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Exam : **MB2-713**

Title : Microsoft Dynamics CRM 2016
Sales

Vendor : Microsoft

Version : DEMO

NO.1 You need to identify the default sales business process flow.

What should you identify?

- A. develop, review, update, close
- B. identify, research, close
- C. qualify, develop, propose, close
- D. qualify, research, review, close

Answer: B

NO.2 You qualify a lead for a business account.

After several conversations with the business contact you discover that the business used a different vendor.

Which record should you deactivate?

- A. opportunity
- B. lead
- C. contact
- D. account

Answer: A

NO.3 You have a Dynamics CRM organization that uses Microsoft SharePoint for document management by using server-side synchronization.

You need to identify which SharePoint actions can be performed directly from CRM.

What should you identify?

- A. Modify the settings of the columns in a SharePoint list.
- B. View the document version history.
- C. Display the documents contained in the SharePoint document library.
- D. Create and manage SharePoint content types-

Answer: C

NO.4 You plan to use discount lists.

Which type of record can you associate to a discount list?

- A. price list items
- B. competitor
- C. product bundle
- D. product family
- E. product

Answer: E

NO.5 Your marketing team is promoting a sale that they will announce by using email. The email message will be sent to existing customers who recently purchased similar products and to potential customers from a purchased mailing list.

Any sales made as a result of the sale need to have the pricing applied, the sales must be tracked so that the marketing team can report on the return on investment (ROI) of the initiative.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Convert the email activities to leads.
- B. Convert the campaign response activities to opportunities.
- C. Convert the campaign response activities to leads.
- D. Convert the email activities to opportunities.

Answer: B,D

NO.6 Your company has a Dynamics CRM organization.

The company plans to use the product catalog.

You need to identify which component must be configured before you can implement the product catalog.

- A. product families
- B. product
- C. price lists
- D. unit groups

Answer: C

NO.7 You work for a hotel chain.

You integrate Dynamics CRM and Microsoft Social Engagement.

You need to identify which sources are available for Microsoft Social Engagement.

What are two possible sources? Each correct answer presents a complete solution.

- A. Twitter
- B. Facebook
- C. Trip Advisor
- D. Instagram

Answer: A,B

NO.8 You create a personal dashboard that tracks important sales information.

Your manager wants all of the users in the company to use the dashboard.

You need to recommend a method to make the dashboard available to all of the users.

The solution must minimize effort. What should you recommend?

- A. Export the definitions of the dashboard components, and then import the components.
- B. Ask an administrator to recreate the dashboard as a system dashboard.
- C. Ask an administrator to share the dashboard with all of the users.
- D. Edit the properties of the dashboard, and then assign the dashboard.

Answer: C

NO.9 You create a personal view.

You need to ensure that both you and a coworker can use the view.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Email the Fetch xml file.
- B. Share the view.
- C. Email a link from the Advanced Find ribbon.
- D. Assign the view.

Answer: B,D

NO.10 You need to create a quarterly goal to measure completed phone calls regarding open opportunities.

Which three components should you use? Each correct answer presents part of the solution.

- A. a calculated field
- B. a goal metric that has the Amount metric type
- C. a rollup field

D. a rollup query

E. a goal metric that has the Count metric type

Answer: C,D,E