Vendor: Microsoft

Exam Code:MB2-868

Exam Name: Microsoft Dynamics CRM 2011
Applications

Version: Demo

QUESTION 1

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 2

In Microsoft Dynamics CRM 2011, you associate several cases to an active contract. You resolve an associated case that has only three contract line incidents. You need to add contract line incidents to the case. What should you do?

A. Edit the contract line and increase the number of incidents.

B. Add a new contract line that has more incidents.

C. Place the contract on hold, add a new contract line that has more incidents, and then release the hold on the contract.

D. Automatically increment incidents in contract lines by continuing to associate and resolve new cases with the contract.

Correct Answer: B

QUESTION 3

In Microsoft Dynamics CRM 2011, which of the following can be associated to a marketing list? (Choose all that apply.)

A. price lists

B. campaigns

C. quick campaigns

D. products

E. sales literature

Correct Answer: BC

QUESTION 4

In Microsoft Dynamics CRM 2011, you need to reschedule an existing service activity to a new date and time. What should you do?

A. Close the existing service activity as No Show, and then create a new service activity.

B. From the service calendar, copy the service activity to a new service activity.

C. Close the existing service activity as Cancelled, and then click Reschedule.

D. From the service calendar, choose the service activity, and then click Reschedule.

Correct Answer: D

QUESTION 5

In Microsoft Dynamics CRM 2011, you need to display a case in a specific queue. What should you do? (Choose all that apply.)

A. Open the case, and then assign the case to the queue.

B. Select the case in the case list, and then assign the case to the queue.

C. Open the case, and then add the case to the queue.

D. Select the case in the case list, and then add the case to the queue.

Correct Answer: CD

QUESTION 6

In Microsoft Dynamics CRM 2011, you need to create a new quote for a customer. The new quote is for products that are used in an existing opportunity for a different customer. What should you do?

A. Create the new quote and get the products from the existing opportunity.

B. Create the new quote directly from the existing opportunity.

C. Create the new quote and relate the existing opportunity.

D. Copy the existing opportunity and create the new quote directly from the new opportunity.

Correct Answer: A

QUESTION 7

In Microsoft Dynamics CRM Online 2011, you create a static marketing list from an Advanced Find of leads. A month later, you lock and deactivate the marketing list. Which of the following statements about the marketing list are true?

A. Deleting a lead also removes the lead from the marketing list.

B. Deleted leads remain in the marketing list.

C. Marketing list members cannot be qualified until the list is activated and unlocked.

D. Marketing list members can be added after the list is activated.

Correct Answer: A

QUESTION 8

In Microsoft Dynamics CRM 2011, what is a unit group?

A. a set of measurements in which a product is available

B. a way to define the product that will be used as a substitution if another product is unavailable

C. a way to bundle two or more products together

D. a way to organize multiple price lists

Correct Answer: A

QUESTION 9

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 10

A company uses Microsoft Dynamics CRM 2011 and an enterprise resource planning (ERP) system. Your user account is a member of the System Administrator role. You create a web resource that displays data from the ERP system. You need to configure the sales activity dashboard to incorporate the web resource and ensure that the dashboard can be viewed by all Microsoft Dynamics CRM users. Which of the following actions would achieve the goal? (Choose all that apply.)

A. Create a new system dashboard.

B. Create and share a new personal dashboard.

C. Edit the existing sales activity dashboard.

D. Customize a copy of the sales activity dashboard.

Correct Answer: ABC

QUESTION 11

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 12

In a Microsoft Dynamics CRM 2011 organization, you have a default service template with a billing frequency of Monthly. You need to create a service template with a billing frequency of Quarterly. What should you do?

A. Change the billing frequency in the default service template to Quarterly, and then save a copy of the template.

B. Create a copy of the default service template and change the billing frequency in the copy to Quarterly.

C. Change the billing frequency in the default service template to Quarterly, and then save the template.

D. Create a new template with a Quarterly billing frequency.

Correct Answer: D

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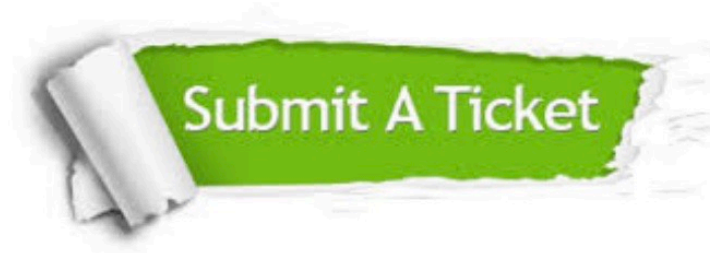
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