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Microsoft

Navision 4.0 Relationship Management

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Question: 1

It you want to store the documents inside Microsoft Navision, which option do you need to specify in the Setup window?

- A Disk File
- B Embedded
- C Network
- D No setup option is needed

Answer: B

Question: 2

Within Microsoft Navision Relationship Management Synchronization can occur for the following:

- A Bank Accounts Customers, and Vendors
- B Country, Currency Codes and G/L Accounts
- C G/L Accounts only
- D All Master Records within Microsoft Navision

Answer: A

Question: 3

What is the default Time Interval (Sec.) setting within the E-mail Logging tab?

- A 10 seconds
- B 15 seconds
- C 30 seconds
- D 60 seconds

Answer: C

Question: 4

You would like the Microsoft Navision application to automatically record interactions. What types of processes will NOT record interactions?

- A Print Sales and Purchase Quotes
- B Print Sales and Purchase Orders
- C Print Sales and Purchase Invoices
- D Post Sales and Purchase Blanket Orders

Answer: D

Question: 5

You have two options in the Relationship Management Setup window: Inheritance Information and Defaults Information. Which or the following override the other when both are selected or filled in?

- A The default information overrides the inheritance information.
- B The inheritance information overrides the default information
- C The first information to be filled in overrides.
- D All original information is used as the override.

Answer: B

Question: 6

The duplicate search feature in the Relationship Management area works on which of the following selections?

- A Contact person only
- B Contact company only
- C Both contact person and company
- D Only contacts that have been created as customers

Answer: B

Question: 7

What is the effect if you enter a low percentage in the Search Hit field?

- A A lower number gives a better chance of finding true duplicates
- B The number has no effect on finding duplicates
- C A higher number does not find as many true duplicates
- D A lower number finds many duplicates, but many of these will not be true duplicates

Answer: D

Question: 8

Your company has an opportunity' to sell 20 pieces of office furniture to a potential new customer and the customer has asked for a sales quote. You would like to enter this opportunity into the system, but not yet make a customer card because the sale is in an early stage. What type of card should you make to enter the opportunity under?

- A To-do
- B Customer Card
- C Customer Template
- D Sales quotes can be entered without any codes

Answer: C

Question: 9

Your company makes changes or additions to the contact card each time it is opened. You would like the system to update the data in the fields each time a change has taken place. You will want to set up your Search Index Mode field with the following selection:

- A Each Time
- B Manual
- C Automatic
- D Blurry Key

Answer: C

Question: 10

Before a Sales Quote is created, what must be defined?

- A A Contact
- B Customer Template
- C Opportunity must exist
- D A Shipping Address

Answer: A. B. C

Question: 11

The Contact Web Sources window is used for what?

- A To see the last time the Contact paid their bill.
- B To check the amount owed by the contact.
- C To select a search engine or web site and enter in a search word that the program will use when searching for information about the contact on the Internet.
- D This window is used to show all internet activity by the contact to your website to include inquiries, online sales and payments.

Answer: C

Question: 12

Which field on the Contact Card contains the date of the last interaction which was successful or unsuccessful?

- A Last Date Attempted
- B Date of Last Interaction
- C Last Date Modified
- D No such field exists

Answer: A

Question: 13

What function would you use if you would like to save a Sales Quote?

- A Archive Document function
- B Save Document function
- C Restore Document function
- D Log Interaction function

Answer: A

Question: 14

What is the result of two or more users opening and/or modifying an interaction template attachment at the same time?

- A All user changes occur when the document is imported
- B No changes occur when the document is imported
- C The changes of the first user to import the document will be saved
- D Microsoft Navision will shut down

Answer: C

Question: 15

Automatically recorded interactions primarily occur when you do the following action:

- A Post All Sales Documents
- B Print the various documents
- C No action is needed to record interactions automatically
- D Click on Posting I Record Interaction from the Document form

Answer: C

Question: 16























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