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QUESTION 41 You plan to export sales data that will be used in the annual report of your company. You need to provide a copy of some of the sales data to the company stakeholders. Which format can you use to export the data? A. Adobe PDF B. Microsoft Word C. Microsoft PowerPoint D. Microsoft Visio Answer: B Explanation: Word Templates can be used similar to the standard out of the box reports as a way of giving and distributing information. These types of reports can be styled how you wish (and using the limits of Microsoft Word) but with little effort can look much nicer whilst still taking less time and money creating more complex reporting through SSRS for example. <https://community.dynamics.com/crm/b/crmcat/archive/2016/01/01/the-new-features-of-dynamics-crm-2016-amp-how-to-use-them>

QUESTION 42 You call a potential customer to discuss one of your company's products. During the call, you discover that the potential customer is uninterested in the product. You need to document the conversation and your decision not to pursue the potential customer any further. What should you do? A. Detail the conversation in a note and attach the note to a lead. B. Create a lead, track the activity, and then mark the lead as Disqualified C. Create an opportunity, track the activity, and then close the opportunity as Lost D. Detail the conversation in a note and attach the note to an opportunity Answer: B Explanation: The Lead entity can have the state of Disqualified out of the following reasons: Lost Cannot Contact No Longer Interested Canceled <https://technet.microsoft.com/en-us/library/dn531157.aspx>

QUESTION 43 You have a Dynamics CRM organization that uses server-side synchronization to process email. A manager requests that you create the mailbox records defined as shown in the following table. You need to identify which record will fail to be created. Which record should you identify? A. User2 B. User3 C. User1 D. User4 Answer: B

QUESTION 44 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: B

Explanation: If you use SharePoint Server with Microsoft Dynamics CRM, CRM users and non-CRM users can work together as a team to achieve common business goals through improved communication. The document records are stored in SharePoint, and you can view them from within Microsoft Dynamics CRM. In addition, you can take advantage of SharePoint capabilities, such as checking documents in and out, viewing version history, and changing document properties. Note: Creating and managing SharePoint document location records. Microsoft Dynamics CRM users can create and manage SharePoint Server document location records after SharePoint Server integration is enabled. Using the Microsoft Dynamics CRM SDK messages on the SharePointSite and SharePointDocumentLocation entities, you can create, retrieve, update, and delete records. Performing these operations on SharePoint location records only manipulates the data in Microsoft Dynamics CRM. It does not create, update, or delete the locations on the SharePoint server. <https://msdn.microsoft.com/en-us/library/gg309635.aspx>

QUESTION 45 You have a quote named Quote1 that was activated and presented to a customer. You plan to take a long leave of absence. In your absence, a user named User2 will take ownership of Quote1. You need to transfer ownership of Quote1 to User2. What should you do? A. Click Assign and select User2 B. Click Close and instruct User2 to create a new quote. C. Click Share and select User2 D. Click Email a Link and select User2 Answer: A

Explanation: The Assign command changes ownership of a record. Valid for user-owned or team-owned entities. <https://msdn.microsoft.com/en-us/library/gg309396.aspx>

QUESTION 46 Your company employs consultants who bill customers for their time. Your sales team is responsible for selling the consultants' time, in addition to selling product licenses. You need to provide the sales team with the ability to create opportunities, quotes, and invoices for the consultant's time. What should you create first? A. a product family B. a price list C. a product bundle D. a unit group Answer: D

Explanation: Units are the quantities or measurements that you sell your products or services in. For example, if you sell gardening supplies, you might sell seeds in units of packets, boxes, and pallets. A unit group is a collection of these different units. <https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-unit-group-and-add-units-to-that-group.aspx>

QUESTION 47 You recently visited a trade show and you interacted with many potential customers. As a vendor at the trade show, you receive a CSV file that contains detailed information about the 643 attendees who showed interest in your products. You need to efficiently and accurately input this information into Dynamics CRM for future use in the sales process. Which method should you use? A.

Import the details as new activates.B. Import the details as new leads.C. Update opportunities to reflect new prospects. D. Import the information as part of a solution file. Answer: A
Explanation: Whether your data is stored in spreadsheets, databases, or other systems, you'll probably want to import the data into Microsoft Dynamics CRM so you can keep track of all your customer information in one place. You can import any type of information, such as accounts, leads, or opportunities ? even activities or cases. (The different types of information are called ?record types.?)

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/import-accounts-leads-or-other-data.aspx> QUESTION 48 You have a recalled product that should no longer be sold. You need to remove the Product from the available list of products and to prevent any sales from being processed for the product. Which two actions should you perform? Each correct answer presents part of the solution. A. Remove the product from the family hierarchy. B. Modify the open opportunities. C. Update the price list. D. Retire the product. E. Modify the validity date of the product. Answer: AB

QUESTION 49 User1 is the owner of the Specialists team. User2 adds a case that she owns to the Specialists team's queue. Who now owns the case? A. The Specialists team B. The owner of the Specialist team's queue C. User1 D. User2 Answer: D

QUESTION 50 Which two statements about queues are true? (Choose TWO) A. Queues allow users to remove themselves from responsibility for an item by using the Remove button. B. Queues allow users to process items that they do not own. C. You can delete a queue item without deleting the record for which the queue item was created. D. Queues allow users to see multiple record types that require action in one list. Answer: BC

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