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Question: 1

Which of the following statements regarding Account record relationships is correct?

- A - Contacts can only have one parent Account
- B - Accounts can parent many other Accounts
- C - Accounts can have many parent Accounts
- D - Accounts can parent many Contacts

Answer: A, B, D

Question: 2

When does an Activity change ownership in the Microsoft CRM application?

- A - When it is modified by another user
- B - When it is assigned to another user
- C - When it is shared with another user
- D - When it is viewed by another user

Answer: B

Question: 3

What is the significance of blue field labels found in Microsoft CRM records?

- A - A blue field label indicates a business required field value
- B - A blue field label indicates a business recommended field value
- C - A blue field label indicates a system generated field value
- D - A blue field label indicates a field value that may be updated only by a system administrator

Answer: B

Question: 4

Which of the following statements about Notes and Attachments is correct?

- A - Notes may be shared with other application users.
- B - Notes are always parented by another record.
- C - Sales Professional is required to use Notes and Attachments.
- D - Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Answer: B

Question: 5

Which of the following are functions in Microsoft CRM for finding data?

- A - CRM Index Alphabet Bar
- B - Options menu
- C - Quick Create
- D - View menu

Answer: A, D

Question: 6

What action in the Account and Contact record is permanent and cannot be reversed?

- A - Assigning
- B - Deactivating

- C - Deleting
- D - Sharing

Answer: C

Question: 7

What types of records may be assigned to a Queue in the Workplace?

- A - Accounts
- B - Activities
- C - Cases
- D - Opportunities

Answer: B, C

Question: 8

A Subject record has how many parent relationships?

- A - 1
- B - 3
- C - 5
- D - Unlimited

Answer: A

Question: 9

If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A - Assigned queue
- B - Draft queue
- C - In Progress queue
- D - Public queue

Answer: C

Question: 10

What are the personal options for converting incoming E-mail to Microsoft CRM Activity records?

- A - All Incoming e-mail
- B - Only inbound e-mail
- C - Only e-mail about a new CRM record
- D - Only e-mail about an existing CRM record

Answer: A, D

Question: 11

An Activity is linked to an Opportunity record via which field on the Activity record?

- A - Category
- B - Owner
- C - Regarding
- D - Subject

Answer: C

Question: 12

How does application security and user licensing affect reporting in Microsoft CRM?

- A - A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports
- B - A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows
- C - A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license
- D - A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

Question: 13

E-mail messages created in or brought into Microsoft CRM are saved as which of the following record types?

- A - Activity records
- B - Case records
- C - Note records
- D - Task records

Answer: A

Question: 14

A record can be assigned to which of the following?

- A - A Business Unit
- B - An Organization
- C - A Team
- D - A User

Answer: D

Question: 15

Of the following, the Quick Create feature allows for the creation of which record type?

- A - Activities
- B - Cases
- C - Contacts
- D - Reports

Answer: C

Question: 16

When an Activity is created through an Opportunity record, the Regarding field in the Activity is populated with which of the following records?

- A - Account
- B - Contact
- C - Opportunity
- D - Product

Answer: C

Question: 17

Prior to adding quotas, which of the following records are required to be set up in Microsoft CRM?

- A - Accounts
- B - Fiscal Periods
- C - Leads
- D - Users

Answer: B, D

Question: 18

Which of the following is NOT available in the Microsoft CRM Sales for Outlook client?

- A - Activities
- B - Products
- C - Quotes
- D - Workplace

Answer: D

Question: 19

Before a user is able to create an Order from a Quote, what does the status of the Quote need to be?

- A - Active
- B - Closed
- C - Draft
- D - Open

Answer: A

Question: 20

What happens when an e-mail is sent using the CRM e-mail form from the CRM toolbar of the Microsoft CRM Sales for Outlook client in online mode?

- A - The e-mail will show in your Sent Items folder
- B - The e-mail will create and send a CRM E-mail Activity
- C - The e-mail will populate all the required fields for you
- D - The e-mail will show up on your Homepage in the web client

Answer: B

Question: 21

Which action is only available in the Microsoft CRM Sales for Outlook client?

