MB6-285

Microsoft

Axapta 3.0 Sales and Marketing

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