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MB2-186

Microsoft

Microsoft CRM Applications Professional v.1.1

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QUESTION: 1

Which of the following statements regarding Account record relationships is correct?

- A. Contacts can only have one parent Account
- B. Accounts can parent many other Accounts
- C. Accounts can have many parent Accounts
- D. Accounts can parent many Contacts

Answer: A, B, D

QUESTION: 2

When does an Activity change ownership in the Microsoft CRM application?

- A. When it is modified by another user
- B. When it is assigned to another user
- C. When it is shared with another user
- D. When it is viewed by another user

Answer: B

QUESTION: 3

What is the significance of blue field labels found in Microsoft CRM records?

- A. A blue field label indicates a business required field value
- B. A blue field label indicates a business recommended field value
- C. A blue field label indicates a system generated field value
- D. A blue field label indicates a field value that may be updated only by a system administrator

Answer: B

QUESTION: 4

Which of the following statements about Notes and Attachments is correct?

- A. Notes may be shared with other application users.
- B. Notes are always parented by another record.
- C. Sales Professional is required to use Notes and Attachments.
- D. Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Answer: B

QUESTION: 5

Which of the following are functions in Microsoft CRM for finding data?

- A. CRM Index Alphabet Bar
- B. Options menu
- C. Quick Create
- D. View menu

Answer: A, D

QUESTION: 6

What action in the Account and Contact record is permanent and cannot be reversed?

- A. Assigning
- B. Deactivating
- C. Deleting
- D. Sharing

Answer: C

QUESTION: 7

What types of records may be assigned to a Queue in the Workplace?

- A. Accounts
- B. Activities
- C. Cases
- D. Opportunities

Answer: B, C

QUESTION: 8

A Subject record has how many parent relationships?

- A. 1
- B. 3
- C. 5
- D. Unlimited

Answer: A

QUESTION: 9

If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A. Assigned queue
- B. Draft queue
- C. In Progress queue
- D. Public queue

Answer: C

QUESTION: 10

What are the personal options for converting incoming E-mail to Microsoft CRM Activity records?

- A. All Incoming e-mail
- B. Only inbound e-mail
- C. Only e-mail about a new CRM record
- D. Only e-mail about an existing CRM record

Answer: A, D

QUESTION: 11

An Activity is linked to an Opportunity record via which field on the Activity record?

- A. Category
- B. Owner



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