- A - Assign
- B - Direct E-mail
- C - Fax
- D - Mail Merge

Answer: D

Question: 22

In the Microsoft CRM Sales Professional edition, what field in the Opportunity record is required for Products to be added to the Opportunity?

- A - Close Date
- B - Price List
- C - Probability
- D - Sales Stage

Answer: B

Question: 23

How many Accounts can be associated to an Opportunity?

- A - 0
- B - 1
- C - 2
- D - Unlimited

Answer: B

Question: 24

If a Salesperson wanted to choose from one of several Sales Processes that are available to relate to an Opportunity they own, which Action would they use?

- A - Apply Rule
- B - Assign
- C - Import
- D - Update

Answer: A

Question: 25

Which type of user is the Microsoft CRM Sales for Outlook client targeted to?

- A - Accounting person
- B - Field Service person who travels to client sites
- C - Sales person
- D - Network Administrator

Answer: C

Question: 26

Which of the following records is editable offline in the Microsoft CRM Sales for Outlook client?

- A - Opportunities
- B - Price Lists
- C - Products
- D - Sales Literature

Answer: A

Question: 27

When converting a Lead, what records can be created and opened during the conversion?

- A - Account
- B - Contact
- C - Opportunity
- D - Quote

Answer: A, B, C

Question: 28

Of the following, which Microsoft CRM Activity record type will map to its associated record type in Microsoft Outlook?

- A - Fax
- B - Letter
- C - Phone Call
- D - Task

Answer: D

Question: 29

When records are created using the native Microsoft Outlook menus and buttons, where do the newly created items appear in the Microsoft CRM Sales for Outlook application?

- A - In the CRM folder list
- B - In the CRM view pane
- C - The records will only populate the native Microsoft Outlook folders
- D - The records will only populate the Microsoft CRM web application

Answer: C

Question: 30

Sales Territories may be associated with which record type?

- A - Accounts
- B - Contacts
- C - Leads
- D - Opportunities

Answer: A

Question: 31

When a Case is deleted, what other actions take place?

- A - Activities associated to the case are also deleted
- B - Contacts associated to the case are also deleted
- C - Contracts associated to the case are also deleted
- D - Notes associated to the case are also deleted

Answer: A, D

Question: 32

What tool in Microsoft CRM is used to create a rule for routing Cases?

- A - Deployment Manager
- B - Sales Manager
- C - Work flow Manager
- D - Work flow Monitor

Answer: C

Question: 33

What benefits do Knowledge Base article templates provide to Microsoft CRM users?

- A - Templates allow users to organize Knowledge Base articles into Queues
- B - Templates allow users to organize Knowledge Base articles into groups
- C - Templates provide consistency in Knowledge Base articles across the entire organization
- D - Templates provide consistency in Knowledge Base articles only within the business unit to which the template is assigned

Answer: C

Question: 34

Which of the following statements about knowledge base articles is correct?

- A - Knowledge base articles can include attachments
- B - Knowledge base articles can be accessed by customers
- C - The entire text of a knowledge base article can be searched
- D - All knowledge base articles must use the same format

Answer: C

Question: 35

In the Microsoft CRM Customer Service Standard edition which of the following actions can be completed?

- A - Associate Products to a Case
- B - Create a Contract
- C - Route a Case using Workflow to a User
- D - Associate an Account to a Case

Answer: D

Question: 36

How are Allotment Types used with Cases?

- A - When a Case is Resolved, the allotment number on the contract is decremented
- B - When a Case is Opened, the allotment number on the contract is decremented
- C - When a Case is Resolved, the allotment number on the contract is increased
- D - When a Case is Opened, the allotment number on the contract is increased

Answer: A

Question: 37

In Microsoft CRM, Contracts are used to track which of the following?

- A - Orders from Partners
- B - Service agreements with Customers
- C - Work agreements with Employees
- D - Product purchase agreements with Customers

Answer: B

Question: 38

The total amount of time spent resolving a Case is calculated based on what?

