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QUESTION 56 You have four opportunities to sell a product to customers who are located on the same street. You need to ensure that the opportunities are related. What should you do? A. Include the same note in all four opportunities. B. Apply a custom connection role. C. Include all four opportunities in one goal. D. Send one email message to which each customer is copied. Answer: D

QUESTION 57 You open the My Open Opportunities view. You need to export the data in the view, and then import the data so that the existing records are updated. What should you do? A. Export the data as a dynamic PivotTable. B. Export the data as a dynamic worksheet. C. Export the data and select the Make available for re-import option. D. Export the data as a static worksheet. Answer: C

QUESTION 58 You have a new policy at your company which states that you must track competitors to whom you lost opportunities. What should you do? A. From the opportunity, click Close As Lost, and then click OK. Open the opportunity record, and then specify the competitor. B. From the opportunity, click Close As Lost, specify the competitor, and then click OK. C. From the opportunity, click Close As Lost, and then click OK. Locate the opportunity close activity, and then modify the activity. D. From the opportunity, specify a competitor, click Close As Lost, and then click OK. Answer: A

QUESTION 59 You have an opportunity for a customer named Contoso. You are ready to offer a quote. You know that a competing company submitted a quote to Contoso for the same product. You need to track information about the competing company. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. A. Add the competitor to the quote. B. Add the competitor to the account. C. Add the competitor to the products. D. Add the competitor to the opportunity. Answer: AD

QUESTION 60 One of your top-selling products is now available in multiple colors. You need to make the color choices available to sales representatives for use in quotes and orders. What should you do? A. Update the unit group. B. Clone the product for each color. C. Revise the product and update the description. D. Add a property option set item. Answer: C

QUESTION 61 You have a Dynamics CRM organization. A manager wants to share data with an external consultant by using a dynamic PivotTable. You need to tell the manager what to do before the external consultant can access the data in the PivotTable. What should you instruct the manager to do first? A. Add Share access to a security role. B. Assign a license. C. Add Append To access to a security role. D. Assign a view. Answer: A

QUESTION 62 You have a lead for a potential business customer with whom your company has never done business. You need to identify which types of records are created automatically when you qualify a lead for the new business customer Which three record types should you identify? Each correct answer presents part of the solution. A. opportunity B. quote C. contact D. appointment E. account Answer: ABC

QUESTION 63 Your sales department is being restructured. As a result, the sales metrics must be adjusted. Currently, you have three tiers of parent-child goals. Under the new model, you will have only two tiers of goals. There are more than 500 child goals. You delete the middle tier of goals. You need to identify how the deletion will affect the child goals. What should you identify? A. The child goals will be deleted. B. The Parent Goal field of the child goals will be cleared. C. The Parent Goal field of the child goals will be set to the top tier parent goal. D. The child goals will be canceled Answer: B

QUESTION 64 You have an opportunity that was generated from a lead. The opportunity has several associated email, task, and phone call activities. What will occur if you delete the opportunity record? A. The associated lead record, and email, task, and phone call activities will be deleted. B. The lead will remain qualified. The associated email, task, and phone call activities will be deleted. C. The lead will revert to being unqualified. The associated email, task, and phone call activities will be deleted. D. The lead will revert to being unqualified. The associated email, task, and phone call activities will be associated to the lead Answer: C

QUESTION 65 You need to locate the record of a person named Ben Smith. You are uncertain whether Ben Smith is in Dynamics CRM as a contact. What can you use to locate the record? A. a system view B. Quick Find C. a custom grid D. Advanced Find E. a personal view Answer: E

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