



MB2-700^{Q&As}

Microsoft Dynamics CRM 2013 Applications

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QUESTION 1

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

Correct Answer: AB

QUESTION 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.

Correct Answer: C

QUESTION 3

How should you add an item to a queue?

- A. Route an item to a queue by using a workflow process.
- B. Enable a queue for a user.
- C. Enable an entity type for queues.
- D. Navigate to a queue and select the New Record button.

Correct Answer: B

QUESTION 4

Which three entities are associated with cases by default? Each correct answer presents part of the solution. (Choose



Three)

- A. Appointments
- B. Quotes
- C. Products
- D. Opportunities
- E. Knowledge Base Articles

Correct Answer: ABD

QUESTION 5

Which business is an example of an outgoing service scenario?

- A. a blood donation center
- B. a landscaping service
- C. a hospital emergency room
- D. an attorney

Correct Answer: B

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