- A - The total amount of time between the Case creation and resolution
- B - The total amount of time it takes to add a Contract to the Case

- C - The total amount of time the Account has been attached to the Contract
- D - The total amount of time spent on Activities associated to the Case

Answer: D

Question: 39

What action must be completed before a Case can be resolved?

- A - Associate a Contract to the Case
- B - Create an Activity associated to the Case customer
- C - Associate a Knowledge Base article to the Case
- D - Close any Activities associated to the Case

Answer: D

Question: 40

What is the first step in creating a new Contract?

- A - Add a Case
- B - Add Contract Line Items
- C - Create an Account
- D - Select a Contract Template

Answer: D

Question: 41

As long as a user has sufficient security privileges, new product records may be created in Microsoft CRM via which of the following areas?

- A - Home Page Settings Area
- B - Sales Product Area
- C - Service Knowledge Base Area
- D - Service Product Area

Answer: A

Question: 42

What Microsoft CRM Product functionality provides the ability to identify additional products that may be sold as replacements for a specific product?

- A - Alternate Products
- B - Kit Products
- C - Substitute Products
- D - Write-In Products

Answer: C

Question: 43

If a previously used Price List is no longer relevant, how can the administrator ensure it is not used on future records?

- A - Cancel the Price List to make it unavailable
- B - Deactivate the Price List to make it unavailable
- C - Delete the Price List to make it unavailable
- D - Set the Price List end date so that the Price List is unavailable when it reaches the date

Answer: B

Question: 44

Which of the following fields allows for categorizing related Sales Literature, Case, and Knowledge Base information regarding a Product?

- A - Product Name
- B - Product Type
- C - Regarding
- D - Subject

Answer: D

Question: 45

Which of the following statements regarding Unit Groups are true?

- A - Each Unit Group refers to the Base Unit
- B - Unit Groups may be used across Product Lines
- C - There is a limit to the number of Unit Groups used in the Product Catalog
- D - Unit groups cannot be modified once created

Answer: A, B

Question: 46

What are the choices for optimizing a user's Workplace style?

- A - Admin User
- B - Reports User
- C - Sales User
- D - Service User

Answer: C, D

Question: 47

An Activity is linked to an Opportunity record via which field on the Activity record?

- A - Category
- B - Owner
- C - Regarding
- D - Subject

Answer: C

Question: 48

What action will move an Activity record from the Assigned queue to the In Progress queue in the Workplace?

- A - Accept
- B - Assign
- C - Complete
- D - Share

Answer: A

Question: 49

A record can be assigned to which of the following?

- A - A Business Unit
- B - An Organization
- C - A Team
- D - A User

Answer: D

Question: 50

Which of the following statements about Notes and Attachments is correct?

- A - Notes may be shared with other application users.
- B - Notes are always parented by another record.
- C - Sales Professional is required to use Notes and Attachments.
- D - Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Answer: B

Question: 51

A Subject record has how many parent relationships?

- A - 1
- B - 3
- C - 5
- D - Unlimited

Answer: A

Question: 52

How is the Advanced Find tool used in Microsoft CRM?

- A - It allows for the creation of new Views at the Application Level
- B - It allows for multiple-level searching for one record type at a time
- C - It allows for multiple-level searching for multiple record types at a time
- D - It allows for Primary Field searches only

Answer: B

Question: 53

Of the following, the Quick Create feature allows for the creation of which record type?

- A - Activities
- B - Cases
- C - Contacts
- D - Reports

Answer: C

Question: 54

If an Administrator makes a field in Microsoft CRM business required, what color will the field label be?

- A - Black
- B - Blue
- C - Gray
- D - Red

Answer: D

Question: 55

Which of the following statements regarding Account record relationships is correct?

- A - Contacts can only have one parent Account
- B - Accounts can parent many other Accounts
- C - Accounts can have many parent Accounts
- D - Accounts can parent many Contacts

Answer: A, B, D

Question: 56

When a Case is assigned to another user, which of the following occurs?

