



# MB6-285

## Microsoft

*Axapta 3.0 Sales and Marketing*

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**Question: 1**

When a contact person leaves one of your customers:

- A - Delete the contact person from the system
- B - Create a note in the memo field on the contact person
- C - Replace the former contact person with the new contact person
- D - Mark the contact person as inactive

**Answer: D**

**Question: 2**

All mailings sent to a specific business relation can be viewed from:

- A - The Business relations form by clicking the Mailings button
- B - The Mailings form by clicking the Business relation button
- C - The Mailings form selecting the business relation in the filter option
- D - The outbox in Outlook

**Answer: A**

**Question: 3**

Where can you get an overview of all activities on a single business relation?

- A - Select Status all in the Workbook form, Open activities tab
- B - View the specific customer in the Management statistics form, Activities category
- C - Open the Business relations form, select a business relation, and click the Activities button
- D - Open the Activities form right-click on the Business account field of the desired business relation, and choose Filter

**Answer: C, D**

**Question: 4**

Which of the following fields require an entry in order to create a business relation?

- A - Name of the business relation
- B - Business Account
- C - Vendor group
- D - Organization number

**Answer: B**

**Question: 5**

To view all quotations for a specific prospect, you:

- A - Open the Quotations form, select a quotation for the prospect, and click the Business relations button
- B - Open the Business relations form, select the prospect, and click the Quotations button
- C - Open the Workbook tab Quotations and filter for the specific prospect
- D - Enter the Management statistics form, select category Business relation and view the quotation

**Answer: B**

**Question: 6**

How do you invite a colleague to help you in an activity of type Task?

- A - Create several individual tasks with different responsible persons
- B - Select the task in your Workbook and create a new task and enter the attendees on the Attendee list tab
- C - Use the Attendees field in the Activities form, General tab
- D - Create the activity in your colleague's calendar using the Synchronization function

**Answer: A**

**Question: 7**

After having created a customer in the Customer form, who will be assigned as a main contact in the Business relations table?

- A - You need to assign the main contact manually
- B - It depends on who you have selected as a default in the CRM parameters form
- C - It depends on who is selected in the Employee field of the filer in the Business relations form
- D - The current user is assigned

**Answer: D**

**Question: 8**

Where do you enter business sectors for a business relation?

- A - In the CRM parameters tab
- B - In the customer group tab
- C - In the Business relation form
- D - In the Customer form

**Answer: C**

**Question: 9**

You are planning your schedule for next week. How do you view all of your appointments for next week at one time?

- A - Step through the days in the Workbook form, Day plan tab
- B - In the Activities form, filter on the date interval in the From/to date fields
- C - View the Activity List tab in the Activities form and select the date of the first day of next week
- D - View the appointments in the Workbook form, Week plan tab

**Answer: D**

**Question: 10**

You are a consultant implementing the Sales and Marketing system on an existing Axapta installation. How would you make the existing customers available in the CRM module?

- A - It will be done automatically when entering the Business relation table
- B - By using the Data Export/Import feature on the Administration tab of the Main Menu
- C - By executing the Synchronize CustTable function in the Business relations form
- D - By using the Import function under Periodic, Import

**Answer: C**

**Question: 11**

Quotations can be created for:

- A - Customers
- B - Competitors in order to record excluding quotations
- C - Vendors
- D - Customers and prospects

**Answer: D**

**Question: 12**

How do you attach a new quotation to a project?

- A - Enter Project, click CRM quotation, and create a new quotation
- B - Create a quotation in the Quotation form and select Functions, Convert to project
- C - Create a quotation in the Quotation form, click the Projects button, and select the project
- D - In the Campaigns form, click Quotations on a campaign that is attached to a project

**Answer: A, B**

**Question: 13**

Your customer wants a quotation and asks you to reserve the items. What must be done?

- A - When the item line is created, the items will automatically be reserved
- B - Select Reservation from the Inventory button on the quotation
- C - The Reservation check box in the CRM parameters must be enabled
- D - Convert to a sales order in order to reserve the items

**Answer: D**

**Question: 14**

How can you view total invoiced amount on a customer for a specific time interval?

- A - On the Business relations form, click Update financial on the Financials tab, and view the field Total invoiced
- B - Run the report CRM/Reports/Sales Management/Internal account statement
- C - Open Management statistics, Business relation category, select the Specific Customer radio button, and select the respective customer
- D - Select CRM, Inquiries, Statistics

**Answer: C**

**Question: 15**

I create a series of quotations for a single customer and I know that only one quotation will be accepted. How do I make sure that only one of the quotations is used in my statistical tools?

- A - I cancel the excess quotations using the Functions, Set status cancelled button in the Quotations form
- B - I exclude the remaining quotations using a filter on the quotation field type
- C - I enter the remaining quotations on the Competition tab in the Quotation form
- D - I mark the remaining quotations as inactive

**Answer: C**

**Question: 16**

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