



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

You receive an email message from a prospective customer who references a promotion code from a letter that you sent to an existing customer. You need to capture a campaign response in Microsoft Dynamics CRM 2011. What should you do?

- A. Create a new lead, and then convert the lead to an account, a contact, and an opportunity.
- B. Create a manual campaign response and indicate that it was received from the existing customer. Then convert the campaign response to an opportunity.
- C. Create a manual campaign response and indicate that it was received from the prospective customer. Then convert the campaign response to a new lead.
- D. Promote the email message to a campaign response, and then convert the campaign response to a new lead.

Correct Answer: C

QUESTION 2

In Microsoft Dynamics CRM 2011, the currency on an existing open opportunity is incorrect. The opportunity has no opportunity products. What should you do?

- A. Open the opportunity, and then change the currency.
- B. Create a copy of the opportunity, change the currency on the copy, and then delete the original opportunity.
- C. Change the default currency for your user account. Then open the opportunity and run the Recalculate Opportunity command.
- D. Create a new opportunity that has the correct currency, and then delete the original opportunity.

Correct Answer: A

QUESTION 3

In Microsoft Dynamics CRM 2011, you need to set up special offer volume pricing for a product. The special offer will be 25 percent off the retail price of the product when more than 10 units are purchased. How should you configure this pricing?

- A. Use the Percent Markup: Current Cost pricing method.
- B. Use a Discount List.
- C. Use the Currency Amount pricing method.
- D. Use the Percent of List pricing method.

Correct Answer: B

**QUESTION 4**

The customer service department employs supervisors and agents. Each supervisor may simultaneously manage up to four agents. In Microsoft Dynamics CRM 2011, you need to configure a service that requires a supervisor and an agent. How should you define the capacities of the supervisor and of the agent?

- A. In the user record, set the supervisor with a capacity of 1, and the agent with a capacity of 4.
- B. In the user record, set the supervisor with a capacity of 4, and the agent with a capacity of 1.
- C. In the service, set the supervisor with a capacity of 1, and the agent with a capacity of 4.
- D. In the service, set the supervisor with a capacity of 4, and the agent with a capacity of 1.

Correct Answer: B

QUESTION 5

In Microsoft Dynamics CRM 2011, how can you display the Service Activity Volume report? (Choose all that apply.)

- A. Run the report from the Reports list.
- B. Run the report from the Run Report menu of the Cases list.
- C. Run the report from the Activities list.
- D. Run the report from the Service Calendar.

Correct Answer: AB

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