



MB2-868^{Q&As}

Microsoft Dynamics CRM 2011 Applications

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**QUESTION 1**

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

- A. Organization
- B. Account
- C. Contact
- D. Parent
- E. Lead

Correct Answer: ACE

QUESTION 2

In Microsoft Dynamics CRM 2011, you create a view of all opportunities for a specific customer. A colleague does not have access to the view of the opportunities. You need to give your colleague Read access to the view while granting the least possible privilege on the opportunities. What should you do?

- A. Assign the view and the opportunities.
- B. Share only the view.
- C. Share the view and the opportunities.
- D. Assign only the view.

Correct Answer: C

QUESTION 3

In Microsoft Dynamics CRM 2011, you need to create a new queue and restrict access to this queue to only members of a specific team. What should you do?

- A. Create a new user-owned queue with the team members as owners. Assign an appropriate security role to the team members to access queues.
- B. Create a new team-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- C. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team to access queues.
- D. Create a new organization-owned queue with the team as owner. Assign an appropriate security role to the team members to access queues.

Correct Answer: B



QUESTION 4

A company has a service in Microsoft Dynamics CRM 2011. The company has one facility with three employees. The facility can accept four customers per service appointment time. You need to set the capacity of the facility appropriately. What should you do? (Choose all that apply.)

- A. Edit the facility's work schedule.
- B. Edit each user's work schedule.
- C. Edit the service activity.
- D. Edit the service selection rule.

Correct Answer: AD

QUESTION 5

In Microsoft Dynamics CRM 2011, you create a quick campaign from a marketing list. You select Phone Call as the campaign activity. To which of the following can you assign ownership of the phone call activities? (Choose all that apply.)

- A. a team
- B. a user
- C. a business unit
- D. a resource group
- E. yourself

Correct Answer: ABC

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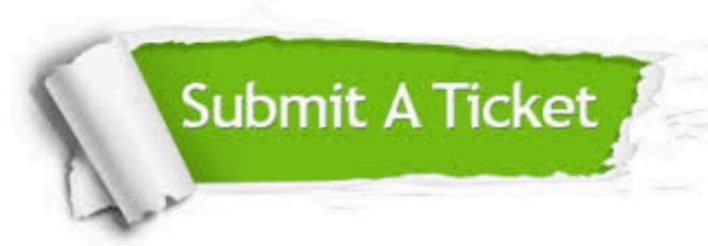
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