- A - The Case is routed to the public queue
- B - The Ownership of the case does not change until the Case is accepted
- C - The Case is routed to the Assigned queue
- D - The Case is routed to the In Progress queue

Answer: C

Question: 57

What action in the Account and Contact record is permanent and cannot be reversed?

- A - Assigning
- B - Deactivating
- C - Deleting
- D - Sharing

Answer: C

Question: 58

Which of the following records can be associated to a Contact?

- A - Activities
- B - Cases
- C - Opportunities
- D - Territories

Answer: A, B, C

Question: 59

Which of the following actions is typically recommended as an alternative to deleting an Account?

- A - Exporting the Account
- B - Converting the Account
- C - Re-assigning the Account
- D - Deactivating the Account

Answer: D

Question: 60

How does application security and user licensing affect reporting in Microsoft CRM?

- A - A user cannot generate a report in Microsoft CRM if they do not have the proper application

security access for Reports

B - A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows

C - A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license

D - A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

Question: 61

Before a user is able to create an Order from a Quote, what does the status of the Quote need to be?

A - Active

B - Closed

C - Draft

D - Open

Answer: A

Question: 62

What happens when an e-mail is sent using the CRM e-mail form from the CRM toolbar of the Microsoft CRM Sales for Outlook client in online mode?

A - The e-mail will show in your Sent Items folder

B - The e-mail will create and send a CRM E-mail Activity

C - The e-mail will populate all the required fields for you

D - The e-mail will show up on your Homepage in the web client

Answer: B

Question: 63

What record type may be associated to a Competitor?

A - Account

B - Case

C - Contact

D - Product

Answer: D

Question: 64

Which type of user is the Microsoft CRM Sales for Outlook client targeted to?

A - Accounting person

B - Field Service person who travels to client sites

C - Sales person

D - Network Administrator

Answer: C

Question: 65

Sales Territories may be associated with which record type?

A - Accounts

- B - Contacts
- C - Leads
- D - Opportunities

Answer: A

Question: 66

When records are created using the native Microsoft Outlook menus and buttons, where do the newly created items appear in the Microsoft CRM Sales for Outlook application?

- A - In the CRM folder list
- B - In the CRM view pane
- C - The records will only populate the native Microsoft Outlook folders
- D - The records will only populate the Microsoft CRM web application

Answer: C

Question: 67

In the Microsoft CRM Sales Professional edition, what field in the Opportunity record is required for Products to be added to the Opportunity?

- A - Close Date
- B - Price List
- C - Probability
- D - Sales Stage

Answer: B

Question: 68

How is the estimated revenue of an Opportunity entered in the Microsoft CRM application?

- A - Estimated revenue can be calculated through a Workflow process
- B - Estimated revenue can be manually entered by Microsoft CRM users
- C - Estimated revenue can only be entered by a user with the 'Sales Manager' Role
- D - Estimated revenue can be system generated based on the product information

Answer: B, D

Question: 69

Prior to adding quotas, which of the following records are required to be set up in Microsoft CRM?

- A - Accounts
- B - Fiscal Periods
- C - Leads
- D - Users

Answer: B, D

Question: 70

Which of the following records is editable offline in the Microsoft CRM Sales for Outlook client?

- A - Opportunities
- B - Price Lists
- C - Products
- D - Sales Literature

Answer: A

Question: 71

How is an existing e-mail message in your Microsoft Outlook Inbox copied to Microsoft CRM?

- A - Select the e-mail message and click 'Apply Workflow Rule'
- B - Select the e-mail message and click 'Promote E-Mail to CRM Activity'
- C - Select Import from the Tools menu
- D - Existing messages may not be populated into Microsoft CRM

Answer: B

Question: 72

When you are using Microsoft CRM Sales for Outlook client in online mode, which of the following Microsoft CRM functions may NOT be performed?

