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# MB2-868

## Microsoft
### Microsoft Dynamics CRM 2011 Applications

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**QUESTION:** 1
The Microsoft Dynamics CRM 2011 system administrator moves a goals fiscal start date ahead by five days, changes the fiscal period type from monthly to quarterly, and saves the goal. How does this affect the goal records?

A. The fiscal start dates for all goals are automatically realigned. The fiscal period for all goals is unchanged.
B. The fiscal start dates and fiscal period for all goals are automatically realigned.
C. The fiscal start dates and fiscal period for all goals are unchanged.
D. The fiscal start dates for all goals are unchanged. The fiscal period for all goals is automatically realigned.

**Answer:** C

**QUESTION:** 2
A company uses Microsoft Dynamics CRM 2011. Employees run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following tasks can be performed by using Microsoft Dynamics CRM for Outlook?

A. Synchronize service activity records the employee owns.
B. Synchronize service activity records assigned directly to resource groups of which the employee is a member.
C. Automatically create contact or lead records from tracked email messages while online.
D. Automatically create contact or lead records from tracked email messages while offline.

**Answer:** C

**QUESTION:** 3
In Microsoft Dynamics CRM 2011, which of the following specifies how the status values of a record map to a goals in-progress or actual values?

A. the goal targets
B. the goal metric
C. the time period
D. the roll-up fields

**Answer:** B

**QUESTION:** 4
In Microsoft Dynamics CRM 2011, which of the following fields is part of a goal metric?

A. the goal owner
B. the fiscal period
C. the record type
D. the target value

**Answer:** C

**QUESTION:** 5
In Microsoft Dynamics CRM 2011, you need to create a marketing campaign that offers a discounted price on a product. What should you do?

A. Update the list price of the campaign product.
B. Create a new Price List and a new Price List Item record for the campaign product with the reduced price.
C. Create a new Product record for the campaign product with the reduced price.
D. Update the price in the Price List Item record of the campaign product.

**Answer:** B

**QUESTION:** 6
In Microsoft Dynamics CRM 2011, you need to display all opportunities and account names of your accounts and a sum of the revenue of the opportunities. What should you do?

A. In the Report Wizard, create a report with a primary record type of Accounts and a related record type of Opportunities (Potential Customer). Display the account name and the revenue of the opportunities.
B. Create an opportunity view that displays the revenue of the opportunities and the account name.
C. In the Report Wizard, create a report with a primary record type of Opportunities and a related record type of Accounts (Potential Customer). Display the revenue of the opportunities and the account name.
D. Create an account view that displays the account name and the revenue of the opportunities of the accounts.

**Answer:** A

**QUESTION:** 7
In Microsoft Dynamics CRM 2011, you need to close an opportunity as lost. Which of the following must you do?

A. Enter the close date on the close opportunity form.
B. Activate all draft quotes related to the opportunity.
C. Relate the opportunity to at least one competitor.
D. Close all open activities on the opportunity.

**Answer:** A

**QUESTION:** 8
You use Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on a portable computer. You are tracking several email messages, tasks, and contacts within Outlook. Which of the following statements about deleting tracked items is true?

A. Deleting a contact record in Microsoft Dynamics CRM for which you are the owner will delete the contact from Outlook.
B. Deleting an email message in Microsoft Dynamics CRM will delete the tracked email message from Outlook.
C. Deleting a completed task that is tracked in Outlook will delete the task activity record from Microsoft Dynamics CRM.
D. Deleting a task activity record for a completed task in Microsoft Dynamics CRM will delete the tracked task from Outlook.
E. Deleting a tracked email message in Outlook will delete the email message from Microsoft Dynamics CRM.

**Answer:** C

**QUESTION:** 9
A lead stored in Microsoft Dynamics CRM 2011 does not want to purchase any products. You need to disqualify the lead and remove it from the list of open leads. What should you do?

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