



# MB2-717<sup>Q&As</sup>

Microsoft Dynamics 365 for Sales exam

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### QUESTION 1

You are a sales manager.

You need to have a formal way for your sales staff to trade your competitor information against over the course of the year.

Which three areas in Microsoft Dynamics 365 allow you to track this information?

Each correct answer presents a complete solution.

- A. Opportunities
- B. Tasks
- C. Sales literature
- D. Cases
- E. Products

Correct Answer: BCD

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### QUESTION 2

You have exchanged a few emails with a lead and it is now evident that your organization will be able to fulfill the customer's need.

You need to proceed to the next step on the sales process and remove the lead from the Open Leads view, but keep it in the system for later review.

What should you do?

- A. Delete the Lead.
- B. Activate the Lead
- C. Close the Lead as Won.
- D. Qualify the Lead.

Correct Answer: A

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### QUESTION 3

You are setting up a Product Catalog in Microsoft Dynamics 365 for a company selling laptops and accessories.

When a laptop is added to an Opportunity, a travel case should be suggested as an accessory, but a laptop should not be suggested as an accessory to the travel case. How should you set this up?

- A. On the product record for the travel case, add a bi-directional relationship of the type Accessory to the laptop product



record.

B. On the product record for the laptop, add a bi-directional relationship of the Type Accessory to the travel case product record.

C. On the product record for the travel case, add a uni-directional relationship of the type Accessory to the laptop product record.

D. On the product record for the laptop, add a uni-directional relationship of the type Accessory to the travel case product record.

Correct Answer: A

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#### QUESTION 4

You are a sales manager who has a large sales team.

You want to track when you lose sales to your competitors.

Which activity allows you to track your competitors in relationship to a lost opportunity?

A. Resolution activities

B. Phone activities

C. Task activities

D. Email activities

Correct Answer: B

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#### QUESTION 5

You are a sales person working in the Microsoft Dynamics 365 web interface

You want to create a view that you can use to segment your active customers by area, based on their physical address.

Which three steps must be followed to set up a personal view that you can use without having to create it each time? Each correct answer presents part of the solution.

A. Use Advanced Find to search both Accounts and Con

B. Save your query, and give it a name.

C. Export the query to Excel, and import it every time you need to use it

D. Use Advanced Find to search for all Account records that are active.

E. Use Advanced Find to filter the records, based on their ZIP/Post code.

Correct Answer: BC

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