- A - Modify a workflow rule
- B - Modify contact
- C - Create an e-mail activity
- D - Create an order

Answer: A

Question: 73

Microsoft CRM Sales for Outlook Client mail merge functionality can be used to print all of the following except:

- A - Envelopes
- B - Invoices
- C - Letters
- D - Mailing Labels

Answer: B

Question: 74

Which of the following functions is available in the Sales Standard edition?

- A - Competitors
- B - Opportunities
- C - Products
- D - Work flow

Answer: B

Question: 75

Which of the following statements regarding the configuration of a Sales Process in the Sales Professional edition is correct?

- A - Sales Processes Rules must have at least three stages
- B - Multiple Sales Process Rules may be active at any given time
- C - Only one Sales Process Rule may be active at any given time
- D - A Sales Process must set the Opportunity probability based on the final sales stage

Answer: B

Question: 76

Once a Knowledge Base article is Published, which of the following actions may be taken on the article?

- A - Delete
- B - Edit
- C - Reject
- D - Unpublish

Answer: D

Question: 77

In Microsoft CRM, Contracts are used to track which of the following?

- A - Orders from Partners
- B - Service agreements with Customers
- C - Work agreements with Employees
- D - Product purchase agreements with Customers

Answer: B

Question: 78

Which of the following actions must take place before editing or deleting a Knowledge Base article?

- A - Activate the article
- B - Deactivate the article
- C - Publish the article
- D - Unpublish the article

Answer: D

Question: 79

How many sections may be added to a Knowledge Base Template?

- A - 1
- B - 2
- C - 3
- D - Unlimited

Answer: D

Question: 80

Where are Cases accessed in Microsoft CRM?

- A - Customer Service Module
- B - File Menu
- C - Homepage
- D - Workplace

Answer: A, D

Question: 81

What benefits do Knowledge Base article templates provide to Microsoft CRM users?

- A - Templates allow users to organize Knowledge Base articles into Queues
- B - Templates allow users to organize Knowledge Base articles into groups

C - Templates provide consistency in Knowledge Base articles across the entire organization
D - Templates provide consistency in Knowledge Base articles only within the business unit to which the template is assigned

Answer: C

Question: 82

Which of the following records types may be associated to a Case?

- A - Activities
- B - Contacts
- C - Opportunities
- D - Products

Answer: A, B, D

Question: 83

What tool in Microsoft CRM is used to create a rule for routing Cases?

- A - Deployment Manager
- B - Sales Manager
- C - Work flow Manager
- D - Work flow Monitor

Answer: C

Question: 84

When a case is routed to a Microsoft CRM user, which of the following actions can the user perform?

- A - Accept
- B - Assign
- C - Deny
- D - Reply

Answer: A, B

Question: 85

The Knowledge Base article search function is used to perform what types of searches?

- A - Author searches
- B - Full Text searches
- C - Keyword searches
- D - Title searches

Answer: B, C, D

Question: 86

What Microsoft CRM Product functionality provides the ability to identify additional products that may be sold as replacements for a specific product?

- A - Alternate Products
- B - Kit Products
- C - Substitute Products
- D - Write-In Products

Answer: C

Question: 87

Which of the following fields allows for categorizing related Sales Literature, Case, and Knowledge Base information regarding a Product?

- A - Product Name
- B - Product Type
- C - Regarding
- D - Subject

Answer: D

Question: 88

Which of the following statements regarding Unit Groups are true?

- A - Each Unit Group refers to the Base Unit
- B - Unit Groups may be used across Product Lines
- C - There is a limit to the number of Unit Groups used in the Product Catalog
- D - Unit groups cannot be modified once created

Answer: A, B

Question: 89

Which of the following statements about deleting Product records is true?

- A - If a Product record is inactive, it cannot be deleted because the record is read only
- B - Once a Product record is deleted, it may be reactivated again
- C - A Product record may be deleted if it has not been used on an Opportunity, Quote, Order, or Invoice
- D - Product records may not be deleted from Microsoft CRM, they may only be deactivated

Answer: C

Question: 90

As long as a user has sufficient security privileges, new product records may be created in Microsoft CRM via which of the following areas?

