are modifying a customer service Case record by using the full form.

Which activity type can you add to the service Case record from within the form?

- A. Letter
- B. Service activity
- C. Custom activity type
- D. Phone call

Correct Answer: D

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