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2016 April Microsoft MB2-704 New Questions and Answers Released Today!Exam Code: MB2-704Exam Name: Microsoft Dynamics CRM ApplicationCertification Provider: MicrosoftCorresponding Certification: MSS: Dynamics CRM 2013   2016 New MB2-704 Study Guides:1.Apply sales management concepts2.Manage leads and opportunities3.Process sales4.Analyze reports and sales5.Apply service management6.Manage service cases7.Manage contracts and entitlements8.Work with service scheduling 9.Analyze and report on service management   QUESTION 1Your customer wants to purchase 1,000 units of your best-selling product.Which type of record in Microsoft Dynamics CRM should you create? A.   QuoteB.   OrderC.   OpportunityD.   Invoice Answer: AExplanation:http://msdn.microsoft.com/en-gb/library/gg328015(v=crm.6).aspx QUESTION 2Two 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: C QUESTION 3A 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. OCC.   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: CExplanation: http://inogic.com/blog/2014/06/entitlements-in-dynamics-crm-2013-spring-release/ QUESTION 4You 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: DExplanation: http://www.consultcrm.co.uk/blog/2012/09/goals-dynamics-crm-2011 QUESTION 5The 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: CDExplanation: http://blog.customereffective.com/blog/2014/06/dynamics-crm-online-spring-14-whats-new-with-queue.html QUESTION 6A customer calls to change the date and time of a service activity. You have limited dates, times, and resources available for the customer request.You need to update the information from the service calendar.What should you do? A.   Use the reschedule option, and resolve any conflicts.B.   Use the appointment option, and resolve any conflicts.C.   Drag the service activity to the correct date and time on the calendar, and resolve any conflicts.D.   Use the schedule option, and resolve any conflicts. Answer: A Explanation:http://www.powerobjects.com/blog/2010/09/07/service-scheduling-part-2-in-microsoft-dynamics-crm/ QUESTION 7 You are implementing Microsoft Dynamics CRM. Your company requires employees to perform warranty repairs at the customer site. Where should the warranty repairs be configured in Dynamics CRM? A.   ServicesB.   SitesC.   Work centersD.   Resources Answer: AExplanation:http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/ QUESTION 8 You want to use Microsoft Dynamics CRM to compile a repository of competitor information for your sales team.You create a competitor record and enter your competitor's strengths and weaknesses.Which two items can you directly associate with the competitor? Each correct answer presents a complete solution. Choose two. A.   Sales literatureB.   Price listsC.   AccountsD. Products Answer: ADExplanation:http://msdn.microsoft.com/en-gb/library/gg334641(v=crm.6).aspx QUESTION 9Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.You need to complete the configuration of the goal metric.What should you do? A.   Add rollup fields.B.   Create goals.C.   Create fiscal years.D.   Create rollup queries. Answer: A Explanation: http://www.magnetismsolutions.com/blog/colinmaitland/2012/12/17/goals-management-in-dynamics-crm-2011-goal-metrics-1 QUESTION 10You use the service scheduling feature of Microsoft Dynamics CRM to manage inspection services.You need to configure Microsoft Dynamics CRM with the following information:- A junior inspector can supervise one inspection at a time. - A senior inspector can supervise two inspections at a time.Which two actions should you perform? Each correct answer presents part

of the solution. Choose two. A.   Create a connection on the resources for the inspectors.B.   Add a selection rule to the inspection service.C.   Configure the capacity on the resources for the inspectors.D.   Create a connection on the resource group that includes the inspectors. Answer: BCExplanation:http://www.powerobjects.com/blog/2010/07/30/service-scheduling-in-dynamics-crm-part-1/
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