- A - Home Page Settings Area
- B - Sales Product Area
- C - Service Knowledge Base Area
- D - Service Product Area

Answer: A

Question: 91

E-mail messages created in or brought into Microsoft CRM are saved as which of the following record types?

- A - Activity records
- B - Case records
- C - Note records
- D - Task records

Answer: A

Question: 92

Which of the following statements about Notes and Attachments is correct?

- A - Notes may be shared with other application users.
- B - Notes are always parented by another record.
- C - Sales Professional is required to use Notes and Attachments.
- D - Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Answer: B

Question: 93

How are Queues populated in the Microsoft CRM Workplace?

- A - By Manual Routing
- B - By Workflow Rules
- C - By changing the Queue Service Settings
- D - By dragging and dropping records into Queues

Answer: A, B

Question: 94

From which of the following Microsoft CRM areas may Queues be accessed?

- A - Cases
- B - Work flow
- C - Workplace
- D - Home Page

Answer: C

Question: 95

What is the significance of blue field labels found in Microsoft CRM records?

- A - A blue field label indicates a business required field value
- B - A blue field label indicates a business recommended field value
- C - A blue field label indicates a system generated field value
- D - A blue field label indicates a field value that may be updated only by a system administrator

Answer: B

Question: 96

A Subject record has how many parent relationships?

- A - 1
- B - 3
- C - 5
- D - Unlimited

Answer: A

Question: 97

If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A - Assigned queue
- B - Draft queue
- C - In Progress queue

D - Public queue

Answer: C

Question: 98

How does application security and user licensing affect reporting in Microsoft CRM?

A - A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports

B - A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows

C - A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license

D - A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

Question: 99

When does an Activity change ownership in the Microsoft CRM application?

A - When it is modified by another user

B - When it is assigned to another user

C - When it is shared with another user

D - When it is viewed by another user

Answer: B

Question: 100

Which of the following records can be associated to a Contact?

A - Activities

B - Cases

C - Opportunities

D - Territories

Answer: A, B, C

Question: 101

What action will move an Activity record from the Assigned queue to the In Progress queue in the Workplace?

A - Accept

B - Assign

C - Complete

D - Share

Answer: A

Question: 102

What is the default size limitation of file attachments in the Notes record type?

A - 1 MB

B - 3 MB

C - 5 MB

D - Unlimited

Answer: C

Question: 103

Which of the following statements about creating E-mail Templates is true?

- A - Organizational e-mail templates for Microsoft CRM can be created in the Settings area by an administrator
- B - Personal e-mail templates for Microsoft CRM can be created by a user in their Personal Options area
- C - Personal e-mail templates for Microsoft CRM can be created from an existing e-mail record
- D - Organizational e-mail templates for Microsoft CRM may be created using a Microsoft Outlook form

Answer: A, B

Question: 104

Of the following, the Quick Create feature allows for the creation of which record type?

- A - Activities
- B - Cases
- C - Contacts
- D - Reports

Answer: C

Question: 105

What are the choices for optimizing a user's Workplace style?

- A - Admin User
- B - Reports User
- C - Sales User
- D - Service User

Answer: C, D

Question: 106

Which of the following functions is available in the Sales Standard edition?

- A - Competitors
- B - Opportunities
- C - Products
- D - Work flow

Answer: B

Question: 107

Which type of user is the Microsoft CRM Sales for Outlook client targeted to?

- A - Accounting person
- B - Field Service person who travels to client sites
- C - Sales person
- D - Network Administrator

Answer: C

Question: 108

When records are created using the native Microsoft Outlook menus and buttons, where do the newly created items appear in the Microsoft CRM Sales for Outlook application?

- A - In the CRM folder list
- B - In the CRM view pane
- C - The records will only populate the native Microsoft Outlook folders
- D - The records will only populate the Microsoft CRM web application

Answer: C

Question: 109

Microsoft CRM Sales for Outlook Client mail merge functionality can be used to print all of the following except:

- A - Envelopes
- B - Invoices
- C - Letters
- D - Mailing Labels

Answer: B

Question: 110

When you are using Microsoft CRM Sales for Outlook client in offline mode, which of the following Microsoft CRM functions may NOT be performed?

