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Exam : **MB2-704**

Title : Microsoft Dynamics CRM Application

Version : Demo

1.Your customer wants to purchase 1,000 units of your best-selling product.
Which type of record in Microsoft Dynamics CRM should you create?
A. Quote
B. Order
C. Opportunity
D. Invoice
Answer: A
Explanation:
Ref: http://msdn.microsoft.com/en-gb/library/gg328015 (v=crm.6).aspx

2.Two active case records are related to the same issue but have nothing else in common.
Your manager asks you to make an association between the records.
What should you do?
A. Merge the two case records.
B. Reference the case ID of the other case in the case ID field of each case.
C. Add one case to the sub-grid on the other case for similar cases.
D. Reference the case ID of the other case in the notes field of each case.
Answer: A

3.A customer can use 80 hours of phone support and 20 hours of email support, according to the agreement you set up with this customer. You need to configure an entitlement.
What should you do?
A. Create an entitlement with two service level agreements (SLAs) for each type of support.
B. Create an entitlement, and link to two cases for each type of support. OC
C. Create an entitlement, with two entitlement channels for each type of support.
D. Create an entitlement, and link to two templates for each type of support.
Answer: C
Explanation:
Ref:http://inogic.com/blog/2014/06/entitlements-in-dynamics-crm-2013-spring-release/

4.You need to use Microsoft Dynamics CRM goals and metrics to measure sales revenue of a specific business line for the upcoming fiscal year.
What should you do?
A. Create a rollup query, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.
B. Create a goal metric, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year's goal.
C. Create a goal metric, filter it for opportunity records in the upcoming fiscal year, and apply it to the goal.
D. Create a rollup query, filter it for opportunity records for that business line, and apply it to the upcoming fiscal year's goal
Answer: D
Explanation:
Ref:http://www.consultcrm.co.uk/blog/2012/09/goals-dynamics-crm-2011

5.The call center handles many types of support calls. Cases for customers requesting account balance

information must be routed to a queue for the accounting department. You need to set up a queue for these types of requests.
Which two actions should you perform? Each correct answer presents part of the solution. Choose two.
A. Assign a security role to the queue.
B. Choose public as the type.
C. Assign members to the queue.
D. Choose private as the type.
Answer: C,D
Explanation:
Ref:http://blog.customereffective.com/blog/2014/06/dynamics-crm-online-spring-14-whatsnew-with-queue.html