- A - Modify a workflow rule
- B - Modify a contact
- C - Create an e-mail activity
- D - Create an order

Answer: A

Question: 111

What record type may be associated to a Competitor?

- A - Account
- B - Case
- C - Contact
- D - Product

Answer: D

Question: 112

Before a user is able to create an Order from a Quote, what does the status of the Quote need to be?

- A - Active
- B - Closed
- C - Draft
- D - Open

Answer: A

Question: 113

What happens when an e-mail is sent using the CRM e-mail form from the CRM toolbar of the Microsoft CRM Sales for Outlook client in online mode?

- A - The e-mail will show in your Sent Items folder
- B - The e-mail will create and send a CRM E-mail Activity
- C - The e-mail will populate all the required fields for you
- D - The e-mail will show up on your Homepage in the web client

Answer: B

Question: 114

How many Accounts can be associated to an Opportunity?

- A - 0
- B - 1
- C - 2
- D - Unlimited

Answer: B

Question: 115

Which of the following is NOT available in the Microsoft CRM Sales for Outlook client?

- A - Activities
- B - Products
- C - Quotes
- D - Workplace

Answer: D

Question: 116

When converting a Lead to qualified, what options are available?

- A - Assign the Lead to another user
- B - Create an Account
- C - Create a Contact
- D - Create an Opportunity

Answer: B, C, D

Question: 117

Which of the following statements regarding the configuration of a Sales Process in the Sales Professional edition is correct?

- A - Sales Processes Rules must have at least three stages
- B - Multiple Sales Process Rules may be active at any given time
- C - Only one Sales Process Rule may be active at any given time
- D - A Sales Process must set the Opportunity probability based on the final sales stage

Answer: B

Question: 118

If a Quote is Active and the customer calls wanting to add two new products to the Quote, what action would you need to perform before adding those products to the Quote?

- A - Close the Quote
- B - Create a revision of the original Quote
- C - Create an additional Quote
- D - Copy the Quote

Answer: B

Question: 119

In the Microsoft CRM Sales Professional edition, what field in the Opportunity record is required for Products to be added to the Opportunity?

- A - Close Date
- B - Price List
- C - Probability
- D - Sales Stage

Answer: B

Question: 120

Revising a Quote will create which of the following results?

- A - The original Quote is closed and a new Quote copied from the original is created and the revision number is incremented
- B - The original Quote is deleted and a new Quote is created with a new revision number
- C - The original Quote is copied and a new revision number is created or incremented
- D - The original Quote is copied and the quote identification number is changed

Answer: A

Question: 121

Which of the following statements about knowledge base articles is correct?

- A - Knowledge base articles can include attachments
- B - Knowledge base articles can be accessed by customers
- C - The entire text of a knowledge base article can be searched
- D - All knowledge base articles must use the same Format

Answer: C

Question: 122

How are Allotment Types used with Cases?

- A - When a Case is Resolved, the allotment number on the contract is decremented
- B - When a Case is Opened, the allotment number on the contract is decremented
- C - When a Case is Resolved, the allotment number on the contract is increased
- D - When a Case is Opened, the allotment number on the contract is increased

Answer: A

Question: 123

What is the first step in creating a new Contract?

- A - Add a Case
- B - Add Contract Line Items
- C - Create an Account
- D - Select a Contract Template

Answer: D

Question: 124

Once a Knowledge Base article is Published, which of the following actions may be taken on the

article?

- A - Delete
- B - Edit
- C - Reject
- D - Unpublish

Answer: D

Question: 125

Where are Products associated to a Contract?

- A - Contract Header
- B - Contract Line Items
- C - Contract Notes
- D - Contract Template

Answer: B

Question: 126

What benefits do Knowledge Base article templates provide to Microsoft CRM users?

- A - Templates allow users to organize Knowledge Base articles into Queues
- B - Templates allow users to organize Knowledge Base articles into groups
- C - Templates provide consistency in Knowledge Base articles across the entire organization
- D - Templates provide consistency in Knowledge Base articles only within the business unit to which the template is assigned

Answer: C

Question: 127

Where are Cases accessed in Microsoft CRM?

- A - Customer Service Module
- B - File Menu
- C - Homepage
- D - Workplace

Answer: A, D

Question: 128

Which of the following records types may be associated to a Case?

- A - Activities
- B - Contacts
- C - Opportunities
- D - Products

Answer: A, B, D

Question: 129

Which of the following actions must take place before editing or deleting a Knowledge Base article?

- A - Activate the article
- B - Deactivate the article

- C - Publish the article
- D - Unpublish the article

Answer: D

Question: 130

Which record is only found in the Microsoft CRM Customer Service Professional edition?

- A - Contacts
- B - Contracts
- C - Accounts
- D - Knowledge Base

Answer: B

Question: 131

Which of the following fields allows for categorizing related Sales Literature, Case, and Knowledge Base information regarding a Product?

- A - Product Name
- B - Product Type
- C - Regarding
- D - Subject

Answer: D

Question: 132

As long as a user has sufficient security privileges, new product records may be created in Microsoft CRM via which of the following areas?

- A - Home Page Settings Area
- B - Sales Product Area
- C - Service Knowledge Base Area
- D - Service Product Area

Answer: A

Question: 133

What Microsoft CRM Product functionality provides the ability to identify additional products that may be sold as replacements for a specific product?

- A - Alternate Products
- B - Kit Products
- C - Substitute Products
- D - Write-In Products

Answer: C

Question: 134

Which of the following statements regarding Unit Groups are true?

- A - Each Unit Group refers to the Base Unit
- B - Unit Groups may be used across Product Lines
- C - There is a limit to the number of Unit Groups used in the Product Catalog
- D - Unit groups cannot be modified once created

Answer: A, B

Question: 135

Which of the following statements about deleting Product records is true?

- A - If a Product record is inactive, it cannot be deleted because the record is read only
- B - Once a Product record is deleted, it may be reactivated again
- C - A Product record may be deleted if it has not been used on an Opportunity, Quote, Order, or Invoice
- D - Product records may not be deleted from Microsoft CRM, they may only be deactivated

Answer: C

Question: 136

You would like to send a newsletter to all of your active Accounts. What is the easiest and quickest way to access these accounts?

- A - Use the Advanced Find feature
- B - Use the CRM Index Alphabet bar
- C - Use the View menu
- D - Use the Basic Find method in the List View

Answer: C

Question: 137

Microsoft CRM modules may be accessed in which of the following ways?

- A - By typing the module name in the Find function
- B - By choosing the module from the Navigation Bar
- C - By choosing the module from the Quick Create function
- D - By choosing the module from the Go To menu

Answer: B, D

Question: 138

The Subject Manager is maintained in which area of Microsoft CRM?

- A - Reports
- B - Service
- C - Settings
- D - Workplace

Answer: C

Question: 139

What status reasons are available when closing an Invoice in Microsoft CRM?

- A - Canceled
- B - Closed
- C - Paid in Full
- D - Pending

Answer: A, C

Question: 140

Which feature in Microsoft CRM is used to find Cases by Subject?

- A - Advanced Find
- B - Basic Find
- C - Subject Manager
- D - View Menu

Answer: A

Question: 141

In the Microsoft CRM Customer Service Professional edition, what is Routing used for?

- A - Assigning Case records to specific queues or users
- B - Assigning Activity records to specific queues or users
- C - Creating Notes that are attached to a case
- D - Creating Contracts for Accounts

Answer: A, B

Question: 142

Knowledge Base articles may be searched from which or the following locations?

- A - Customer Service Accounts area
- B - Customer Service Case area
- C - Home Page
- D - Workplace Knowledge Base area

Answer: D

Question: 143

A Case can be assigned to which of the following?

- A - Knowledge Base article
- B - Opportunity record
- C - Public queue
- D - Sales Literature article

Answer: C